



Patient and Family Advisory Councils

2017 Annual Report



Dec. 27, 2017

Dear Readers,

No parent wishes to be in the hospital with their child, but if we need to be there, Florida Hospital for Children is where I choose to be.

I am very thankful to have been a part of the Family Advisory Council here at FHFC. It answers the why question we often have as parents. Being able to give back to our community when families need it most has been extremely fulfilling.

As a member of the council since 2013 and chairman for the last two years, I have seen great things done at FHFC. From helping with the nutritional menu to designing signage to donating new equipment, no task is too small.

Moving forward, I hope to see the Family Advisory Council expand it's reach into other areas of patient and family experiences that have not yet been addressed to provide continuity of care from the moment the family steps on the property to when they leave.

In the future, I believe a stronger partnership with FHFC staff and leadership and positive growth to our council with both family members and support staff is needed to achieve this goal.

Overall, the FAC has worked diligently to provide a better experience for patient and families over the last decade. Florida Hospital for Children is better because of it.

Sincerely,



Angela Hanke
Chairman
Family Advisory Council
Florida Hospital for Children



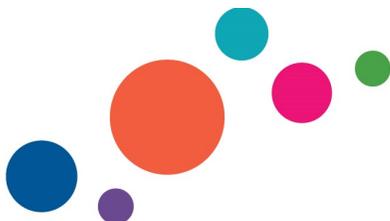
ANGELA HANKE

Angela Hanke joined the Family Advisory Council in October 2012 and was elected as chairman in March 2016. She is married and has four children.



Table of Contents

PFAC Overview	4
Philosophy & Vision	4
Recruitment & Selection	5
FAC Member Overview	5
Teen Advisory Council	6
E-Council	7
Council Leadership	7
Agenda Planning	7
Impact & Accomplishments	8
2018 Goals	9
Timeline	10



PFAC Overview

The Florida Hospital for Children Family Advisory Council empowers families and gives them a voice in the decisions that affect patient care and family experiences. Council members share and bring their unique perspectives of the healthcare experiences provided at the hospital. This partnership allows patients and families to have a direct impact on the planning, delivery and evaluation of health care with the goal of promoting quality, safety and satisfaction.

The Family Advisory Council, along with the E-Council and Teen Advisory Council, provide and present annually on their progress and activities to the leadership team. This annual report will also be posted online at FloridaHospitalforChildren.com.

Each PFAC is guided by council mission, vision, goals and principles which are supported by Florida Hospital.

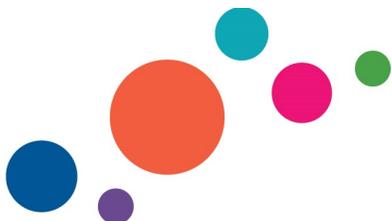


Philosophy & Vision

The Family Advisory Council's goal is to promote a positive relationship among Florida Hospital for Children, its families, and the regional community, and thereby serve as a vital link between the hospital and its community.

By creating partnerships across the continuum of care, patients, families and the health care team work together. The success of this work is based on principles of patient- and family-centered care:

- Dignity and respect: Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.



- Information sharing: Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information to effectively participate in care and decision-making.
- Participation: Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- Collaboration: Patients, families, health care practitioners and health care leaders collaborate in policy and program development, implementation and evaluation; in research; in facility design; and in professional education, as well as in the delivery of care.

On the experience level, the expertise of council members is fundamental in promoting teamwork and effective communication. At the organizational level, members are active partners in safety initiatives, data analysis and care redesign.

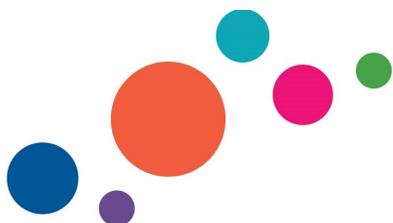
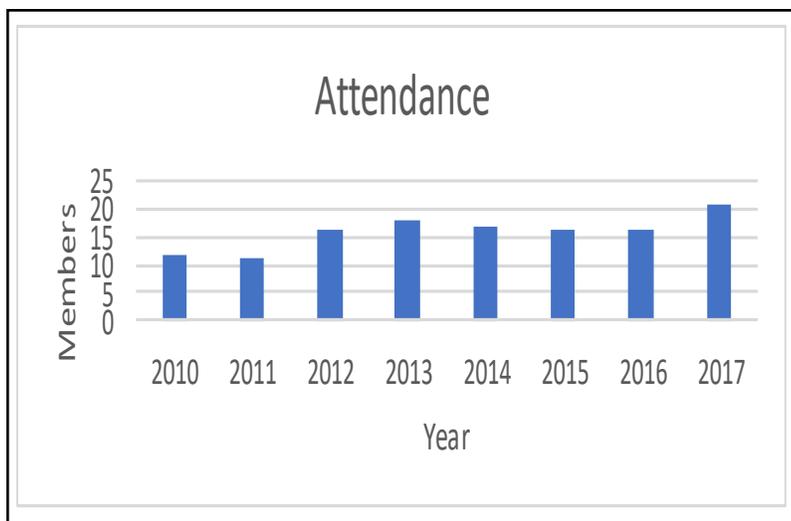
Recruitment & Selection

PFAC members are recruited through communication between Florida Hospital for Children staff, patients and families. Applications can be submitted on paper or electronically at FloridaHospitalForChildren.com.

Applications are accepted year-round, and candidates are screened and interviewed by hospital staff and PFAC leadership. Once candidates are screened, members are selected based on factors that include listening skills, sharing of thoughts and opinions on health care experiences and the ability to understand different points of view.

Family Advisory Council Member Overview

Members of the Florida Hospital for Children Family Advisory Council include parents and grandparents of former patients, as well as hospital staff members. There are 21 women and six men. There are 19 parents and eight staff members. Some of the staff members have children who have undergone treatment at the hospital. The membership is reflective of the hospital's service community and spans across the continuum to include in-patient and outpatient populations. Members have experiences in pediatric medical/surgical care, NICU, PICU, CEC, BMT and CVICU. Five members joined the council in 2017. The Family Advisory Council is facilitated by the director of family experience, patient and family experience manager and the family-centered care consultant.

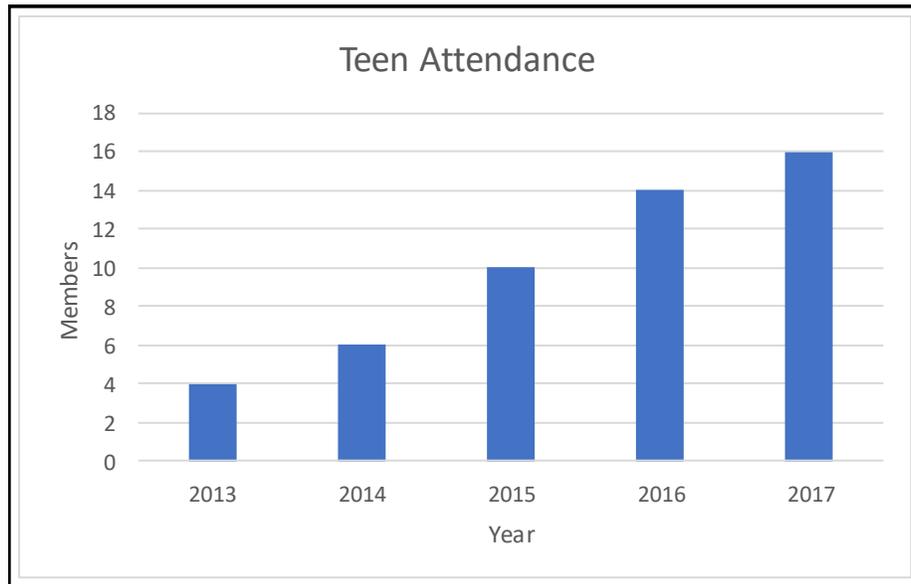


Teen Advisory Council Member Overview

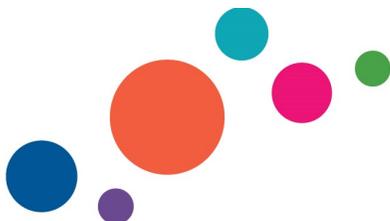
The Teen Advisory Council held several special events for the patients and families, including events for Christmas, Easter and Valentine's Day. Our teens have completed numerous projects to assist the hospital's Child Life team:

- Memory bracelets for children of adult patients
- Bandage drives
- Milestone pages for NICU babies
- Assembly of wagons
- Grab-and-go bags for outpatient units
- Make-your-own holiday ornaments

The leaders of the Teen Advisory Council also provided members with an education session on the amoeba and encouraged them to spread awareness to their peers.



Teens who attend meetings receive community hours for participation which they are able to use for community service hours.



E-Council Overview

The Florida Hospital for Children E-Council was established in 2015 to involve a larger number of families for feedback on decisions affecting patient experience. Comments from the E-Council are frequently mentioned during Family Advisory Council meetings.



The E-Council has been most successful when issues arise between the monthly meetings of the Family Advisory Council, particularly with questions that require a simple yes-or-no answer or those of which a choice needs to be made between two or three possibilities. Questions that require more thought have garnered fewer responses, and membership on the E-Council consists mostly of Family Advisory Council members. A decision was made in late 2017 to move the E-Council to Facebook and remove the original Groupsite platform. It is believed that the Facebook

platform will lead to a growth in membership and engagement because of Facebook's popularity and ease of use. The Facebook platform will provide real-time notifications and a protected online environment. Once the move is completed, a campaign will be launched to increase membership on the E-Council.

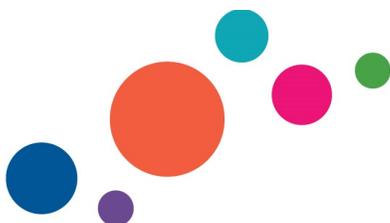
Council Leadership

The Family Advisory Council has a policy and an election process for the nomination and selection of key leadership positions, including chairman, vice chairman and secretary. Positions are solicited through active member nominations and those elected serve a term of two years. Any active member with strong attendance and a demonstration of a strong commitment to the guiding principles of patient- and family-centered care is eligible. The chairman can serve up to two consecutive terms. A new chairman is expected to be named in 2018.

Agenda Planning

Meeting agendas are set in a collaborative manner by the patient and family experience manager, family-centered care consultant and the Family Advisory Council chairman. Members are encouraged to bring forward topics of interest, concerns or issues with recent experiences.

Agenda topics also come from various departments at Florida Hospital for Children who are seeking input on new initiatives or guidance in project implementation. In the interest of improvement, each Family Advisory



Council meeting provides time for members to bring up new business and items for future agendas.

Ideas and recommendations are discussed among council leadership to determine whether they should be placed on the agenda or discussed elsewhere.

Work is often generated outside of the actual meeting through email, posts to the Family Advisory Council Facebook group or during phone calls.

Meetings in 2017 were held on the following dates:

Jan. 9	Feb. 13	March 13	April 10
May 8	June 12	July 10	Aug. 14
Sept. 11	Oct. 9	Nov. 13	Dec. 11

The July meeting was devoted entirely to Onboarding 2.0 training. The November meeting was held on the rooftop of the administration building and included an evening of food and music to thank the members for their contributions throughout the year. The December meeting was used to host a Christmas party for the patients and families who were on the units of Florida Hospital for Children.

Impact & Accomplishments

Packed agendas greeted members of the Family Advisory Council at many of 2017's regular meetings. The council tackled a wide range of topics, including transitional care, changes to the pediatric hospital's inpatient menu and a dilemma over the future of the MyCare folders.

Transitional Care: Many members of the Family Advisory Council have great interest in how Florida Hospital for Children tackles the growing issue of transitional care. The topic was raised by the council in 2012 and moved forward this year after being introduced to the Shared Leadership Quality & Practice Council. Action by both councils resulted in a meeting with Florida Hospital for Children leaders in November. Steps are being taken to develop clear guidelines and procedures in 2018 for Patient Placement, the Coordinated Care for Kids program and the Children's Emergency Center.

Nutritional Services: The completion of renovations to the inpatient kitchen prompted some proposed changes to the pediatric menu in 2017. The new menu was brought to the Family Advisory Council for review, and members came up with several possible additions, including chicken fingers, waffles, peanut butter and jelly sandwiches, waffles, more fruits and options for patients with diabetes or gluten sensitivities.

Radiology/Imaging: Concerns were raised in 2017 about radiology delays that lengthened stays for pediatric patients at Florida Hospital for Children. The Family Advisory Council filed its first ARF to address the problem, which resulted in a meeting with leaders in radiology and a new protocol to reduce the number of STAT orders and improve patient flow.



MyCare Folders: Inconsistencies with the use of MyCare folders within the hospital prompted a visit to several units by members of the Family Advisory Council and a discussion with the nursing staff. The findings from the discussion resulted in a decision to end the use of the folders and to place the information from them on the GetWell Network. The elimination of the folders will result in a future cost savings for the hospital.

Code Blue Procedures: Input from the families of patients led the Family Advisory Council to review Code Blue procedures. The Family Advisory Council found there was no clear person assigned to immediately notify families during a code. The review resulted in a staff member being designated to make a call when family isn't bedside.

Cuddle Cot: The Family Advisory Council secured the donation of a Cuddle Cot to the hospital in 2017. A Cuddle Cot allows the family of a newborn to spend more time with the baby after death. A dedication ceremony was held to receive the Cuddle Cot on June 28.

STAR Program: The Family Advisory Council assisted with the creation of the signage for the STAR Program. Members reviewed proposed designs to educate families about the program and recommended the puzzle design in the ribbon featured on the signs.

Additionally, the Family Advisory Council was asked to review Bible verses that will be associated with artwork in the new pediatric oncology unit. The council also tested a sleeper chair for the NICU and recommended it not be purchased. The group also reviewed a flyer on swim safety.

2018 Goals

The Family Advisory Council will elect a new chairman in 2018. Members were notified to consider nominations at the November meeting. The council will also continue to follow developments with transitional care, registration for patients with frequent admissions, the use of Today's Plan at Florida Hospital for Children and the rollout of the Family Advisory Council Seal of Approval.

The council also expects to continue work on the proposed pediatric menu and hopes to add new members with previous admissions to the neonatal intensive care unit.



TIMELINE

The Florida Hospital for Children Family Advisory Council was launched in 2010 and has been assisting in the journey to family-centered care ever since.

Visitation

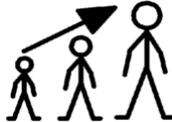
The Family Advisory Council recommends that visiting restrictions be lifted.



2010

Transitions

The Family Advisory Council suggests the need to address transitional care.



2012

Kids' Menu

The FAC visits Nutritional Services for a tasting while working to create a kid-



2013

2011



Grand Opening

The Walt Disney Pavilion at Florida Hospital for Children

2013



New Member

An FAC member is added to the Nursing Governance Council.

2015



IPFCC Conference

Three FAC members join hospital staff at a family-centered care conference.

