

FAMILY ADVISORY BOARD “FAB” Fiscal Year 2019 Annual Report



Our Purpose

- To work together with Associates and providers at The Children's Hospital of San Antonio to promote patient- and family-centered care;
- To collaborate with Associates and providers to improve the quality of care provided to children and their families in both inpatient and outpatient facilities;
- To improve patient and family satisfaction;
- To assure an attractive environment designed in keeping with the principles of patient- and family-centered care that is responsive to the needs of children and their families;
- To offer input to The Children's Hospital of San Antonio leadership in planning and evaluating services, programs, policies and new or remodeled facilities;
- To promote a positive relationship between the hospital and the community;
- To contribute to the education of present and future health care providers.

Summary: This report outlines the activities, impact, and accomplishments The Children's Hospital of San Antonio (CH of SA) Family Advisory Board (FAB) and highlights overall patient and family engagement activities during Fiscal Year 2019 (July 1, 2018 – June 30, 2019).





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Leadership and Membership

Staff FAB Co-Chair: Lyndsey Paulson, Director, Child Life
Parent FAB Co-Chair: Debra "DD" Belair

Family Advisors	Administration and Staff Advisors
Nicole Becerra	Ben Benitez, VP, Clinical Operations
Debra Belair	Cris Daskevich, CEO
Mica Carawan	Charles Hankins, MD, President/CMO
Terri Edlund	Rebecca Huston, MD
Rose Gonzalez	Christine Keating, VP, Ambulatory Services
Itza Pantoja-Matos	David Mier, Chief Financial Officer
Christy Mullen	Matei Petrescu, MD
Erika Mulsow	Dana Rohman, Associate CNO
Bardo Perez	Paul Von Gruenigen, Patient Advocate
Karen Smith	Maria Sandoval, MD
	Rhonda Thompson, CNO

Community Recruitment & Representation

We recruit FAB members through various communications to The Children's Hospital of San Antonio Associates, patients, families and the community. Applications are accepted year round and candidates are screened and interview by the FAB co-chairs and nominating committee. Once candidates are screened, members are selected base on factors such as capacity to listen, sharing their thoughts and opinions on health-care experiences, offering different points of view and their representation of the San Antonio and South Central Texas community.

We have had 14 family advisors since 2015. Nine were vetted and completed the onboarding process through DD Belair. Fifty-four prospective advisors have been contacted since 2015. In FY 2019, we received five new referrals and one completed the process.

Volunteer Hours Impact

Fiscal year 2019 estimated value of FAB volunteer impact is **625 hours for a dollar value of \$15,894.** (*Independent Sector; The value of volunteer time 2019 = \$25.43 per hour*)
DD Belair completed 400 hours.





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Meetings

Nine meetings were held the third Tuesday of each month from 6 – 8 p.m. Routine agendas included welcome, reflection, an update by hospital administration, FAB family meal report, committee reports, and any presentation for feedback followed by discussion.

Topics align with the hospital's operating goals, and are generated by administrators, health-care team members, and providers who request time at FAB meetings to gather advisor feedback. Areas of focus include new hospital initiatives, research projects, educational materials, marketing materials, policies, patient and family support protocols, communication strategies, and other initiatives.

Expenses

The Child Life Department continues to manage all FAB and PFCC expenses through the department's cost center. Fiscal Year 2019 expenses totaled \$6,155.30.

Summary of Accomplishments

Committee Participation

Members of FAB participated on the following hospital committees:

- Quality, Patient Safety
- Patient- and Family-Centered Care Steering Committee
- Patient Experience
- Safety Rounds
- Infection Control Committee

Consultation and Contributions

Members consulted or advised on the following documents and projects.

***Items approved to display FAB Seal of Approval*

- CHG Wipes brochure and poster**
- Inpatient Unit Welcome Letters**
- Emergency Department Post Card**
- NICU central line document**
- NICU communication board**
- Pre-Op coloring booklet and video**
- KidSTOP and Patient Access
- FAB love sack

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- FAB Comfort Cart
- PFCC Champion FY19
- The CH of SA Health Journey binder insert pages
- Fact Sheets reviewed for teens with various conditions transitioning to adult care:
 - Migraine
 - Irritable Bowel Syndrome
 - Celiac Disease
 - Epilepsy
 - Congenital Heart Disease
 - Depression
 - Autism Spectrum Disorder

Feedback & information reviewed:

- Teammates for Kids Child Life Zone
- Central Supply
- Safety and Security
- Patient Satisfaction Surveys

Care Opportunities

In fall 2016, we began providing FAB Family Meals to parents with children in the hospital. The meal is served in the Child Life Center on the first Tuesday of each month (summer off). The meal offers parents with a break from the hospital routine and an opportunity to network with other parents and FAB members. Parents learn about resources such as the Health Journey Binder and can receive other materials and assistance they need. In FY 2019, FAB hosted 650 family members and 22 Associates volunteered to support the event.

Bedside Care Partner Rounding

FAB members reached 220 families while making their rounds throughout the year. Providing comfort, conversation and information about resources available to them. DD Belair rounds on a weekly basis.





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Event Participation

Childhood Cancer Awareness events

Santa's Workshop

Patient- and Family-Centered Care Fair

Bad News Deserves Better Communication Workshop:

FAB Members participate as subjects and provide feedback to caregivers learning to deliver life altering information.

Family-centered care presentation to Baylor College of Medicine residents

Summer Fun Paleta Rounding

Child Life Director Interviews

Members of The Children's Hospital Family Advisory Board are dedicated to transforming the lives of children and families and in defining pediatric medicine. We are grateful to The Children's Hospital Leadership team for their ongoing partnership and commitment to improve the quality of care and safety for all patients.

