



**Baystate Children's Hospital
Patient and Family Advisory Council
Performance Improvement Report**

12/8/11 Update

Submitted by

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Co-Facilitators**

Format

Stable format for quarterly meetings inclusive of:

- Pre-meeting review of agenda items with parent Chair and parent member Co-Chair
- Meeting agenda mailed one week prior to meeting
- New member group orientation - on an "as needed" basis
- Post-meeting surveys completed, tabulated, included in meeting minutes - 100% of questions answered positively at 9/21/11 meeting. Next meeting 12/14/11.
- Meeting minutes out to members and reader list via e-mail

New opportunities:

- Ad hoc committee assignments to accomplish short & long-term initiatives - currently include:
 - o BCH PFAC Website Committee
 - o Family Resource Center Development Committee

Membership

- 17 active parent/youth members
- 13 Hospital staff, from inpatient, outpatient sites
- 3 parent members resigned
- 1 youth member resigned
- Anticipate 3 new members as of 12/14/11 - 2 parents, 1 youth

2011 Accomplishment List

- Celebrated 4th anniversary in Sept 2011
- 3 BCH PFAC parents guest speakers at October Schwartz Rounds titled, "Patient- and Family-Centered Care Awareness Month - My Baystate Experience. What Families Say."
- 4 parent advisory members shared the parent perspective and provided updates on PFAC/NICU subcommittee initiatives during the November NICU nursing staff meetings - PFAC members attended 4 out of 5 staff meetings held at various hours of the day - 6:15am, 10am, 4pm, 9pm.
- PFAC/NICU subcommittee members hosted a PFAC table at the 34th Annual NICU Graduates Reunion held on Saturday, June 18, 2011, to increase awareness of and promote interest in the PFAC.
- Ongoing partnership with BCH website development staff to make the BCH more parent/patient/consumer friendly by providing advise, direction, feedback and suggestions concerning the BCH website
- Creation of the BCH PFAC Website adhoc committee
- Input into newly created NICU Parent Expectation Handout with continued feedback and suggestions concerning implementation and usage (distributed to NICU parents in September).
- NICU "Book of Hope" created to share with current NICU families - promotes parental coping through hope and inspiration. This book was created during the NICU "Book of Hope" Scrapbooking Event held on May 21, 2011, and organized by the BCH PFAC/NICU subcommittee. 17 people attended. Scrapbooking pages highlighted stories of hope from former NICU graduates ranging in age from 1 year to 29 years of age. Currently being shared with parents in NICU/CCN. Has been positively received.

- Creation of the Family Resource Center Development Committee - involved in the organization, resource recommendation and purchasing, and operation of the Family Resource Center on Daly 4 including a newly created Lending Library. (opened November 29, 2011)
- Comprehensive New Member Orientation Packet provided to new member recruits and used during orientation meeting prior to BCH PFAC quarterly meetings.
- Member Participation in BCH Safety Committee discussions.
- Members (Mother and daughter) presentation at New Med/ Peds., & Peds. Resident Orientation (the 15th year for having parent/youth present during the month of July).
- Review & recommendations for "Code Orange" Abduction Policy revisions with Diane Cody, NICU Nurse Educator and BCH Policy and Procedure Committee member.
- Review & recommendations of "Welcome to Infants & Children's Unit" admit packet materials.
- Review & recommendations for Dr. Kaslovsky's start up & recruitment for the Cystic Fibrosis PFAC subcommittee.
- Creation of "Principles of Partnership" from the Universal Compact document by ad hoc committee - now included in *Creating Excellence* Presentations for PFCC Education to H & V Team and hospital-wide PFCC education.
- Began a partnership with the H/V PFCC pilot team with the goal of defining PFCC and guiding PFCC education and implementation with the focus on improving patient outcomes and delivering high quality, safe and memorable patient experiences. Involvement includes attendance at biweekly meetings with H/V PFCC pilot team and our BMC PFAC leader colleagues.
- Member recommendations for Patient and Family Activated PRRT discussion with newly admitted families
- Recommendations for patient- and family-centered care slogans for the ongoing PFCC hospital-wide education for eWorkplace, screensavers, and kiosks.
- Recommendations for development and provision of scholarship for the Educational Advocacy Training Seminar in April 2012.

Ongoing Initiatives

- NICU's "Parent-to- Parent Time" program & newsletter, "Early Edition" continues to provide effective support to grateful NICU parents. BCH PFAC Website improvements via adhoc committee: BCH PFAC Website Committee
- BCH Family Resource Center improvements via adhoc committee: Family Resource Development Committee
- Submission of 2nd Annual DPH BCH PFAC Report
- Patient- and Family-Centered Care education and awareness in collaboration with BMC PFAC:
 - Submission of Annual Nursing Report re: BH PFAC's
 - Patient-Centered Care Awareness Month celebrations (Oct 2011) inclusive of a Connections article and Schwartz Rounds.
 - *Creating Excellence* PFCC Educational Sessions to H & V Leadership and Experience Teams with f/u assessments reviewed on 9/27.
 - Review of *Creating Excellence* format to Deb Morsi's Director Team on 9/29/11.
 - Creation of November/December Connections PFCC Article with additional PFCC messages featured on eWorkplace, screensavers, kiosks
- Ongoing involvement with the H/V PFCC pilot team in a consultative/advisory role, including participation at bi-weekly committee meetings.

"Issues"- Challenges

- Budgetary questions - clarification needed
- Ongoing meetings/partnership with BMLH & BFMC PFAC's
- Members on Hospital Standing Committees