

# THE CHILDREN'S HOSPITAL OF SAN ANTONIO FAMILY ADVISORY BOARD

Annual Report 2015-2016

The Children's Hospital of San Antonio  
Family Advisory Board Established: 2015

Staff FAB Co-Chair: Kim Stephens, Child Life Supervisor  
Contact E-mail and Phone: [kim.stephens@christushealth.org](mailto:kim.stephens@christushealth.org) ,  
210.704.2534

Parent FAB Co-Chair: Debra "DD" Belair  
Contact E-mail and Phone: [ddbair@gvtc.com](mailto:ddbair@gvtc.com),  
210.422.9588

**Summary:** This report outlines the activities, impact, and accomplishments of The Children's Hospital of San Antonio Family Advisory Board (FAB). It describes the highlights of the overall patient and family engagement activities that have taken place at the hospital over the past year.

## **Our purpose:**

- To work together with the staff of The Children's Hospital of San Antonio to promote Patient and Family-Centered care;
- To collaborate with staff 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.

Who we are:

**Co-Chairs:**

Staff: Kim Stephens, Child Life Supervisor

Parent: DD Belair

**Family Advisors:**

Terri Edlund

Rose Gonzalez

Itza Pantoja-Matos

Karen Smith

Anissa Reagor

**Pending Advisor:**

Bardo Perez

**Administrative and Staff Advisors:**

Elias Neujahr, President

Dana Rohman, Chief Nursing Officer

Clint Kotal, Vice President of Ambulatory Services

David Mier, Chief Financial Officer

Sarah Denniston, MD

Rebecca Huston, MD

Matei Petrescu, MD

Paul Von Gruenigen, Patient Advocate

Vickie Squires, Child Life Director

**Recruitment & Selection:**

FAB members are recruited through communications to Children's Hospital staff, patients, families and the community. Applications are accepted year round and candidates are screened and interviewed by the FAB Co-Chairs and Nominating Committee. Once candidates are screened, members are selected based on factors such as; capacity to listen, sharing of thoughts and opinions on health care experiences, offering different points of view and their representation of the San Antonio and South Central Texas community at large.

Between July 2015 and the end of June 2016, FAB received 25 referrals from staff and/or direct inquiries from parents. All interested families received a phone call from one of the FAB co-chairs providing more information. Of these potential applicants, 11 requested applications, 2 attended a meeting to learn more about FAB, and 2 completed the entire process to become a new FAB member.

**FAB Community Representation:**

The FAB is comprised of 7 current parents, 5 administrators, and 3 physicians and 2 health care team members. The membership is reflective of the hospital's service community and spans across the continuum to include inpatient and outpatient populations. Members have experiences in pediatric inpatient and outpatient medical/surgical, NICU, PICU, Pediatric Emergency and pediatric ambulatory specialty practices.

**Family Advisor Volunteer Time:**

The estimated value of volunteer time for 2015 is \$23.56 per hour. Our FAB Parents participated in approximately 450 volunteer hours since May 2015.

**450 hours X \$23.56=  
\$10,602.**

**New Member Orientation:** FAB achieves and maintains success by ensuring each new recruit is oriented to the Children's Hospital of San Antonio's history, mission, values, and structure. The FAB co-chairs are responsible to welcome and provide orientation for new FAB members in collaboration with volunteer services. Orientation contains a review of the FAB's Charter and an overview of the hospital's culture including the core concepts of patient-and-family-centered care. Each member is

oriented to their role and responsibilities which includes attendance, providing constructive feedback, and adhering to confidentiality standards. Potential new members are provided with an explanation of the roles, responsibilities and commitment involved in becoming a family advisor.

**FAB Meetings for FY 2016:**

FAB meetings were held the third Tuesday of each month from 6-8pm. A typical meeting includes a welcome and reflection, an update by hospital administration, FAB family meal report, committee reports and any presentations 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.

**Meeting dates for FY 2016:**

August 18, 2015  
September 15, 2015  
October 27, 2015  
December 15, 2015  
January 19, 2016  
February 16, 2016  
March 15, 2016  
April 19, 2016  
June 21, 2016

\*No November meeting due to Illumination event, no May meeting due to Transformation event.

## **FAB Accomplishments 2015-2016:**

Members of the FAB participated on the following hospital committees:

- **Transition of Care**
- **Quality**
- **Patient and Family-Centered Care Committee**

FAB Members have contributed to the PFCC newsletter that is distributed to all associates.

FAB members have consulted with CHOFSA staff on ways to improve information provided to patients and families including the following documents:

- **VCUG guide:** reviewed information sheet, language used, instructions
- **ECMO guide:** reviewed information sheet, suggestions were given to make it more family friendly
- **NICU Alarm survey:** discussed knowledge of alarms and what to do when they go off
- **Family Information Guide:** working with Marketing to update and add additional information to support families
- **Press Ganey Survey:** reviewed current survey with Mindy Spigel, gave input for questions for new nationwide survey for Children's Hospitals

FAB members have created and/or reviewed the following tools for FAB recruiting and marketing and PFCC education. All materials are available in English and Spanish:

- **Recruitment flyer:** for FAB recruitment
- **Welcome letter:** for new FAB members
- **Tent Cards:** for FAB recruitment and PFCC information in all inpatient rooms
- **Door Hangars:** For PFCC information on Family Centered Rounding in all inpatient rooms

**Projects:**

- **FAB Family Meal:** meal served 1<sup>st</sup> Tuesday of the month for all Inpatient families, hosted by FAB members
- **Dr. Wolfe Resident Communication Project:** Project of Dr. Wolfe developing respectful communication between Pediatricians and families; FAB reviews videos made by Residents and provides feedback
- **Personal Stories** (ongoing) Developing personal stories to help with physician and associate education
- **Health Journal:** Continue to distribute health journals to families. Working to update tabs in both English and Spanish for next printing
- **FAB Seal of Approval:** Working with Marketing to create a CHofSA FAB Seal of Approval to be used on all documents and/or publications that have been reviewed, created, or endorsed by the FAB.

**Additional FAB Feedback provided on:**

- Ordering and delivery of parent meals delivered to patient room
- New Cafeteria hours and service
- Child Life Surgical Preparation Video
- Signage for outpatient facilities

**FY 2017 Goals:**

- Continue to host a monthly FAB Family Meal for inpatient families
- Continue recruitment of new FAB members
- Participate in the PFCC “Better Together” campaign to include monthly FAB rounding of inpatient units
- Host a CCF focus group for the primary care clinics
- Continue to develop and share family stories as a way to educate physicians and associates