



Family Advisory Board Annual Report Fiscal Year 2021

The members of the Family Advisory Board are dedicated to transforming the lives of children and families and defining pediatric medicine. We are grateful to our leadership for their ongoing partnership and commitment to improve the quality and safety for all patients.



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.

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 fiscal year.

I. Leadership and Membership

Staff FAB Co-Chair: Lyndsey Paulson, Manager of Child Life
Parent FAB Co-Chair: DD Belair

Family Advisors:

Nicole Becerra
Debra (DD) Belair
Mica Carawan
Rose Gonzalez
Tina Mann
Itza Pantoja-Matos
Shannon Matthews
Christy Mullen
Erika Mulsow
Bardo Perez
Michael Thompson
Raquel Uresti

Administration & Staff:

Ben Benitez, VP, Clinical Operations
Cris Daskevich, CEO
Charles Hankins, President
Christine Keating, VP, Ambulatory Services
David Mier, CFO
Dana Rohman, ACNO
Paul Von Gruenigen, Patient Advocate
Maria Sandoval, MD
Matei Petrescu, MD



II. Community Recruitment and Representation

- A. FAB members are recruited through communications to Children's Hospital Associates, patients, families, and the community.
- B. 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.
- C. Advisors:
 - We have had a total of 18 Family Advisors since 2015.
 - 13 have been vetted and completed the onboarding process through DD Belair.
 - 63 prospective advisors have been contacted since 2015.
 - 3 new referrals received and 1 new referral completed process in FY21.

III. Volunteer Hour Impact

FAB hours 380=\$10,845.20

(DD Belair- 310/380 hours)

Independent Sector, Volunteer value 2021: \$28.54/hour

IV. Meetings

- A. FAB meetings are held the third Tuesday of each month from 6:00 – 8:00 p.m.
- B. 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.
- C. 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.
- D. A total of 3 meetings were held in FY 2021. Two meetings were held by Zoom (November 2020 and March 2021). An in person, on campus meeting was held in May 2021.

V. Expenses

- A. All FAB and PFCC expenses continue to be managed through the Child Life Services cost center
- B. FY 21 expenses totaled \$1901.50



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VI. Committee Participation

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

VII. Consultation and Contribution

** displays CHofSA FAB seal of approval

- Reviewed Behavioral Health One to One Guidelines document
- Velcro system for sofa beds; being installed by CBRE
- Badging systems in Children's Hospitals
- Nicole spoke at the Celebration of Life ceremony
- Christy spoke to an MFM patient
- Several Advisors spoke to Residents as part of their Complex Care education
- Reviewed the Safety Flyer for BMT unit**
- Ongoing audits of Infection Control Rounding with EVS and CBRE
- Presented to Baptist Health Foundation to help Child Life acquire a grant
- CHofSA Health Journey Binder Insert pages
- Updates to FAB link on website
- Orientation of new child life students and Associates

VIII. Feedback and Information Reviewed

- CCF tele-health appointments and phone tree
- "Patient Covenant" and "Patient Rights and Responsibilities"
- Participated in several meetings with staff regarding Peri-Op throughput and scheduling
- Security guidelines

IX. Care Opportunities

- A. FAB Family Meal
 - Started in the Fall 2016
 - 4 advisors hosted holiday meal, December 2020
 - 70 family members participated
 - 4 Associates supported event
- B. Bedside "Care Partner Rounding"
 - 95 family rounding sessions completed by DD Belair
 - 65 Easter gift bags delivered to inpatients
 - Continued delivery of comfort care items and Love Sacks

X. Event Participation

- Santa's Workshop



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