

## **FAMILY ADVISORY BOARD "FAB"**

### **Established 2015**

### **Fiscal Year 2018 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.





# The Children's Hospital of San Antonio™

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**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 2018.

## Leadership and Membership

Staff FAB Co-Chair: Vickie Squires, Child Life Manager [vic.squires@christushealth.org](mailto:vic.squires@christushealth.org)  
Parent FAB Co-Chair: Debra "DD" Belair [debra.belair@christushealth.org](mailto:debra.belair@christushealth.org)

Family Advisors	Administrative and Staff Advisors
Nicole Becerra Mica Carawan Terri Edlund Rose Gonzalez Lori Koehler Itza Pantoja-Matos Erika Mulsow Bardo Perez Anissa Reagor Vicky Sendejo Karen Smith	Cris Daskevich, CEO Sarah Denniston, MD Mark Gilger, MD Charles Hankins, MD, President/CMO Rebecca Huston, MD Christine Keating, VP Ambulatory Services David Mier, Chief Financial Officer Matei Petrescu, MD Dana Rohman, Associate CNO  Rhonda Thompson, CNO Paul Von Gruenigen, Patient Advocate

## Community Recruitment & Representation

Members are recruited and vetted with a focus for 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. Current membership reflects considerable experience with The Children's Hospital service continuum to include main campus and regional emergency and ambulatory specialty clinics. Seven new referrals were received and three completed the vetting and the onboarding process.

## Volunteer Hours Impact

Fiscal year 2018 estimated value of FAB volunteer impact is **500 hours or .24 FTE and \$12,345** (*Independent Sector; The value of volunteer time 2018 = \$24.69 per hour*)

## Meetings

Nine meetings were held the third Tuesday of each month from 6 – 8 p.m. Routine agenda included welcome, reflection, an update by hospital administration, FAB Family Meal Event and committee reports. At the request of leaders, routine presentations focused on topics including operational goals, hospital initiatives, research projects, educational materials, marketing materials, policies, patient and family support protocols, communication strategies, etc.





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## Expenses

Child Life Services continue to manage all FAB and PFCC expenses through the department's cost center. Fiscal Year 2018 expenses totaled \$7,020, exceeding the dedicated \$5,000 budget.

## Summary of Accomplishments

DD Belair, FAB Co-Chair, received the 2018 Healthcare Volunteer of the Year Award from the United Way of San Antonio and received a \$1,000 award to the non-profit of her choice.

## Committee Participation

Members of FAB participated on the following hospital committees:

- Transition of Care
- Quality, Patient Safety
- Patient- and Family-Centered Care Steering Committee
- Parent Activated Rapid Response Team Committee

## Consultation and Contributions

Members consulted or advised on the following documents and projects.

*\*\* indicates projects displaying the CH of SA FAB seal of approval*

- CH of SA website video script review for
  - Transition of Care
  - Hospital Orientation and Surgical Preparation \*\*
  - Patient- and Family-Centered Care Steering Committee
  - Parent Activated Rapid Response Team Committee
- Recorded two podcasts for future marketing use
- Family Presence Policies in PICU, IMC, NICU and overall hospital
- CH of SA Family Guide \*\*
- Parent-Activated Rapid Response Plan \*\*
- CT Scanner wrap
- Fall prevention flyer
- Bronchiolitis caregiver educational flyer
- Signage and wayfinding
- Navigating registration and use of Patient Portal
- CH of SA Health Journey binders revision and distribution \*\*
- Walkabouts: CH of SA and Children's Emergency Center – Westover Hills
- CH of SA communication contributions
  - Weekly Roundup
  - PFCC Steering Committee Newsletter





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## Consultation and Contributions *continued*

- Child Life
  - Introduction to Child Life Services flyer
  - Patient special events flyers and practices
  - Child and family preparation flyers for the following procedures: \*\*

CT	IV Placement
EEG	Fracture Repair
ECHO	Neonatal workup
VCUG	Inpatient Rehab
MRI	Cardiac Cath & video
	Laceration Repair

## Event Participation

- Halloween Parade
- Santa's Workshop
- CHRISTUS Heritage Day
- NICU open house breakfast on NICU move-in day
- Celebration of Life Remembrance Service
- Patient- and Family-Centered Care Fair
- The Children's Hospital of San Antonio Health Pavilion – Stone Oak Grand Opening
- Summer Fun Paleta Rounding

## Care Opportunities

- **FAB Family Meal**
  - Sponsored in part by a \$10,000 grant from Pepsi Co.
  - Additional community catering provided by Maggiano's, Jimmy Johns, Mi Tierra, and Chick Fil-A
  - Hosted nine meal events on the first Tuesday of each month (summer off)
  - 630 family members participated
  - 18 Associates supported and escorted families over the fiscal year
- **Bedside Care Partner Rounding**
  - 200 families received FAB rounding support during twice monthly opportunities

The 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.

