

Hats Off!

Coinciding with Florence Nightingale's birthday, the first week of May is recognized as National Nurses Week. Celebrations are conducted at hospitals all over the country. On May 5, 2010 NYP leadership and the MSCHONY nursing staff gathered in the Wintergarden for the annual Nurses Day celebration. Each year, our nurses vote to recognize a non-nursing colleague with the "Friend of Nursing Award." This year, the Family Advisory Council was honored to receive this award. As parents, we know first-hand how committed these professionals are to their patients, our children. So, as hospital volunteers it is quite humbling to be recognized as a partner in helping to make our hospital the best it can be.



Thank you Department of Nursing
for this award and for all you do
for our children.

At the end of each term, FAC members vote to recognize one member and one advisor for exceptional contributions to our mission. This year we are pleased to announce **Toni Millar**, Director, Child Life as our **FAC Advisor of the Year**. In addition to being a regular and active participant in our meetings, Toni served as the advisor for the Phlebotomy Lab project and the Virtual Tour project. In addition, she demonstrated tremendous commitment as a member of the Family Resource Center team, even before the current space approvals were made. We are most grateful to Toni for her support and willingness to help in so many ways!



L to R: Ellen Lee, Marni Lane, Ann O'Connor, Patti DiSanto, and Julia Barugel

Once again, our year-end vote resulted in a "tie" for the **FAC Member of the Year Award**. **Patti DiSanto** and **Marni Lane** have consistently demonstrated their commitment to the FAC and our mission. Both Patti and Marni have participated in numerous efforts and have each written and submitted winning Patient Centered Care grants which will have a positive impact on many patients and families. Thank you Patti and Marni for all you've done!

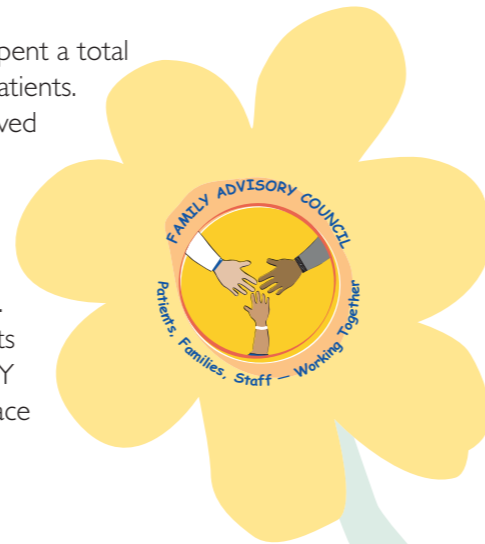
Congratulations to all our members for another great year.
Thank you for your dedication!

Family Advisory Council: Who Are We?

2009-2010 Impact Statement

We are the **MSCHONY Family Advisory Council**. We are 24 parents representing 29 children's hospital experiences. Together, our members have over 106 years of experience parenting a sick or hospitalized child. We have spent 1,401 days in the NICU and 597 days in the PICU. We represent our children's 103 surgeries and 144 Emergency Department visits.

Our children have spent a total of 2,716 days as inpatients. Five of us are bereaved parents; two of our children have been treated for cancer; five others have received transplants. Each one of us wants to make MSCHONY the best possible place for all children.



FAC members currently serve on:

- Quality Council
- Excellence at Children's
 - Ethics Committee
 - Events Committee
- Patient Centered Care Cabinet
 - OB Experience
- End of Life Task Force
- Bereavement Committee

We Need You!

- Are you, or do you know of a family member that would enjoy contributing to these efforts?
- Are you involved in a project or committee would benefit from family input and support?
- Are you interested in Family-Centered Care and would like to learn more about what we do and how we can help?

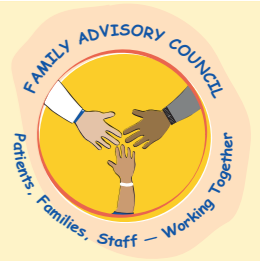
If so, please contact us at familyadvisorycouncil@nyp.org.

Find us on the web:
<http://www.childrensnyp.org/mschony/family-advisory-council.html>
Email us at: familyadvisorycouncil@nyp.org

NewYork-Presbyterian
Morgan Stanley Children's Hospital
Columbia University Medical Center

2009-2010

Family Advisory Council ANNUAL REPORT



FAC Members 2009-2010

Jo-Ann Angelucci
Julia Barugel
Erica Blit
Janet Caro
Denise Carsten
Michael Craig
Crista DeStefano
Patti DiSanto
Masumi Goldman
Ellen Goldstein
Asher Haft
Josh Itkowitz
Rachel Itkowitz
Shevy Kahan
Karen Kaiser
Marni Lane
Ellen Lee
Colleen Messing
Marcel Messing
Ann O'Connor
Luis Ramirez
Maria Reyes
Carole Stoll
Gary Wartenberg
Rose Winton-Quintero

2009-2010

Executive Committee:

Ann O'Connor, Parent Leader
Chairperson

Ellen Lee, Parent Leader
Membership Officer

Julia Barugel, Parent Leader
Communications Officer

Lori Armstrong, RN
Hospital Liaison

Pat Hametz, MD
Faculty Advisor

Aliza Koenigsberg
Operations Advisor

Message From Our Chairperson

Our Family Advisory Council (FAC) was established to promote Family-Centered Care at MSCHONY. When the FAC began five years ago, our members eagerly read all we could about Family-Centered Care. What does it mean? What do we have to do? How will we know when we are done?

We began with a list. Many of us were "frequent flyers" at the hospital, and our collective experience spanned decades and a variety of diagnoses receiving services from multiple departments. Everyone had suggestions for the "to do" list.

It was a good list. And each year we added new members, and we added new ideas to this list. But, as we began to tick items off the list, we did not feel closer to being "done." We soon realized that achieving Family-Centered Care was not about implementing a list of ideas. It was something more.

As the FAC evolved, so did our working relationship with the hospital. The work became more collaborative – more about the hospital including "parents as partners" in their own improvement efforts. We've since added parents as standing members of eight hospital committees. We have been active participants in the Annual Leadership Retreat. This past year, we joined the "Making It Better" planning process focused on improving patient satisfaction.

One thing we have come to understand over these past five years is that **Family-Centered Care is more of a journey than a destination**. The journey is about collaboration and cooperation – behind the scenes and at the bedside. This journey can have different starting points, and sometimes take different routes and detours. Some units and departments might seem to travel faster than others. Some might encounter more bumps in the road. Regardless of the route or the pace, we continue to be excited and grateful to be on this journey towards Family-Centered Care with our hospital partners. We welcome more families and staff to come along on the ride!

Sincerely,

Ann O'Connor

Chair, Family Advisory Council
Morgan Stanley Children's Hospital of NewYork-Presbyterian



Overview of the 2009-2010 Term

This term has brought several of our long-term goals to fruition. As always, we thank our hospital and department partners for their ongoing support of the FAC.

Providing Information to Families

Getting important information in the hands of patients and families in a timely manner has always been an objective of the Family Advisory Council. This year, we have continued existing programs, such as our **NICU Orientation**, and began new efforts to achieve this goal.

A project of early interest to the FAC was the development of a more robust **Guidebook** for inpatients. FAC members spent countless hours reviewing materials already available to families and comparing that with their own experiences to basically answer the question "What do I wish I had known when we were first admitted?" A comprehensive list was generated. When NYP prepared to update the family guidebooks hospital-wide, the FAC was ready to contribute this important family-centered and pediatric content to the new Guidebook, which is now in use at the hospital.

FAC members with surgical experiences have been involved in the development of a new **Pre-Surgical Virtual Tour** to be hosted on the MCHONY website. This new tour will be more dynamic and comprehensive than the existing tour and will contain different sections geared towards four different audiences (parents/infants, age 3-5, age 6-11, adolescents).

The hospital consulted the FAC for input on how to best educate and inform families about the **Family Activated Rapid Response Team** and when to use it. As a result, the FAC worked with the hospital to develop clear, simple instructions which will be available in each patient room, in both English and Spanish.

Sharing the Family Perspective

FAC parents continue to share their experiences and perspective with the hospital community with the goal of promoting Family-Centered Care. This year, we presented key concepts of Family-Centered Care to the **Chaplain Interns**. The FAC also participated in **Grand Rounds** on the topics of Pediatric Palliative Care and Family-Centered Rounds.

The **Family Faculty Program** provides an educational forum for residents to hear directly from parents of patients about their experiences related to a specific topic. Under the leadership of Dr. Patricia Hametz, we conduct two sessions per year and the program continues to be well-received by both the parent-presenters and the residents. Last fall, the topic was "Family-Centered Rounds" and FAC members presented their experiences to compare and contrast different types and styles of rounding. The spring session was entitled "Not On My Kid" and it focused on the challenges and delicate balance of delivering care in a teaching-hospital setting. FAC presenters drew upon their personal experiences to provide

insight and constructive suggestions to the residents on this matter.

For the fifth consecutive year, FAC parents attended the hospital's **Annual Leadership Retreat** and participated in three of the four breakout sessions: Throughput, Collaboration and Integration, and Family-Centered Care / Teamwork.

The NICU is developing a **Cuddler Program** which will allow trained volunteers to hold babies in the NICU with the agreement of participating families. Research supports the need for premature babies to be held regularly and family members may not always be present in the NICU. The FAC contributed to the development of the informational guide and program.

"Making It Better"

Patient Satisfaction is incredibly important to the hospital and the scores generated from the Press Ganey surveys are closely reviewed monthly. Each year, the hospital embarks on its **"Making It Better"** process which targets specific improvements in Patient Satisfaction in each unit. This year, the FAC joined the hospital in this effort to bring a parent's voice to improving Patient Satisfaction. In all, fourteen FAC members were assigned to the units relevant to their personal experiences, ensuring each area had parent representation. We plan on continuing this effort and seeking ways to expand our participation. We applaud the hospital's continued focus on Patient Satisfaction and look forward to helping to "make it better!"

Patient-Centered Care Grant Awards

This year, NYP Volunteer Department collected, read and evaluated 146 submissions from all five campuses for Patient Centered Care Grant Awards. In total, 21 grants were awarded across the five campuses, four to MSCHONY. One of these four was a grant submitted by the FAC in collaboration with the Pediatric Heart Transplant Program. As a result the hospital will partner with CareSpeak Communications to bring mHealth (mobile health) to its teenage heart transplant patients and their families to remind patients to take their meds on time and as prescribed, significantly reducing the risk of organ rejection due to non-compliance. This system basically "speaks their language" by using cell phones and text messaging to help teens better manage their health. We expect this service to be provided free of charge to 20-30 transplant recipients.

You may have noticed some changes in the **Phlebotomy Lab** on the first floor in the North wing of the hospital. A PCC grant awarded to the FAC in 2009 enabled to the hospital to refurbish the Phlebotomy Lab to make it a more pleasant and family-centered place to wait for blood draws. Brightly colored, fresh paint has brightened up the space. New furniture, a new television and children's activities will soon complete the facelift.

Looking Ahead

The 2010-2011 term already promises to be a busy one. In addition to our regular programming, we are already gearing up to focus on what promises to be one of our major efforts of 2010-2011: the creation of a new **Family Resource Center**.

It has long been a goal of the FAC to establish a Family Resource Center at MSCHONY to facilitate the access to clinical, support and hospital related information for families. The hospital recently approved use of space on the first floor as a Family Resource Center! It will occupy approximately 900 square feet and will serve as a destination for families to learn more about their child's condition and what services are offered at or near the hospital. It will be a welcoming, comfortable space and will include computers, internet access, and a fax/copy machine. FAC members have participated in the space and resource planning and will continue to be involved in this effort through completion, which is scheduled for July 2011. Thanks to hard work, determination and collaboration on the part of the hospital leadership and FAC parents, the need for a Family Resource Center at MSCHONY will be met, creating an even more family-centered experience.

Talking With Kevin Hammeran

This past February, the hospital welcomed **Kevin Hammeran** as Senior Vice President/Chief Operating Officer of Morgan Stanley Children's Hospital and Sloane Hospital for Women. Kevin has a proven track record as a leader at several different children's hospitals, and was most recently COO at Miami Children's. A key factor in his decision to come here was the combination of "outstanding nursing care and leadership" and the "significant clinical strength and superb academics." On a personal level, Kevin is enjoying being in New York. "Miami is a wonderful, vibrant city, but I missed the change of seasons, and it is great to be near my son who lives here."

Kevin has previously worked with Advisory Councils at Miami Children's and Riley Hospital for Children. Since his arrival here, Kevin has clearly demonstrated an understanding of and commitment to Family-Centered Care in several ways. He is a supporter of including the family and parent voice in Patient Satisfaction efforts. One of Kevin's early decisions was to approve the site of the new Family Resource Center. Kevin has also demonstrated his support of the FAC and has attended several of our monthly meetings.

Kevin recognizes that his new role brings multiple stakeholders, priorities and goals, ranging from delivering impeccable service to improving facilities, to meaningfully integrating women's and children's programming and more. These are no small tasks and Kevin understands that "the list seems to lengthen every day, as it should. I am reminded that the vision is never accomplished, and that administrators don't own their hospitals; they are simply stewards who hopefully move them further along their way."

Welcome, Kevin! *The Family Advisory Council looks forward to working with you!*



L to R: Lori Armstrong, Kevin Hammeran, Ann O'Connor

Why did you choose to come to MSCHONY?

Kevin Hammeran: "First, the idea of leaving the children's arena never crossed my mind. I can't imagine going back to the adult world. I've been an administrator at a number of children's hospitals with different affiliations and organizational structures. I wanted to go to one that has both significant clinical strength and superb academics. I enjoy the association with a **university practice** plan which brings some organization to the medical staff, and I wanted an organization with **outstanding nursing care** and leadership because I believe that represents the backbone of the enterprise and brings consistency to the care. I considered the relationship with **women's services** to be an extraordinary advantage. Finally I wanted a hospital that still has much to accomplish, that isn't satisfied with itself. I'm not interested in a role that doesn't represent a challenge. **All of this was present at MSCHONY and Sloane.**"

Have you worked with a Family Advisory Council before?

KH: "Yes. Miami Children's and Riley Hospital for Children had parent advisory councils."

One of your early and significant decisions related to Family Centered Care was to approve the construction of a new Family Resource Center. What was behind that decision?

KH: "I think a **Family Resource Center** serves two fundamental purposes. One is it's a place of respite. Close enough to be near your child, but a break from the normal stress of the unit. Second, it's a place of education. It's where the family can learn about their child's needs, what to expect, maybe what questions to ask. Hospitals are active, pressed environments. Parents must adjust to the sudden change of environment, try to find their way through the maze of information, demands, and decisions, adhere to our routines, and somehow keep their composure and give strength to their child. The ability to adapt is critical, because the medical process is impatient, and we often can't stop long enough for parents to catch their breath. We also throw a new language at them, are always seeking consent to do something else to their child, are always there when you want to rest, and never there when you have a question. So the Family Resource Center is a place where some sense of normalcy can be retained. I know we won't have the space for everything we want to do, but it's a start."