

# Engaging with Kids and Families!

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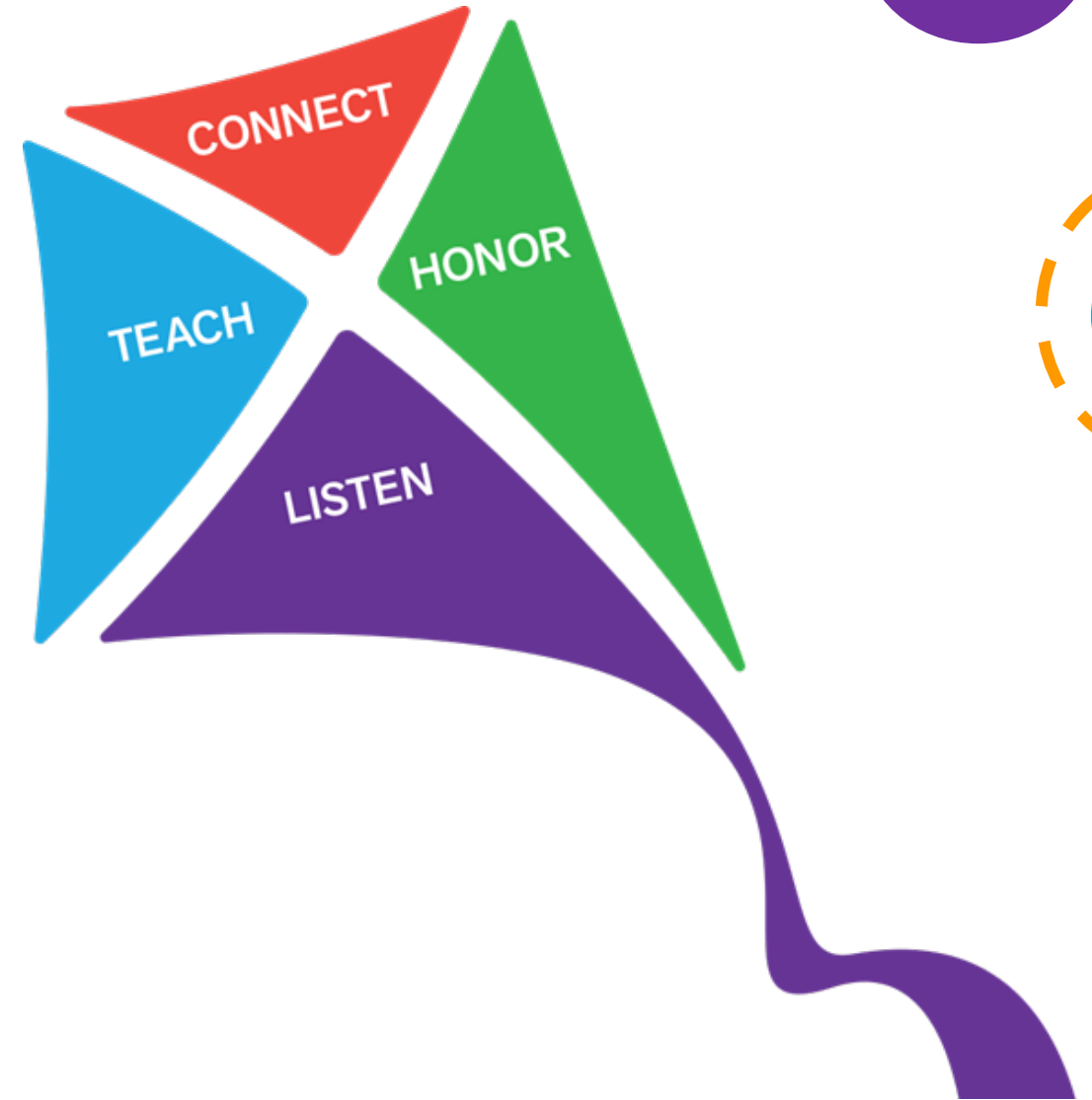
Washington Patient Safety Coalition - PFE

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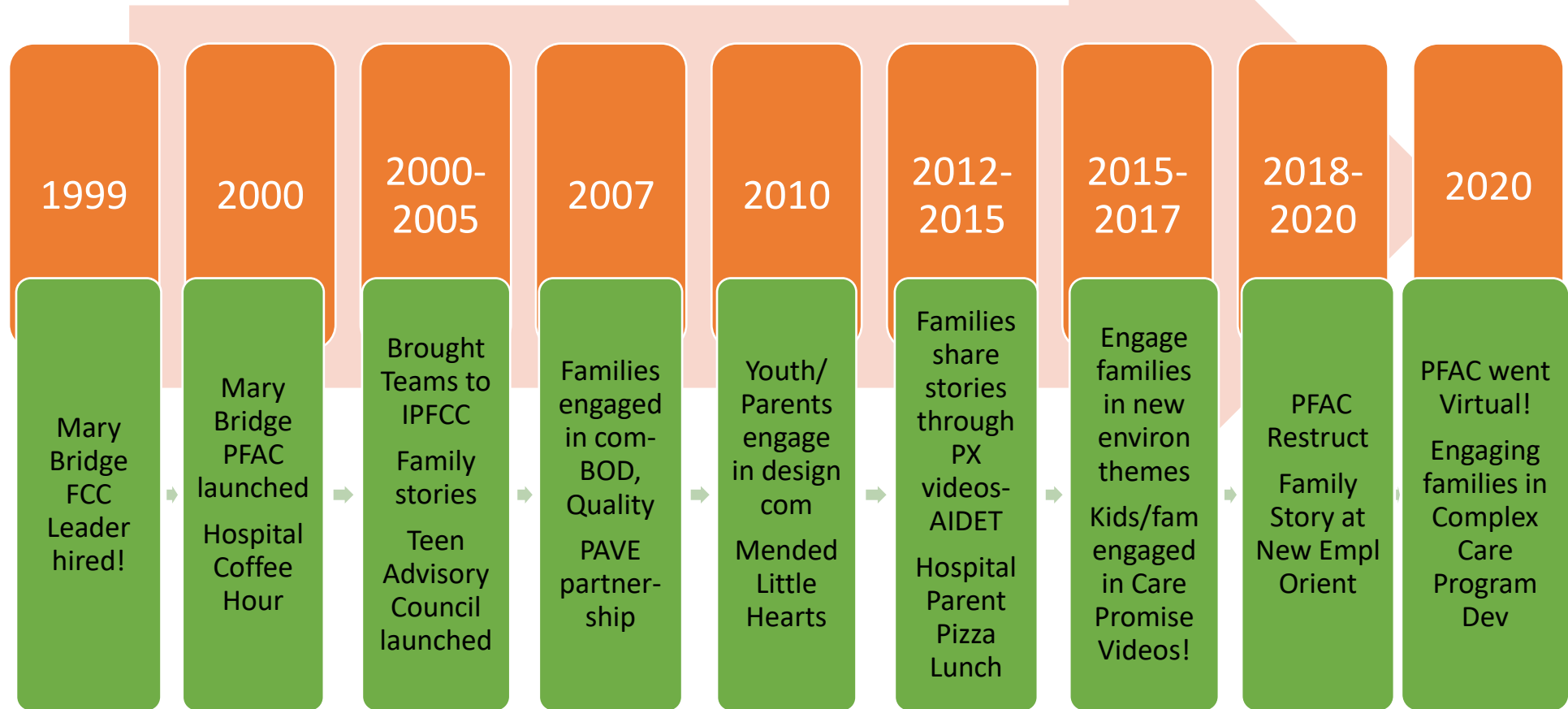


# Agenda

- PFE History
- Family Advisory Council
- Engagement through Patient Experience Initiatives!
- Looking Forward to 2021 and Beyond!



# PFE Timeline



# Family Advisory Council (FAC)

- Meet every other month during school year
- September is brainstorming/planning agenda for the year
- 1-2 agenda topics with discussion questions
- In Person – Provide Dinner!
- 2020 – VIRTUAL!



# FAC Key Learnings:



- **Recruitment is challenging!**
- **Application & setting the stage**
- **Choosing Agenda Topics**
- **Guest speakers make families feel important and valued!**
- **Senior leadership support**





# Engaging Kids and Families in Patient Experience

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- Environmental Design
- Staff Education (i.e. Onboarding, AIDET)
- Care Promises Development
- Training Video's: *Kids and Families Teach Us How They Want to Be Treated!*
  - Care Promises
  - Comfort Holds
  - Next: Welcome Video

# Mary Bridge Care Promises

## MARY BRIDGE CARE PROMISES



OUR COMMITMENT TO YOU:

**CONNECT**

I will acknowledge and be available to you.

**HONOR**

I will treat you with dignity and respect.

**LISTEN**

I will listen to understand.

I will teach you and learn from you.

**TEACH**

- **Goals:**
- Created by staff and families
- Four behaviors and actions
- Trained at Onboarding
- Integrated in daily work

# Engagement through COVID-19



- Communication tools for staff
- PPE Signage
- Under this Mask is a Helper



# From Family Voices: Preview of 2021 Emotional Safety Initiative

## Why?

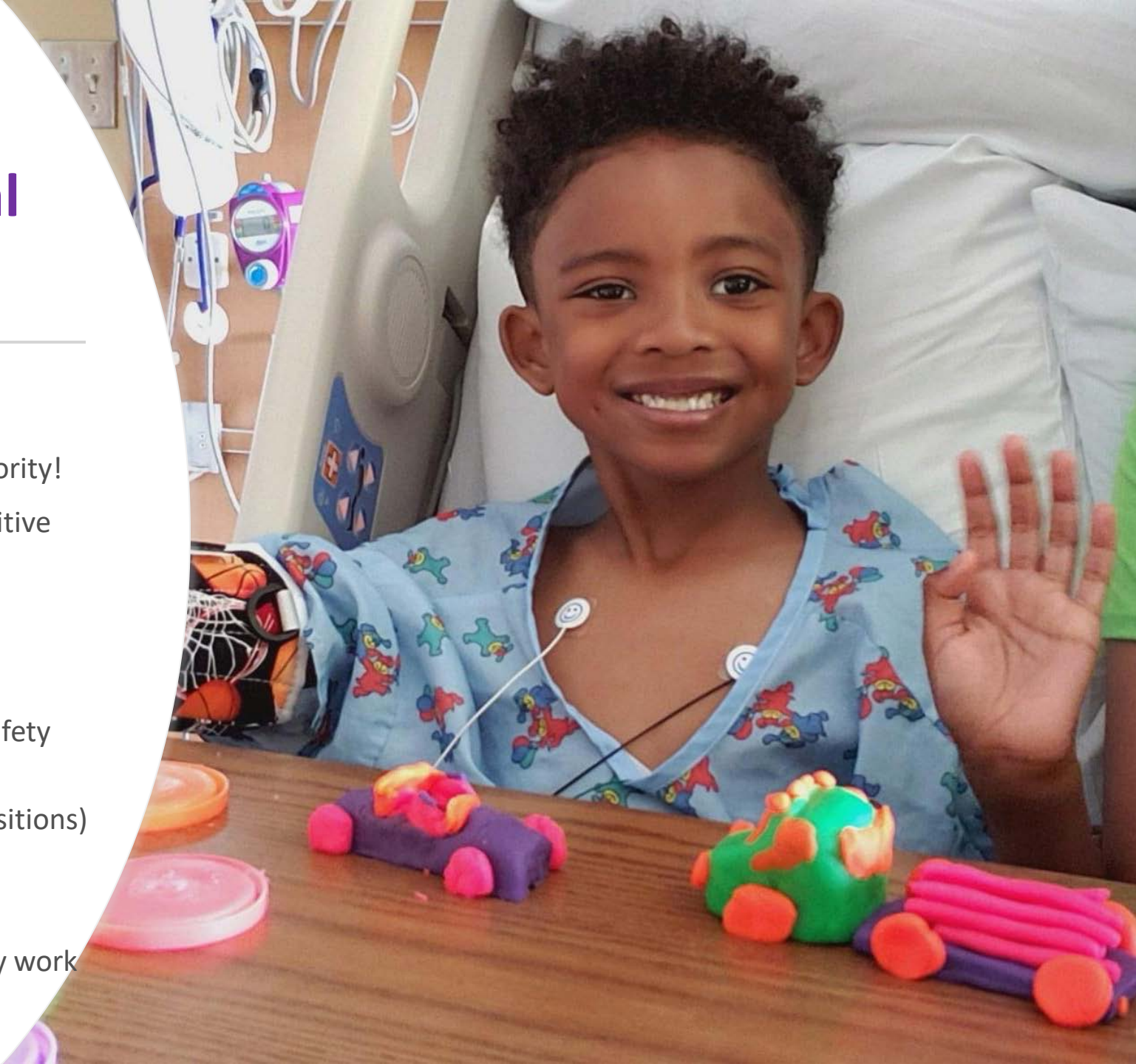
- Voices of families/quality data identify this as a priority!
- Supporting children's emotional needs creates positive future healthcare encounters, improved Patient Experience, and enhanced loyalty to Mary Bridge Children's

## What?

- Association of Child Life Professionals emotional safety work
- Interdisciplinary protocols & pilots (i.e. comfort positions)

## Future:

Strengthen the Mary Bridge approach to supporting emotional needs for children through interdisciplinary work groups and implementation of protocols.





**A new Mary Bridge Children's  
Hospital is coming...  
designed just for kids**

**Mary Bridge**  
**Children's**  
MultiCare

[marybridge.org](http://marybridge.org)

## Looking Forward

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- **Emotional Safety**
- **New Children's Hospital Design**
- **Family Led Engagement**
- **Future Ideas: Shared Governance and Family to Family Rounding**



# Questions and Discussion



## Family Advisory Council Charter

**Article I. Purpose.** The Family Advisory Council (FAC) has an active role in improving quality, patient safety, and patient and family experience by identifying opportunities, gathering and providing feedback and perspectives on plans, programs, and procedures which accelerate the MultiCare and Mary Bridge strategic objectives.

**Article II. Vision.** The Family Advisory Council is dedicated to assuring the delivery of the highest standard of comprehensive and compassionate healthcare by Mary Bridge Children's Hospitals and Clinics. We are committed to:

- Strengthen communication and partnership with patients, families, caregivers, and staff.
- Promote patient and family collaboration.
- Connect families with healthcare and community resources.

**Article III. Family Advisory Council Functions.** Council members work together in an advisory role to contribute to decision making, strategy, and program development through:

- Collaboration to improve the safety and quality of care
- Collaboration to improve patient and family experience
- Review of current and proposed services and programs.
- Review of policies and procedures

### Article IV. Members

**Section 1. Membership Eligibility.** The Council consists of family members who have received care at Mary Bridge and staff from diverse areas of the hospital and clinics. Members are asked to commit to a two-year term limit and may reapply after.

**Section 2. Council Makeup.** The Council's membership is made up of a broad base of up to 17 family members (at least two-thirds family members) and up to 5 staff members with a minimum representation from nursing, physician and/or APP, and support departments. The COO/CNO is the Executive sponsor.

**Section 3. Participation.** Members are expected to participate in every other monthly meeting consisting of 1 ½ hours and in various committees or projects that will require a varied number of hours.

**Section 4. Recruitment.** Council members and Mary Bridge leaders and staff are utilized to recruit and recommend future members.

**Section 5. Orientation.** Members complete council training and volunteer onboarding.

**Article V. Meetings.** Regular meetings of the Family Advisory Council are held on the second Thursday

# Family Advisory Council Charter