

# E-ADVISORS IMPACT REPORT

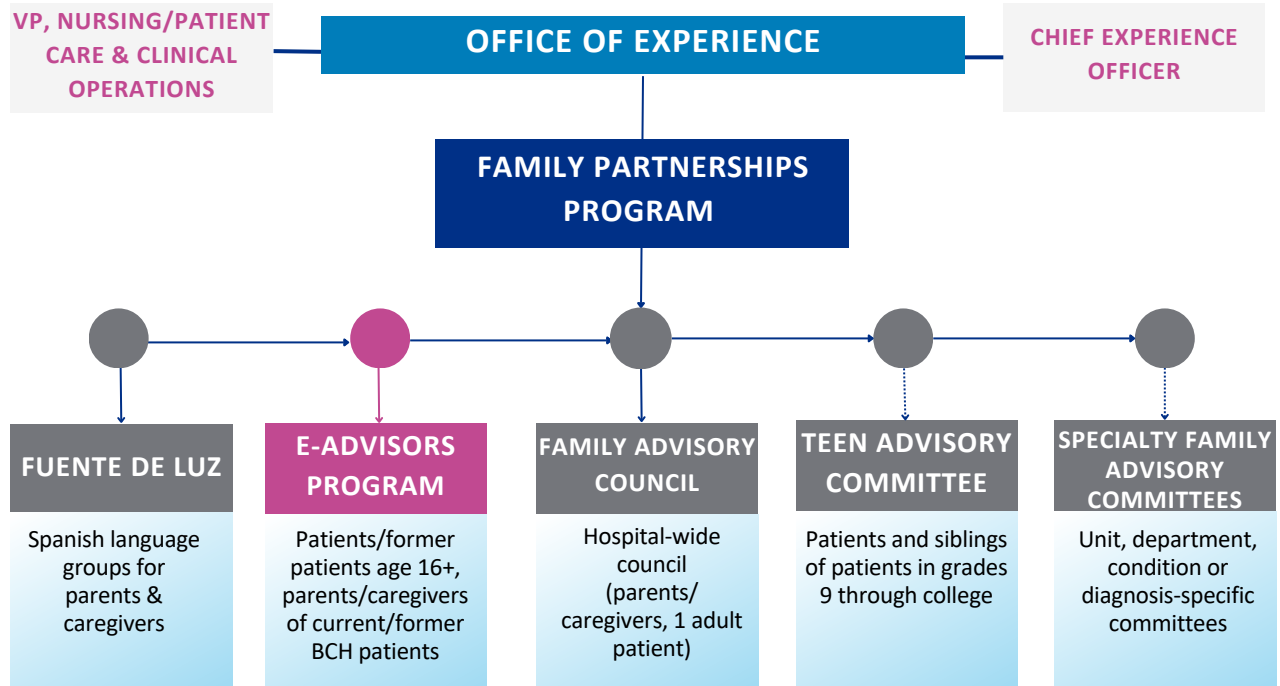
2022



**Boston Children's Hospital**  
Office of Experience

# BOSTON CHILDREN'S ADVISORY CHANNELS

At Boston Children’s Hospital, we believe partnering with our patients and families is key in shaping the future of our organization. Our Family Partnerships Program offers patients and families different ways to lend their voices to projects and initiatives that seek to improve patient and family experiences before, during, and after receiving care at Boston Children's.



## BOSTON CHILDREN'S E-ADVISORS

E-Advisors bring unique perspectives and individual experiences to improvement work at Boston Children's. Our E-Advisors membership is rapidly growing both in size and key aspects of diversity including:



# OUR STORY SO FAR

## OUR PURPOSE

The Boston Children's E-Advisors Program is an important part of the Family Partnerships Program. Through the use of electronic survey tools, the E-Advisors Program brings the voices of local, regional, national and international patients and families to a variety of improvement work across the hospital. Insights guide efforts to improve aspects of the patient and family experience here at Boston Children's.

Originally founded in 2015 as the Virtual Advisors Forum, the Boston Children's E-Advisors Program was restructured, rebranded and relaunched in July 2021. Since then, we have expanded our membership, partnerships and impact across the organization.

## OUR MEMBERSHIP

E-Advisors include:

- current patients age 16 and up
- former patients age 16 and up
- parents or primary caregivers of current or former patients



*"E-Advisor feedback continues to be instrumental in designing and refining all of our digital health offerings, from the MyChildren's Patient Portal, to virtual care, to some of our newest innovations in voice-enabled tech and remote monitoring. We are so grateful to have them as a sounding board from concept through scale."*

-Jennifer Magaziner  
VP, Digital Health

# 2022 HIGHLIGHTS

Boston Children's E-Advisors lent their voices to 13 bodies of work in 2022. E-Advisor feedback has guided efforts for large scale projects, identified key elements of support for patients and families in our care, helped to define methods and timelines for patient and family communications, and more.

# 271

E-ADVISORS SHARED  
FEEDBACK, OPINIONS,  
AND SUGGESTIONS  
ABOUT

# 13

PROJECTS & INITIATIVES



Activity / Project	Brief Details	Status / Outcome
<p><b>Care@Home</b></p>	<p>E-Advisors weighed in on the priority points of medical care to be included within the Care@Home scope. They also identified their comfort levels with each of those aspects of care in terms of where that care occurs and who administers the care.</p>	<ul style="list-style-type: none"> <li>• Exploring potential pilot for at-home lab collection with select specialties</li> <li>• Working to select remote patient monitoring platform software</li> <li>• Launched a behavioral health triage pilot using Chat with Children's</li> </ul>
<p><b>Pre-visit communications</b></p>	<p>Insights guided efforts to reduce patient/family communications, focusing on sending what you need when you need it.</p>	<ul style="list-style-type: none"> <li>• Pre-visit emails sent 3 wks, 3 days, 3 hours before visits.</li> <li>• Adjusted parts of pre-check in via portal</li> </ul>
<p><b>Supporting caregivers during inpatient stays</b></p>	<p>E-Advisors identified most appreciated items for caregiver welcome bags. Provided insights on best way to make sure bags are received.</p>	<ul style="list-style-type: none"> <li>• Piloting on three units</li> <li>• Offered in English, Arabic &amp; Spanish</li> </ul>

*\*Examples of 2022 E-Advisor impact*

# 2023 GOALS & NEXT STEPS

Improvement efforts at Boston Children's are active and ongoing. In 2023, we aim to achieve the following goals in recognition of our dedicated E-Advisors and in support of our efforts to partner with hospital leadership and staff in the spirit of progress.



## Increase impact opportunities for E-Advisors

Increasing the number of impact opportunities offered to E-Advisors will show members how much they are valued while increasing the range and scope of patient and family partnership opportunities at Boston Children's Hospital. In 2023, we aim to provide 24 impact opportunities.



## Expand impact to new Boston Children's teams, groups, departments

Patient and family feedback has been sought out by many groups/ departments. We will build on our successful partnerships to inform more groups of this resource and create more feedback opportunities.



## Increase membership

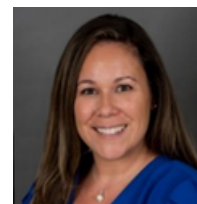
We have a current membership target of 1,000. Building a large and engaged membership of patient and family voices that represent the patients and families seeking care at Boston Children's Hospital will help build value and credibility to the E-Advisors Program.



## Maintain member engagement

We will continue to design feedback opportunities in ways that are easily accessible by our E-Advisors and produce data that are clear and impactful to our Boston Children's partners. This means sending brief surveys wherever possible, using language that is easily understandable, and bringing topics that are relatable to many.

*"Having the voices of families adds a personal touch to our ongoing Quality Improvement (QI) work. They are at the center of what we do every day, and their perspectives truly help us to improve outcomes."*



**Paulette Vieira**  
MSN, MBA, RN,  
NE-BC  
Director of  
Nursing/Patient &  
Emergency Services

# ACKNOWLEDGEMENTS

The Office of Experience and Family Partnerships Program are immensely grateful, first and foremost, to our E-Advisors for their time, dedication and candor in providing feedback about what patients and families think, feel and need most from Boston Children's Hospital.

Additionally, we'd like to recognize the following departments & teams who sought E-Advisor insights to enhance/guide their 2022 improvement efforts:

- Digital Health
- Emergency Department
- Hale Family Center for Families
- Patient & Family Education
- Innovation & Technology
- Office of Experience
- Research
- Safety & Quality

**For more information**, or to contact us for a casual conversation about weaving patient/family perspectives into your work, please email Katie Litterer, Program Manager for Family Partnerships at: [Katherine.Litterer@childrens.harvard.edu](mailto:Katherine.Litterer@childrens.harvard.edu)



Liz Hurley  
Manager, Digital  
Health

*"Feedback from E-Advisors has been instrumental in almost all improvements to the MyChildren's Patient Portal that have been made over the last year.*

*Without feedback from our patient families, we would only be making assumptions. Thank you for providing data that helps drive all our decisions. Thank you for being invaluable partners!"*

# THANK YOU