

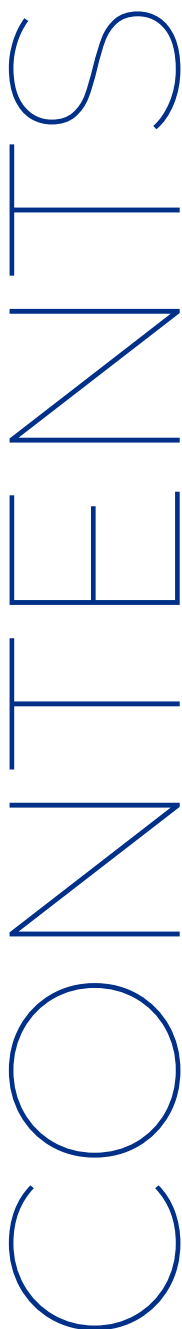


Boston Children's Hospital
Family Advisory Council

Annual Report

2022

Table of Contents



01.

Introduction & Leadership
Welcome

02.

2022 FAC Highlights

03.

FAC Impact

04.

2022 Top Challenges

05.

Stakeholder Insights

06.

Next Steps

07.

Team Members & Key
Hospital Partners

08.

Acknowledgements

INTRODUCTION

The Family Advisory Council (FAC) represents the voices of patients and caregivers of Boston Children's Hospital. Membership includes parents and caregivers, one adult patient, and staff members.

FAC members engage with the hospital in three key ways:



Advise & Share

Provide feedback at monthly council meetings and in focus groups, workgroups, and committees.



Partner & Support

Participate in hospital committees that are focused on the strategic and corporate goals of Boston Children's.



Drive & Lead

Identify and drive projects that are important to the FAC, working with hospital departments along the way.

Drawing on the lived experience of Boston Children's patients and families, we advance patient and family-centered engagement to achieve the highest standard of safe, comprehensive, and compassionate care. We collaborate with leadership, staff, and other families to impact decisions across the systems of care.

A WELCOME FROM OUR LEADERS

On behalf of the Boston Children's Hospital Family Advisory Council (FAC), we are pleased to present our 2022 Annual Report. This report includes information about the FAC, examples of key partnerships with hospital leadership and staff, and 2022 highlights and challenges.

Above all, we are grateful for the dedicated and passionate patient and family advisors who commit their time and experiences to this council, and for the Boston Children's workforce who continue to welcome patient and family voices into important improvement conversations and decisions.

We welcome your feedback and continued opportunities for partnership.

Warm regards,

Erin Poirier, parent co-chair (2023-25)

Jon Whiting, senior leadership co-chair (2020-present)

Aimee Williamson, parent co-chair (2020-2022)



Collaborating with our Family Advisory Council allows Boston Children's Hospital to learn from the expertise of our patients and families who we have the privilege of caring for. Clearly understanding the family perspective of the health care process allows the organization to create and design highly reliable systems that promote healing.

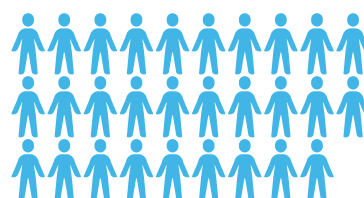
-Jon Whiting, DNP, RN, CCRN, Vice President and
Associate Chief Nurse, Nursing/Patient Care &
Clinical Operations
FAC Senior Leadership Co-Chair

2022 FAC HIGHLIGHTS

FAC members contributed to Boston Children's in the following ways:

29 FAC Members

22 Active; 7 Emeritus



731+ Volunteer Hours



550 Activities

workgroup/committee meetings, speaking engagement, focus, email feedback, etc.



53 Unique Engagements

(committees, workgroups, projects)



Impact Across the Organization

Experience, Policy, Safety & Quality, Innovation & Technology, Research, Education & Training, FAC-specific and more



I am proud to be able to contribute in a small way to making future experiences even better."

-Suzanne Roma, FAC member

2022 FAC HIGHLIGHTS

In 2022, 29 FAC members brought these perspectives and experiences to improvement efforts across the hospital. We are deeply grateful for these opportunities.

Racial/
ethnic
diversity

Moms,
dads,
adult
patient

Multiple
languages

Virtual
member
access

Varied life
&
healthcare
experience

Advise & Share



The following teams/groups solicited FAC feedback at monthly council meetings:

- Digital Health / IDHA / Virtual Visits
- Office of Experience
- Transforming Tomorrow Team
- Patient Access



Partner & Support



FAC members served on over 50 different hospital committee and workgroups including: Patient Care Assessment Committee (PCAC), Inpatient & Outpatient Voices Committees, Falls Committee, Discharge Optimization, ED Triage Improvement, Care Bundles Program, Genomic Information Commons, etc.

Drive & Lead



Five FAC Strategic Workgroups focused on the following areas: Internal Culture, FAC EDI, Online Support for Patients & Families, Experience Education, Care Bundles Programs.

”

“Care bundles is by far the most rewarding experience I have had while serving on the FAC!”

-Lisa Cleary,
FAC member

2022 FAC STRATEGIC WORKGROUP ACHIEVEMENTS

Care Bundles Program

Together, the BCH FAC and social work provide patients and families receiving care at Boston Children's with care and comfort items that let them know their human needs are important to us.



FAC Internal Culture

Ensuring that the FAC maintains a member-driven focus, this group works to foster connections between members and meeting each member where they are to harness their authentic voice. Regular member feedback guides efforts.



Experience Education

Through speaking engagements, Family Advisors bring the "Walk in Our Shoes" perspective to learning venues such as: House Staff Orientation, Optimal Care, Optimal Service education, call center training, department specific staff meetings, etc.



Online Support for Patients & Families

In partnership with the Digital Experience team (part of the Department of Marketing & Communications), the FAC has worked towards reorganizing patient and family resource content on the hospital's external website with the intention of increasing access to helpful information by patients and families considering and or seeking care at Boston Children's.



FAC Equity, Diversity, Inclusion

We continue to implement aspects of the FAC EDI plan that our members wrote and adopted in 2020. This plan focuses on internal council culture, elevating diverse family voices beyond the FAC, and welcoming/sustaining a FAC membership that is representative of BCH patient/family populations. In 2022, the FAC worked to:

- Eliminate barriers to join the FAC by refreshing our candidate and onboarding processes.
- Welcome a non-English speaking parent to the FAC.
- Partner with BCH EDI leaders to bring a tailored EDI workshop to FAC members.



FAC IMPACT

ALIGNED WITH ENTERPRISE STRATEGY FRAMEWORK (FY22)

1



ACCESS

- Family voices incorporated into identification of optimal call experience components.
- Family speakers invited to share personal stories with frontline staff as part of Call Center staff education and Optimal Care, Optimal Service training.

2



OUR PEOPLE

- FAC members celebrated Best in Care Award nominees and BCH workforce members by narrating a gratitude video. One FAC member delivered live gratitude message during annual Best in Care celebration.

It is not enough to say that the FAC is a fulfilling experience but one that reinforces the good we can do and encourages the compassion we have for others."
-Jinah Lee, FAC member



3



EQUITY, DIVERSITY, INCLUSION

- Welcomed our first non-English speaking member to the FAC.
- Presented aspects of FAC-specific EDI journey at the Beryl Institute's annual conference (March 2022).
- 2022 membership aligns with BCH FY21 patient/family population in key areas.
- Commitment to FAC internal culture serves as a backbone to our strategic efforts.

4



INNOVATION & DISCOVERY

- Families worked with the Digital Health team to identify chronic conditions to be included in legislation providing a framework of pediatric patient eligibility for ongoing virtual care.
- Celebrated 9th year of family advisor partnership for Harvard-Wide Health Services Research Fellowship Program

2022 TOP CHALLENGES

We are proud of FAC accomplishments, but strive for continuous improvement. The following include challenges we faced in 2022 and areas we have identified for growth and improvement.

01

Integration of first non-English speaking member

We welcomed our first FAC member with Limited English Proficiency to the council in January 2022. Implementing interpretation and translation supports into our existing processes has not been without challenges, but we continue to learn from this process and solicit feedback to make meetings the best they can be for all FAC members.

02

Driving FAC Strategic Initiatives

Two strategic initiatives: Online Support for Patients and Families and Education Experience are highly dependent on BCH stakeholder partnerships. Attrition, redirection of resources for Covid-related work and increased patient/family needs resulted in other priorities that delayed our efforts in these areas.

03

Enhancing internal FAC culture virtually

Though we remain committed to finding creative ways to build and sustain connections amongst our membership, operating in a 100% virtual environment is an everyday challenge that we face.

04

Leadership Transition / FAC Staff Capacity

We have experienced a number of shifts and transitions within FAC leadership and FAC staff. Since 2020, FAC staff support has been reduced by 50%. In 2021, we had three different senior leadership co-chairs in the role.

05

Re-Engaging Hospital Partners 'Post Pandemic'

From 2016-February 2020, FAC members directly impacted BCH employees through speaking engagements. With a shift to virtual learning, many opportunities were eliminated. Speaking engagement opportunities have been much missed by FAC members.

NEXT STEPS

Our 2023-25 strategic plan organizes FAC goals and priorities by target audiences.



FAC Member Experience

Areas of focus:

- Internal FAC Culture
- Equity, Diversity, Inclusion
- Operational Excellence

Patient & Family Experience

Areas of focus:

- Care Bundles Program
- Patient & Family Resources user experience
- Communication Tools



Workforce Experience

Areas of focus:

- Workforce Education
- Workforce Appreciation & Support

"I'd still really love for families to be directly involved with clinician training."

-Jackey Bennett, FAC Member



STAKEHOLDER INSIGHTS



“We have had a family/patient speak at House Staff Orientation for incoming clinical fellows for the past several years. While the interaction is brief, it is a powerful one. It adds a human touch to a day that has a lot of regulatory aspects to it and sets the stage for the fellows to learn about Boston Children’s focus on patient- and family-centered care.”

-Tery Noseworthy, Director, Graduate Medical Education



“The FAC always humanizes the work we do. It is easy to get lost in the business of our work, however at the end of the day, our families are why we do what we do.

We have changed decisions based off of our FAC contributions and it genuinely has been in line with our employee satisfaction of wanting to help our families on the phone.”

-Alisa Marino, Program Administrative Mgr | Patient Access



“Social work and the Family Advisory Council are partners in thoughtful approach to care! Their work with social work expands the bounds of what we can do to take care of families every day.”

-Pam Chamorro, Director, Social Work Program

2022 FAMILY ADVISORY COUNCIL



Katie
Baker



Kate
Bazinsky



Jackey
Bennett



Chava
Bolotin



Lisa
Cleary



Alisha
Durant



Steve
Favulli



Jinah
Lee



Esterlina
MacInnes



Emily
Martins



Sarah
Morris



Katie
Nill



Erin Poirier
Co-chair (23-25)



Padmaja
Raman



Suzanne
Roma



Maria
Santos



Erin
Sullivan



Angela
Villamil



Aimee
Williamson
Co-chair (20-22)



Brenda
Allair
(emeritus)



Lisa
Burgess
(emeritus)



Prisnel
Dominique
(emeritus)



Valerie
Fleishman
(emeritus)



Serena
Hadsell
(emeritus)



Sue
McCarthy
(emeritus)



Bill
O'Donnell
(emeritus)



Katie Litterer
Program Mgr,
Family
Partnerships



Lisa Rubino
Director,
Patient
Experience

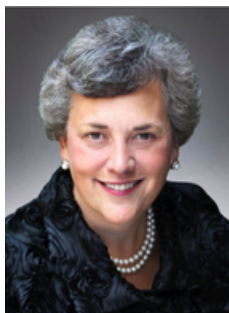


Dr. Sara Toomey
Chief Safety &
Quality Officer,
Chief Experience
Officer



Jon Whiting
Assoc. Chief Nurse
VP Patient Care &
Clinical Operations
FAC Senior
Leadership Co-chair

LEADERSHIP, EXECUTIVE & KEY STAKEHOLDER PARTNERS



Laura Wood, DNP,
RN, NEA-BC, FAAN
EVP, Patient Care
Operations &
System CNO,
Sporing Carpenter
Chair for Nursing



Dick Argys
Chief Culture
Officer and Chief
Administrative
Officer



Pam Chamorro
MSW, LICSW,
Director of Social
Work



Miranda Day, MS,
MBA, CCLS
Director, Family
and Volunteer
Services



Beth Donegan
Driscoll
Director, Child
Life Services



Josh Greenberg
VP, Government
Relations



Tyonne Hinson,
DrPH, MSN, RN,
NE-BC, Senior
Director, Nursing
and Patient Care
Operations



Jennifer
Magaziner
VP, Digital Health



Alisa Marino, MHA
Program
Administrative
Manager |
Patient Access



Heather Meyers,
MBA
Director, Virtual
Care



Kevin Pawl MS,
FACMPE
Senior Director,
Patient Access



Transforming
Tomorrow Team

Work with us

We'd love to hear from you about work that may benefit from family perspectives. There are many ways to weave family voices into your efforts. Please reach out to us to begin a conversation.



"I love (LOVE) seeing the work we do reflected around the hospital. It makes me feel so engaged and like I'm making a difference."

-Katie Baker, FAC Member

CONTACT

Boston Children's
Hospital Family
Advisory Council

FAC staff member: Katie Litterer
Katherine.Litterer@childrens.harvard.edu