

# FY2025

# Impact Report

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## Boston Children's E-Advisors Program



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



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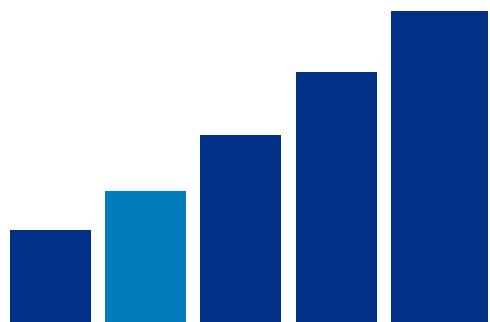
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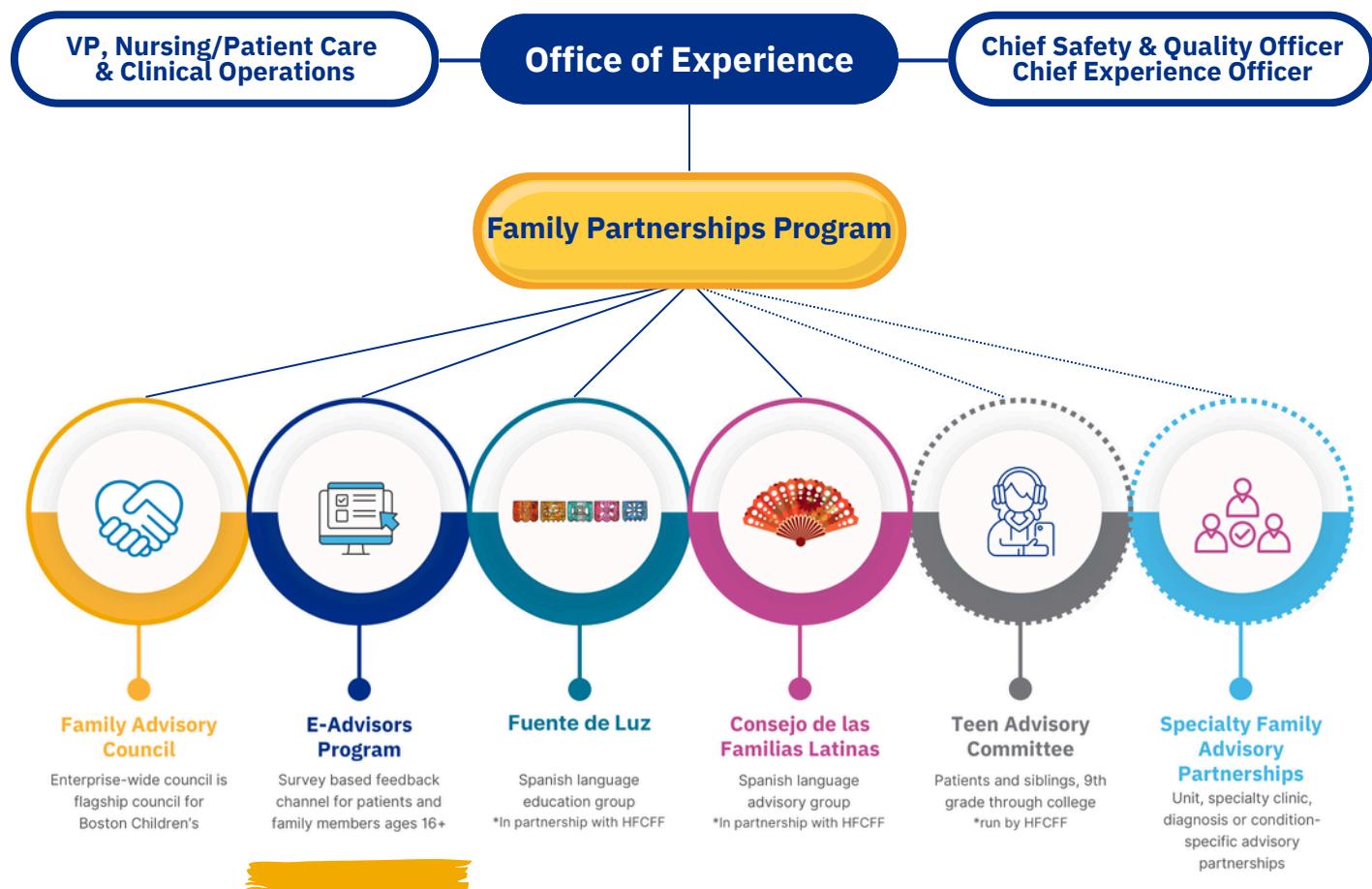


# Boston Children's Advisory Channels

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 a variety of channels to lend their voices to efforts that seek to improve patient and family experiences before, during, and after receiving care at Boston Children's.

This report will focus on the impact of the E-Advisors Program within our Family Partnerships structure.





# Purpose and Partnership

The Boston Children's E-Advisors Program is an important part of the Family Partnerships Program. Through the use of electronic survey tools, E-Advisors from local, regional, national and international locations bring their voices to a variety of improvement work across the enterprise.

**01.**

The Boston Children's E-Advisors Program brings both *quantitative data* (measurable numbers) and *qualitative data* (experiences and suggestions) to our improvement efforts.

**02.**

Originally founded in 2015 as a Virtual Advisors Forum, the program shifted in 2021 from an open forum to an electronic survey-based program.

**03.**

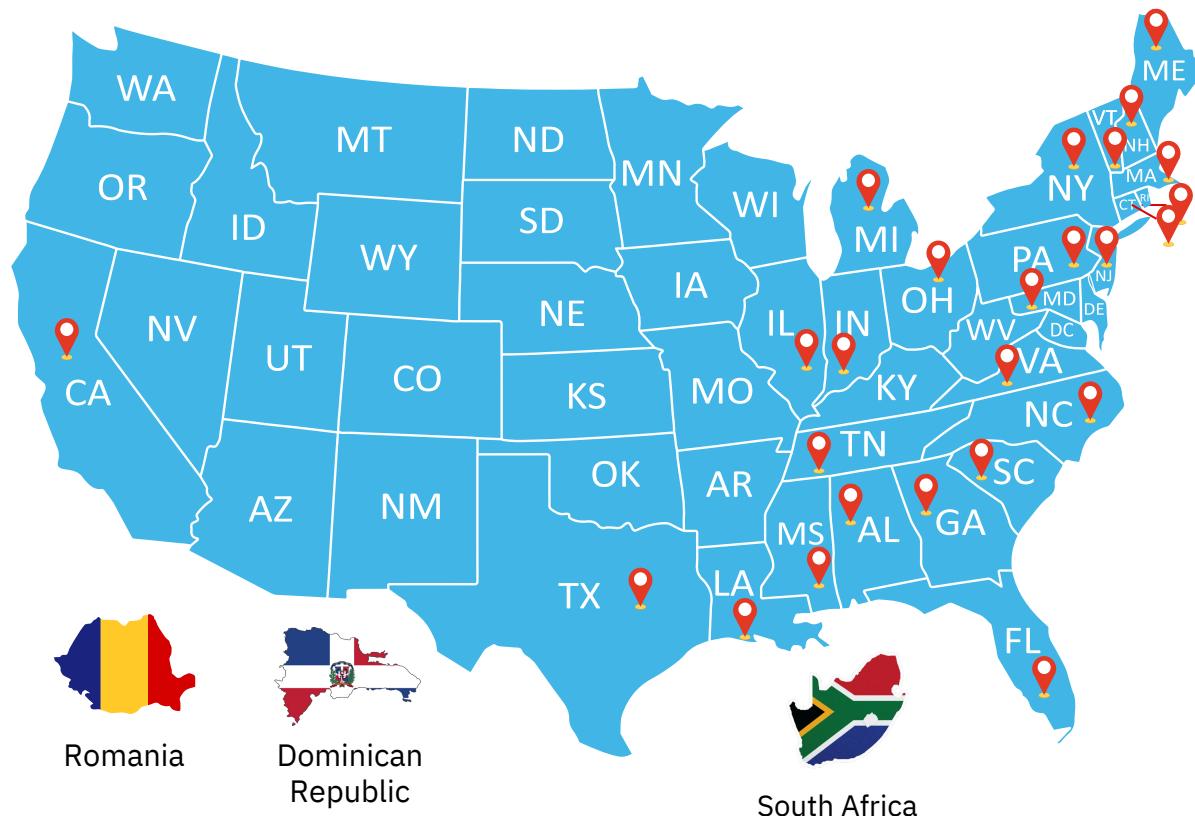
Partnership with our E-Advisors means meeting patients and families where they are, through electronic surveys completed on personal devices at times that work for our E-Advisors.

**04.**

Insights and feedback collected from our E-Advisors provide staff and leadership with compelling information about the pain points, priorities, needs and wishes of our patient and family population. Data is used to improve aspects of the patient and family experience at Boston Children's.

# Membership

370 E-Advisors hale from 25 US states and three international countries



E-Advisors bring unique perspectives and lived care experiences to improvement work at Boston Children's.

## Current and former BCH patients, aged 16+

Complete electronic surveys to guide strategic decision-making and improvement efforts

Parents/guardians/caregivers of  
current and former BCH patients

# FY2025 Review

During FY2025, E-Advisors participated in approximately 20 feedback opportunities. Some of the most popular topics include:



Inpatient experiences



Virtual Visits



Artwork for new  
Needham location



Patient monitoring  
at home



Disability and  
accommodations  
screening

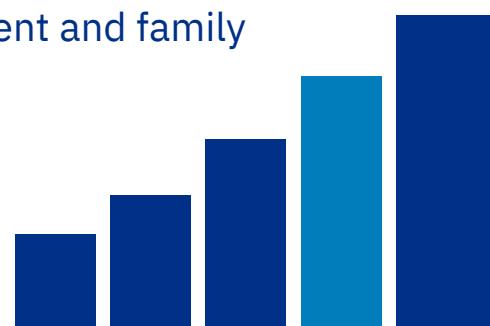


Patient and family  
education



Communications about appointments

Insights and feedback collected from E-Advisors is used in a variety of ways from informing conversations for our Hospital-Wide Family Advisory Council to validating next steps for individual workgroups and committees seeking to improve aspects of the patient and family experience at Boston Children's.



# Impact story

## Inpatient Adaptive Equipment

65 new pieces of  
adaptive  
equipment  
purchased



### Project overview

The **Inpatient Adaptive Equipment Task Force** was established in June 2024 to address concerns raised by patients and families about the accessibility of adaptive equipment during inpatient admissions. This **equipment aims to meet the needs of pediatric patients, adolescents, young adults, and individuals of size.**



### Partnership

E-Advisors initially weighed in on personal experiences with adaptive equipment including needs, wants and wishes for equipment (access to and use of) that would provide patients with a best possible care experience. Equipment included pieces to support bathing, toileting, mobility and other activities. Next, some E-Advisors, alongside Family Advisory Council members, **provided feedback during a virtual demonstration to assist with decision-making and equipment selection.**



### Results

With guidance from patients, families and staff, **65 new pieces of adaptive and specialized equipment have been purchased** for our inpatients to assist with mobility, eating, toileting and comfort. Additionally, a **catalogue of standard equipment** to be used at Boston Children's has been created to promote **consistency** in meeting inpatient adaptive needs across all inpatient spaces.



Meghan Church  
Sr. Program Manager  
Employee Safety and  
Injury Prevention  
Environmental Health  
& Safety



Megan Dakhlian, PT,  
DPT, MBA, PCS  
Manager of Operations -  
Physical Therapy  
Department of Physical  
and Occupational  
Therapy

*“Feedback from our patient and family advisors enabled the interdisciplinary team to identify gaps and prioritize equipment that significantly enhances patient health outcomes by improving out of bed mobility, hygiene, and the ability to leave their rooms.”*

-Meghan Church

# Partnership Spotlight

## Future Vision of Inpatient Digital Experience: Collaborative Insights from BCH E-Advisors

The Boston Children's Hospital (BCH) Innovation & Digital Health Accelerator (IDHA) team, in direct partnership with Patient Care Operations, has embarked on a transformative initiative aimed at **envisioning the future of inpatient digital experience** that integrates innovative technology with compassionate, family-centered care. Through rapid, multidisciplinary design sessions, the team evaluated current digital tools and technologies in the inpatient setting to identify gaps and opportunities for improvement. **The vision centers on creating a “smart room of the future” - a space designed to empower patients and families and support care teams in delivering adaptive, high-quality care.**

Central to this initiative was the **involvement of over 120 of BCH's E-Advisors**. Their firsthand experiences and insights were essential in evaluating the current state of digital engagement tools and highlighting ways to enhance the inpatient experience. By assessing patient education delivery and identifying challenges with current methods and technologies, the E-Advisors directly informed areas where improvements are most needed.

Insights from E-Advisors are included on the next page.

*“The perspectives and feedback of our E-Advisors are indispensable in helping us shape the inpatient experience. Their participation ensures we focus on what matters most to patients and families, enabling us to make decisions that lead to the best possible care and overall experience. We deeply appreciate the time and insights they've generously shared - they are an essential part of this journey.”*

Aaron Farber-Chen, MSN, RN, FNP-C  
Director of Clinical Digital Innovation

# Partnership Spotlight

## Future Vision of Inpatient Digital Experience: Collaborative Insights from BCH E-Advisors...Continued

### Key Insights from E-Advisors



**Preference for personal devices:** Many E-Advisors expressed a clear preference for accessing educational materials and care-related information through their personal devices. This preference underscores the importance of creating tools that integrate seamlessly with the devices families already rely on.



**Challenges with Existing Tools:** Feedback revealed ongoing challenges with accessing patient education materials through in-room TVs and MyChildren's. These usability concerns emphasize the need for simpler, more engaging solutions that better meet the needs of users.



**Opportunities for Digital Enhancement:** E-Advisors identified areas where digital tools could further enrich the inpatient experience. Suggestions included interactive features for room orientation, enhanced meal ordering systems, engaging entertainment options, and digital access to wellness services or Child Life Services support.

**Next steps:** By incorporating these thoughtful insights, BCH is better positioned to advance its inpatient digital offerings in ways that align with the needs of patients and families. The vision for the next generation “smart room of the future” goes beyond introducing new technology by prioritizing tools that enhance engagement, provide comfort, and support care throughout the hospital experience.



# Acknowledgements and next steps

We are grateful for the time and thoughtful consideration that our E-Advisors contribute to strategic-decisions and improvement efforts at Boston Children's. The consistent and thoughtful contributions of our E-Advisors led to increased demand for their perspectives from both long-term and new stakeholder groups. We continue to be proud of this program and look forward to expanding our membership and our impact across Boston Children's.



## Seeking new E-Advisors to join our team

The Boston Children's E-Advisors Program welcomes:

- Boston Children's patients/former patients ages 16+
- Parents/guardians/primary caregivers of current/former Boston Children's patients.

Click here to learn more and [\*\*join us!\*\*](#)



# Contact Us

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[www.childrenshospital.org/patient-resources/partner-us/lend-your-voice](http://www.childrenshospital.org/patient-resources/partner-us/lend-your-voice)

For more information, or to contact us for a casual conversation about weaving patient/family perspectives into your work, email Katie Litterer, Program Manager for Family Partnerships at the above email address.

