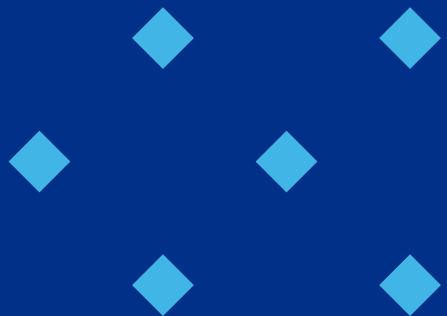


2023

ANNUAL REPORT

Boston Children's Hospital Family Advisory Council



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MESSAGE FROM OUR CO-CHAIRS

At Boston Children's Hospital, we believe in partnering with our patients and families to shape the future of our organization. Our Family Advisory Council plays a significant role in this by partnering with Boston Children's leadership and staff on projects that influence patient and family experiences before, during and after their hospital experience.

This year, we are pleased to share with you some key highlights from our journey that speak to leadership, creativity and innovation.

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.

Erin Poirier, Parent Co-Chair (2023-25)

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

ABOUT US

FOUNDED IN 1982

VOLUNTEER
MEMBERSHIP

CO-LED BY SENIOR
HOSPITAL LEADER AND
ELECTED CAREGIVER

DRIVEN BY CULTURE
OF PROGRESS
THROUGH
PARTNERSHIP

Our mission:

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 system of care.

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.

OUR 2023 TEAM



Katie Baker



Kate Bazinsky



Jackey Bennett



Chava Bolotin



Lisa Cleary



Alisha Durant



Steve Favulli



Kevin Flynn



Amanda Lane



Jinah Lee



Esterlina
MacInnes



Ali Mahady



Emily Martins



Sarah Morris



Katie Nill



Erin Poirier
Parent Co-Chair



Padmaja Raman



Suzanne Roma



Maria Santos



Margot
Schwartz



Erin Sullivan



Angela Villamil



Aimee
Williamson



Natasha Aljalian
Emeritus Member



Brenda Allair
Emeritus Member



Lisa Burgess
Emeritus Member



Prisnel
Dominique
Emeritus Member



Valerie
Fleishman
Emeritus Member



Sue McCarthy
Emeritus Member



Bill O'Donnell
Emeritus Member



Jon Whiting, DNP, RN, NE-BC, CCRN
VP and Associate Chief Nurse, Clinical
and Patient Care Operations
Senior leadership Co-Chair



Sara Toomey, MD, Mphil, MPH, MSc
SVP, Chief Safety & Quality Officer, Chief
Experience Officer
Physician Liaison to FAC



Lisa Rubino, MBA
Director of Patient Experience
FAC Staff Member



Katie Litterer
Program Manager, Family
Partnerships
FAC Staff Member

VALUES

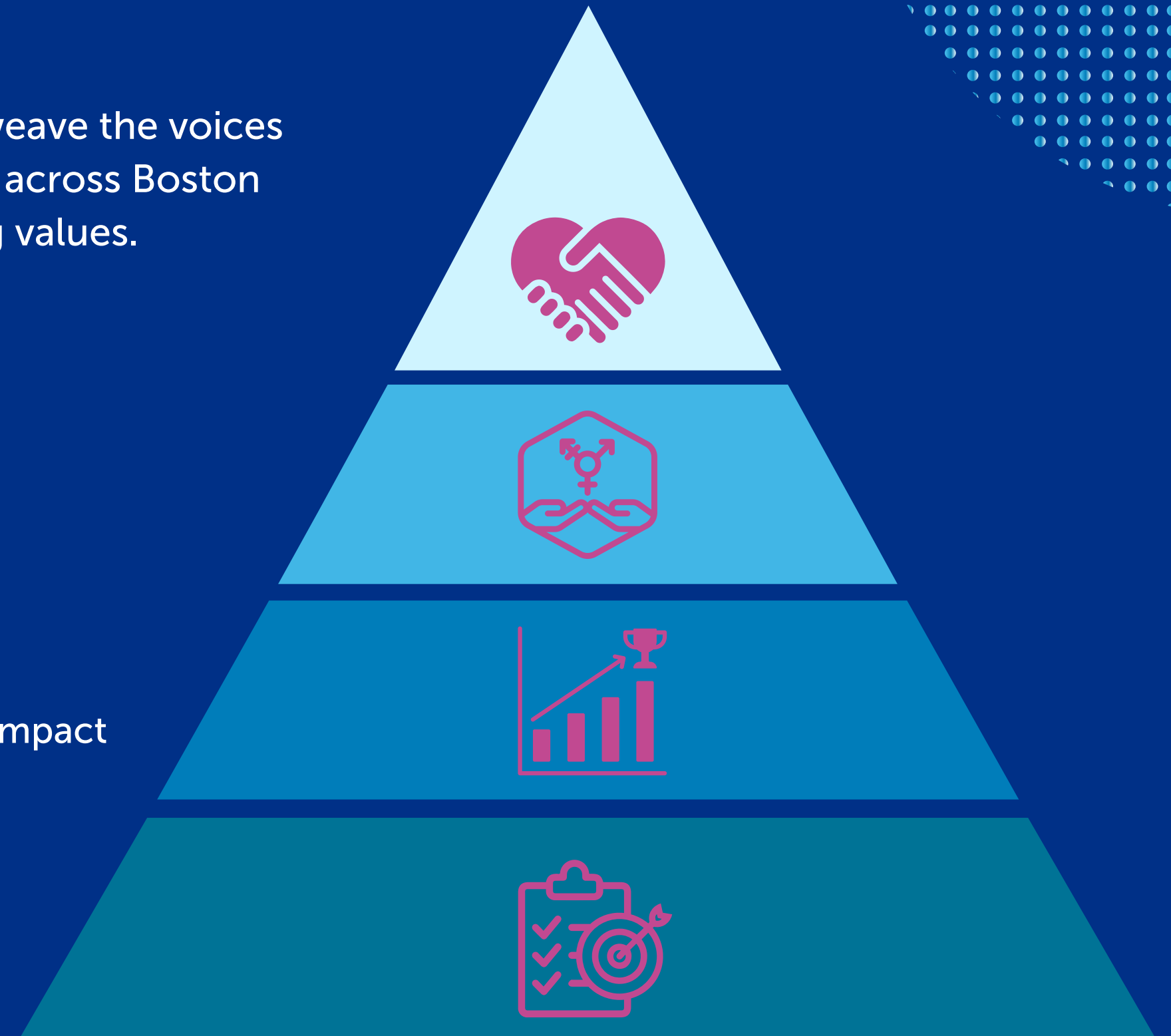
Driven by our formal strategic plan, we work to weave the voices of patients and families into improvement efforts across Boston Children's. Our efforts are rooted in the following values.

01 Progress through partnership

02 Equity, Diversity & Inclusion

03 Shared accountability and measurement of impact

04 Alignment with Boston Children's enterprise goals and strategies



2023 ACCOMPLISHMENTS AT A GLANCE

30 Volunteer FAC Members

23 Active, 7 Emeritus

53+ Unique Engagements

Committees, workgroups,
projects

500+ Hours Volunteered

Impact Across the Organization

Experience, Policy, Innovation
& Technology, Safety &
Quality, Research, Education
& Training, FAC-Specific

Winner

PFAC-tor Award for
Excellence in PFAC
Effectiveness

Beryl Institute

- Conference presentation:
Strategic Planning
- Case Study: Care Bundles
Program
- Learning Bite Video:
Strategic Planning for
PFACs

IPFCC Publication Contributors

- Driving ED&I in PFACs
- Building Successful
PFACs

KEY HIGHLIGHTS

LEADERSHIP



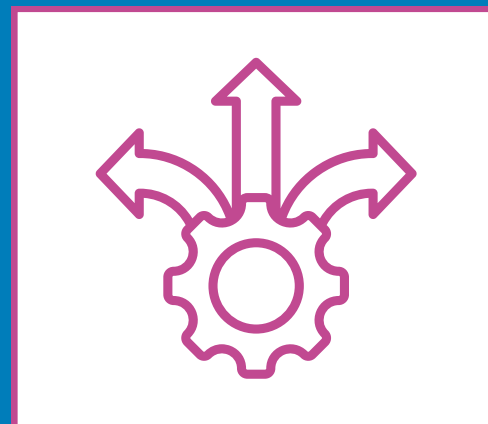
It's important to us to share our learnings and the resources we have created with groups within and our organization and beyond. We are all a part of the patient and family experience.



CREATIVITY



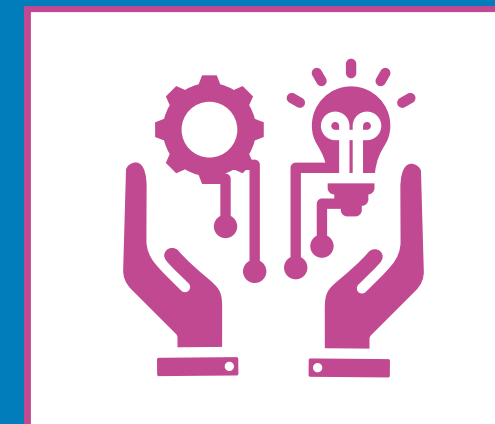
“Designing” family partnership opportunities based on an individual body of work, stakeholder roles, schedules and needs optimized FAC working relationships in 2023.



INNOVATION



The FAC launched its third 3-year strategic plan focused on FAC Member, Patient & Family and Workforce Experiences. We also updated our ED&I Plan to drive 2024-2026 efforts.

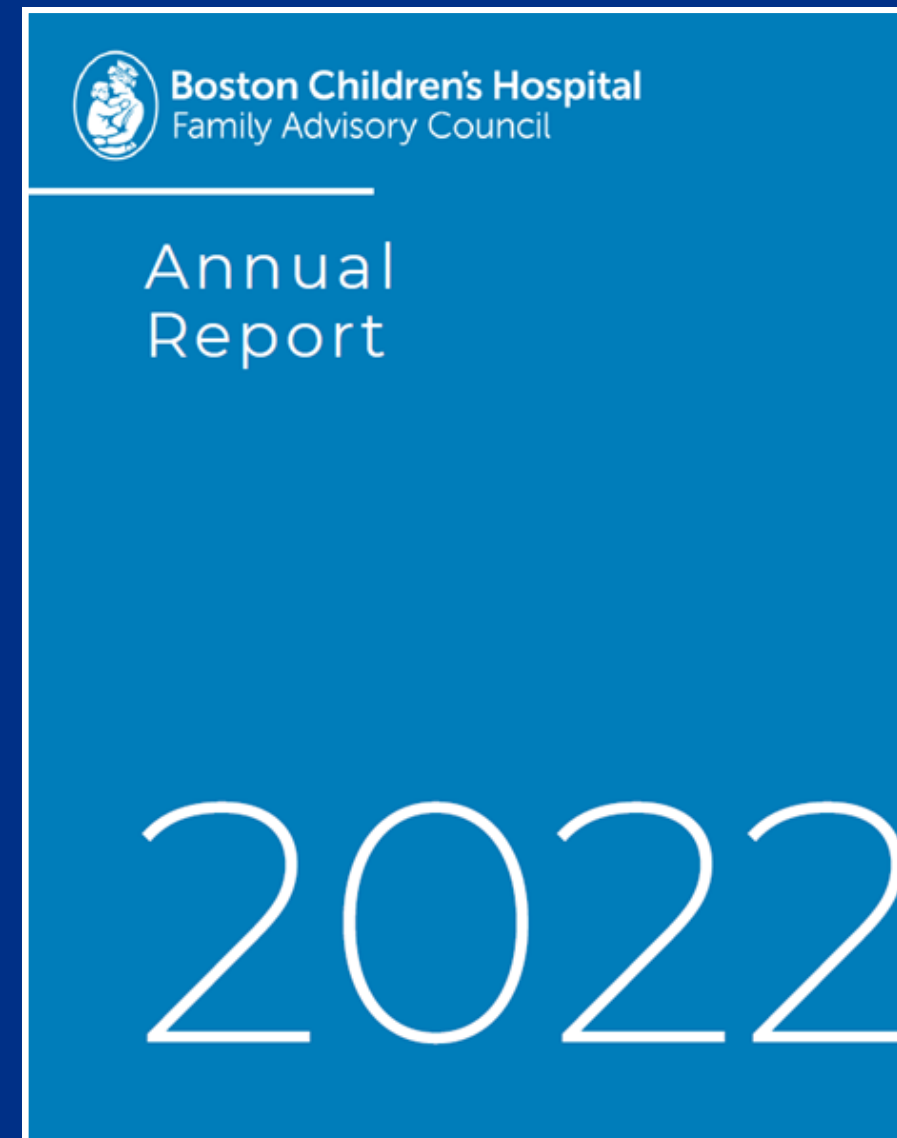


COMMUNICATION WITH HOSPITAL EXECUTIVES & KEY STAKEHOLDERS

We stay in touch regularly with Hospital leadership, key stakeholders and our workforce



Annual card sent to hospital executives, leaders and key stakeholders with encouragement to share with their teams



Annual report sent to hospital executives, leaders and key stakeholders. Posted to internal and external webpages

Family Advisory Council (FAC) Annual Report with a Special Thank You and Invitation

**From the Boston Children's Family Advisory Council:
A special THANK YOU and invitation to partner with us**

On behalf of the Boston Children's Hospital **Family Advisory Council (FAC)**, we would like thank you for all that you do for the patients and families seeking care here. Regardless of your role, you are a part of the patient and family experience and we appreciate you.

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. If you're not familiar with us, here are a few quick facts about the Boston Children's Family Advisory Council.



We invite you to connect with us! There are many different ways to weave patient and family perspectives into your work. It's often easier than you think. Please consider a casual conversation to learn more about opportunities that fit your needs and your work.

Internal webpage post accessible by all workforce members. Invitation to partner with families.

2023 TOP CHALLENGES



Maintaining/enhancing internal FAC culture virtually

Creating connections between members in a largely virtual environment will always be challenging. We are currently operating as a hybrid council, yet the majority of our meetings are held virtually. Internal culture remains a core focus for the FAC and we are proud of our efforts around fostering authenticity, inclusion and belonging amongst our members.



Small FAC Staff

The FAC is supported by a small staff. The FAC is efficient and operationally effective in sustaining a certain level of functionality yet feeling and seeing progress is what brings people back year after year. We do our best to work creatively to move things forward and report impact back to our membership.



How to engage a new generation of FAC members effectively

Historically, FAC members were those with time and flexibility for in their calendars for volunteer work. Our members today are more representative of the families seeking care at Boston Children's, and most do not have time and space in their days for significant additional contributions outside of monthly council meetings. As such, we are faced with meeting members where they are and using the time that we have with them more effectively.

STAKEHOLDER INSIGHTS

DIGITAL HEALTH

“Family Advisor perspectives have helped us understand the challenges that patients and families face while using the MyChildren’s Patient Portal. We have worked well together to come up with ways to best improve portal features and workflows.”



Jess Dryjowicz
Program Manager, MyChildren’s Patient Portal

DISCHARGE OPTIMIZATION

“To have Family Advisor voices integrated into our project has been invaluable. During conversations about the discharge process, it became clear how vital the families and caregivers are in discharge discussion. Partnering with the FAC has given all roles on our team the needed insight into their side of the process, including what their wants and needs are for a smooth discharge.”



Ann Motl Taylor, MHA
Program Director, Enterprise Project Management Office

PATIENT ACCESS

“As both a Patient Access leader and father, I feel strongly that our relationship with our FAC challenges us to improve our processes, systems and ultimately outcomes and experiences for patients, families and referring providers.”



Kevin J. Pawl, MS, FACMPE
Senior Director of Patient Access

NEXT STEPS

We are excited to pursue the following efforts in 2024 as part of our FAC strategic plan



FAC Member Experience

- Annual “Get to Know Me” event
- ED&I education opportunity
- Expanded engagement opportunities: Safety & Quality, ED&I, Education & Training



Patient & Family Experience

- Welcome information for patients and families
- Care Bundles Program
- Committee, workgroup and project engagements



Workforce Experience

- Best in Care Award Celebration
- Optimal Care, Optimal Service Training
- FAC Seal of Approval refresh
- New Nurse Orientation
- House Staff Orientation



Boston Children's Hospital
Family Advisory Council

ACKNOWLEDGMENTS

We are deeply grateful for the time, energy and efforts contributed by our team of volunteer Family Advisors.

Additionally, we extend our sincere and heartfelt 'thanks' to Boston Children's Hospital leadership and staff for opening doors and welcoming the voices of patients and families into strategic conversations and improvement efforts.

Connect with us.

Contact FAC Staff Member: Katie Litterer, Program Manager for Family Partnerships to start a conversation



Katherine.Litterer@childrens.harvard.edu