

Introduction

At Franciscan Children's we promote the integrity and wellbeing of children and their caregivers through our quality of care. This allows each child the opportunity to achieve the maximum potential in an atmosphere of respect, compassion and dignity. Through our family-centered programs, our physicians, nurses, clinicians and educators are committed to helping children reach their full potential.

The core concepts of family-centered care, as outlined by the Institute for Patient and Family Centered Care, at Franciscan Children's are:

- **Dignity and Respect.** Health care practitioners listen to and honor child and family perspectives and choices. Child and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with the children and families in ways that are affirming, useful and developmentally appropriate. Children and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
- **Participation.** Children and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration.** Children, families, health care practitioners, and hospital leaders collaborate in policy and program development, implementation and evaluation of health care facility design as well as in the delivery of care.

It is with the help of the Family Advisory Council that we are able to fully incorporate these core concepts into the culture.

Who We Are

Franciscan Children's, located in the Brighton neighborhood of Boston, is the only facility of its type in the Northeast. We take pride in offering care to children who require medical, behavioral and educational services unmatched elsewhere. Licensed as a 112 bed pediatric hospital, we are often the facility to which children are transferred when they're too stable for acute care but not yet well enough to go home. While we are best known as a center of excellence in pediatric rehabilitation, we offer a full range of services to children from the community, around New England and internationally. We offer the widest range of mental health services for children of all hospitals in Massachusetts. All of our programs are family centric and designed to help each child reach his or her fullest potential.

Medical Services include physical and pulmonary rehabilitation; therapeutic outpatient services such as audiology, physical therapy, and speech language pathology; pediatric dentistry, surgical services, a variety of specialty clinics, and a general pediatric clinic.

Behavioral Services include a community based treatment program; child and adolescent inpatient mental health; multidisciplinary Evaluation Program; and a variety of outpatient services.



Educational Services provided are by our Family Child Care Center and Kennedy Day School.

For more information on our services please visit our website at www.franciscanchildrens.org.

Family Advisory Council at Franciscan Children's

Overview

Franciscan Children's recognizes that parent and/or family members are at the center of the care continuum. Family-centered care is founded on the belief that the needs of a child can best be met with family and health care staff working together as a team. Further, it acknowledges that families, defined as persons who are related in any way - biologically, legally, or emotionally, are essential to the child's health and well-being and are allies for quality and safety within the health care system.

The Franciscan Children's FAC promotes a family-centered culture that seeks input from children, families, and staff regarding all aspects of care in order to be an effective resource and advocate for improved healthcare, education, and safety.

Structure

Recognizing that there are many commonalities in the provision of care at Franciscan Children's, the Medical and Behavioral Health FAC's were combined with the intention of providing a more complete, comprehensive and overreaching FAC supported by diverse patient/parent experiences. The FAC is supported by, senior leadership and coordinated through the Quality and Safety Department. The Council maintains and follows the bylaws established and is self-determining in setting objectives, goals, priorities, and agendas.

The hospital provides the following for FAC members to encourage their participation in meetings:

- Meetings outside 9am-5pm office hours
- Payment for attendance at annual PFAC conference
- Participation in HCFA webinars
- Meals at all meetings
- Availability of child care during meetings
- Conference call phone numbers for meeting attendance
- Translator or interpreter services if needed

Recruitment for FAC members is through the following methods:

- Survey responses
- Departmental and Provider recommendations
- Website information and application



- Council Members solicitation

Membership

Membership of the FAC is comprised of staff, current or former patients and families from medical and behavior health inpatient and outpatient service areas. The Council is currently comprised of 5 patient/family members and 5 staff members and co-chaired by a one family member and the Senior Nursing Leader for Education.

Family Advisory Council Mission

We represent the patient and family voice to Franciscan Children's with a spirit of compassion, excellence and positivity. We advocate for patient and family centered care... so that every child can reach their fullest potential and live their best life".

Accomplishments

Over the last year the Council met 4 times. During this time, they successfully increased members' involvement as advisors in projects throughout the hospital.

- Development of 3 year plan to focus on patient and family centered care components:
 1. Information, communication and patient/family education
 2. Physical comfort of patient and families
 3. Emotional Support
 4. Involvement of family and friends as care team members
- Continue to create ways to improve communication between providers and parents including targeted goals, transferring learned skills into the home and more active "check-ins" during day passes (Behavioral Health).
- Development of information and satisfaction tools to assist families upon admission to Franciscan.
- Recognizing the value of family to family support relationships, developed a process to invite current and former families to programs and events.
- Collaborated to enhance family knowledge of the Daisy Award Program.
- Member attendance on the Patient Care Assessment Committee.



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- Participation in development of e-mail survey tool.
- Review of new solicitation materials with recommendations for distribution.
- Final review of the Patient Experience booklet to assure all patients/families are receiving necessary information and guidance when considering admission to Franciscan Children's from an acute care facility.
- Participated in renovation project by creating the "perfect patient room". Suggestions sent to architects for review and adoption in renovation plans.
- Review and finalization of "Keys to Patient Safety" tool to be given to families upon admission and posted in patient rooms.

2019 Goals

- Develop relationship based recruitment process to recruit 2 new parent/family council members over the coming year.
- Focus on ways to enhance the physical and emotional support and comfort of the patients and their families.
- Actively participate in Performance Improvement and Quality and Safety Committees with addition of FAC members on 2 new committees.
- Develop Parent Partner Program to provide families one to one parent-to-parent support.
- Explore options for child with parent involvement to solicit child advisement in new programs and projects.

Respectfully Submitted,



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