

2016 Report | Family Advisory Council

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 Councils (FAC) 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.

2016 Report | Family Advisory Council

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 Councils 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 places an emphasis on collaborating with the children and families. 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

The FAC's are supported by the leadership of the service area, senior leadership and coordinated through the Quality and Safety Department. The Councils maintain commonalities and follow the bylaws established and are self-determining in setting objectives, goals, priorities, and agendas. The distinct features of the council are reflective of the particular composition and concerns and topics specific to the service type and area.

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

2016 Report | Family Advisory Council

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

Recruitment for FAC members is through the following methods:

- Hospital posters
- Promotional efforts within the hospital
- Recruitment brochures
- Case Manager and Provider recommendations
- Website information and application

BEHAVIORAL HEALTH FAMILY ADVISORY COUNCIL

The Behavioral Health FAC is made up of families and staff from mental health programs: Inpatient Mental Health Program (Unit 1), Community Based Acute Treatment (CBAT) residential unit and outpatient mental health department. The Council is currently comprised of 5 families and 4 staff, which includes two young adults who have lived experience as patients at Franciscan Children's, and are emerging advocates for mental health.

Accomplishments

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

- Collaborated in developing and launching a parent and sibling support program which meets weekly.
- Sponsored the NAMI "In Your Own Voice" presentation for all staff and providers.
- Participation in PPAL staff and community educational opportunities.
- Participation in creating 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.

2016 Report | Family Advisory Council

- The Council was introduced to and discussed member participation in Patient Centered Care, LGBTQ informed care and youth involvement with DYS and the legal community. These forums will increase council awareness of current initiatives and educational opportunities offered in the State to enhance the programs at Franciscan Children's as well as assure attentiveness to ongoing legislative changes affecting regulation of and access to mental health care.

2017 Goals

- Combine the Medical and Behavioral Health Family Advisory Councils to enhance parent participation and involvement in hospital committees common to both councils.
- Finalize development of the Family Resource room which will provide computer and publication resources for research as well as for personal business use while visiting at Franciscan Children's.
- Develop relationship based recruitment process to recruit 5 new parent/family council members over the coming year.
- Actively participate in Performance Improvement and Quality and Safety Committees.

MEDICAL FAC

Membership of the Medical FAC is comprised of staff, and current or former patients and families from medical inpatient and outpatient service areas. The Council is currently comprised of 4 patient/family members and 4 staff members and co-chaired by a one family member and the Chief Medical Officer.

Accomplishments

Over the year the Council met 4 times with the following accomplishments:

- Family member attended PFAC Conference and the HCFA Board meeting to review best practices occurring across the state. One family member was presenter at the Conference.
- Finalized "Approved By" FAC seal to be placed on marketing tools, publications and documents created or reviewed and approved by the FAC.

2016 Report | Family Advisory Council

- Continued review of patient portal for functionality, meaningful use and benefit in improving continuity of care by allowing family's greater control of access to patient's health information.
- Assisted in application for PCORI grant request and development of research project "Franciscan Helps Families Connect".
- Reviewed and assisted in editing a new Welcome Book to be distributed to all new families.
- Developed new FAC Mission Statement to align with Franciscan Children's new branding:

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".

2017 Goals

- Work with the Behavioral Health FAC to finalize the Family Resource room which will provide computer and publication resources for research as well as for personal business use while visiting at Franciscan.
- Combine the Medical and Behavioral Health Family Advisory Councils to enhance parent participation and involvement in hospital committees common to both councils.
- Continue to review and edit informed consent forms to be more detailed and comprehensible by the patient or person authorized to consent.
- Recognizing that prior patient family members can be of support to current patient's family members, continue to develop support groups and mechanisms that provide information and support to families in the pre-admission process, during admission and as patient's transition to the home setting.
- Actively participate in Performance Improvement and Quality and Safety Committees.
- Develop relationship based recruitment process to recruit 5 new parent/family council members over the coming year.

2016 Report | Family Advisory Council

Respectfully Submitted,

Amanda Voysey

Family Advisory Council Coordinator

Franciscan Children's

30 Warren Street

Brighton, MA 02135

617-254-3800 X7723