Strength in Numbers: Enhancing the Family Advisor Program at Penn State Hershey Children’s Hospital
Objectives

- Identify opportunities for families to be involved in PFCC initiatives
- Discuss recruitment and orientation process at PSHCH
- Discuss how families are helping families at PSHCH
- Discuss the staff’s response to the evolution of the PSHCH Family Advisor program
Penn State Hershey Children’s Hospital

- Children’s Hospital is within 500 bed hospital
- 105 bed inpatient Children’s Hospital
- Level I Trauma Center
- Level III NICU
- 16 Child Psychiatry beds
- 10 Pediatric Rehab beds
<table>
<thead>
<tr>
<th>Date</th>
<th>Family Advisor Milestone</th>
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<tbody>
<tr>
<td>2001</td>
<td>Created Family Advisory Council and Family Faculty Program</td>
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<tr>
<td>2003</td>
<td>Creation of Advisory Council of Teens (ACT)</td>
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<td>2008</td>
<td>1st Family Advisor on Quality &amp; Safety Committee</td>
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<tr>
<td>2008</td>
<td>Creation of Adult Patient and Family-Centered Advisory Council</td>
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<tr>
<td>2009</td>
<td>Creation of PFCC Strategic Plan for Children’s Hospital</td>
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<tr>
<td>2011</td>
<td>Development of Family Greeter Program for Children’s Hospital</td>
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<tr>
<td>2012</td>
<td>35 Family Advisors on hospital committees, Advisory Councils, Family Faculty, and Family Greeter program</td>
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Family Advisory Council (FAC)

- Initial focus - spiritual and emotional needs of children and families
- Over years - broadened focus
  - True partnership between family members and Children’s Hospital
FAC Structure

- 11 meetings a year (January-November)
- 3 year terms for Family Members and Hospital staff
  - May return for a 2nd term after 1 year off Council
- $25 stipend offered each meeting for Family Members

Membership

- 14 Family Members
  - Represent inpatient, outpatient, and wide variety of specialties and experiences
- 10 Hospital Staff/Faculty
  - Chief Administrator Officer, Director of Nursing, Chair of Pediatrics, Child Life, Chaplain, RNs
  - Administrative Support takes minutes, emails reminders and agendas
- Co-Chair- Family-Centered Care Coordinator
- Co-Chair- Family Member (2 year term)
FAC Accomplishments

- Weekly coffee hours for families
- Welcome folders for newly admitted patients/families
- Prayer Book implemented
- Pediatric Chaplain position
- Creation of Hummingbird Program (palliative care)
- Cub’s Eye- Touch screen Informational Directory
- Brochures for FAC and FCC
- Brochure for Outpatient clinics on returning equipment
- Family Greeter Volunteer position
- NICU Parent to Parent program
- Video Orientation for patients/families

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FAC Advisements

- Nursing Bedside Shift Report
- New Children’s Hospital plans/designs
- Family Education
  - NICU, Quality & Safety, Admissions, Discharge instructions, Medical history templates
- Patient Satisfaction
  - Welcome Packets, Discharge Process
- Outpatient Clinics
- Marketing/Ad Campaign for Children’s Hospital
- Food Services
- Security
- Infection Control
- Child Life
Evolution of Family Advisors

- We have evolved into really listening to what the families have to say.
- Our families are true partners at the table and their voices are respected.
- Family partners identify areas for improvements and partner in the change.
Family Faculty Program

- Patients or family members
  - Must attend 2 hour training of how to present story
  - Training is co-presented by “veteran” Family Faculty Member
- 40+ presentations/year
  - New employee orientations
  - Resident conferences
  - Nursing continuing education
    - Update days, required education, staff meetings, etc.
Hospital Committees

- Children’s Hospital
  - Executive Advisory Committee
  - Quality & Safety Committee
  - Patient Satisfaction
  - NICU Critical Care Team
  - Infection Control
  - New Children’s Hospital Design team
  - Ronald McDonald Family Room
  - Interviewing Group
  - Family Resource Center

- Adult Hospital
  - Patient-and Family-Centered Care Advisory Council
  - Patient- and Family-Centered Oversight Committee
  - Patient Education
  - Care Coordination
“Bonnie and Cody's story really explained how we as nurses can make a difference in the families life and promote the rehabilitation process. This was by far my favorite part of the program.”

“The family speaker sharing her experience really puts things in perspective from the patient and their families’ point of view.”

“Loved hearing about what it was like for Sheryl and Sammy as patient and family getting care here. It really put our job in perspective.”

“Wonderful, inspirational family presentation.”

“Your guest speaker- Caden's mom- was wonderful, informative, powerful and moving. Thank you for involving her.”
Family Greeter Program

- Volunteer program suggested by FAC
- Family Volunteers meet newly admitted patients/families and orient them to Children’s Hospital
  - Encourages peer to peer support
  - Additional emotional support for patient/family
  - Families learn more about what’s available to them
- Success measured by number of patients seen each week and patient satisfaction scores
  - Amenities available to patients/families
Recruitment for Family Advisors

- Identify interest
  - Staff Referral
  - Family Greeter referrals
  - Website
  - Brochure
- Phone interview
- In-person interview with Co-Chair
Preparation for Family Advisors

- **FAC**- attend hospital volunteer orientation, 2 hour orientation, sign confidentiality agreement
- **Family Faculty**- 2 hour training, submit outline prior to first presentation
- **Family Greeters**- attend hospital volunteer orientation, Family Greeter training, shadow “veteran” Family Greeter
- **Family Advisors**- meet with the Hospital Committee Chair prior to first meeting, sign Family Advisor Guidelines
Lessons Learned

- Increased staff exposure to family advisors yields increase to staff requests for family advisors
- Preparation is key in any Family Advisor role
  - For Hospital Committees- clearly identify the purpose and goal for having a Family Advisor on the committee
  - For the Family Advisor- Clearly identify expectations of professionalism, education on discussion topics, and encouragement to speak up
- Senior leadership support is critical
Questions?

Feel free to contact us:
Penn State Hershey Children’s Hospital

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