

PFAC Annual Report



Patient and Family Advisory Council

PFAC

Celebrating 10 Years!



*Respecting and Partnering with Patients and Families
in the Delivery of Care*

About Us

The Patient and Family Advisory Council (PFAC) at Children's National Health System is made up of families whose children have been treated at Children's National as well as staff members from around the organization. The council is involved in ongoing projects and helps improve services to all patients and families. The PFAC partners with Children's National to provide family-centered care.



Our Vision

The vision of the Parent and Family Advisory Council (PFAC) is to ensure that each patient and family experiencing care at Children's National is empowered, respected, and honored by integrating their voice throughout the delivery process.

Our Commitment

PFAC strives to integrate the principles of Patient/Family-Centered Care into the healthcare delivery system by its commitment to ensuring that our system honors, empowers, and respects the central role of the family by supporting them as the constant in a child's life. PFCC is an approach to the planning, delivery, and evaluation of healthcare that incorporates the following principles:

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration

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10 Year Celebration

Hope, Restore, Renew, Connect, Celebrate

The Patient and Family Advisory Council (PFAC) celebrated 10 years as a chartered council with a special retreat at Meadowkirk at Delta Farm in Middleburg Virginia. 24 members and their families participated.



Strategic Plan

PFAC was founded within Children's National Health System (CNHS) with the intent of including patient and family perspective, in a structured and formalized manner. In 2016, PFAC developed a Strategic Plan to capture the vision and approach for the next level.

- Raise PFAC visibility and awareness
- Increase PFAC influence and impact
- Expand and energize PFAC membership
- Ensure operational efficiency and effectiveness
- Establish PFAC as a thought leader in the healthcare industry, especially in pediatric





Patient Experience Week

PFAC started off Patient Experience Week by sharing our experiences here at Children's National, both as parents and as advisors to our organization as we continue our journey toward a high-standard of patient- and family-centered care.

Panelists:

Holly Smith, PFAC Chair

TjaMeika Purnell-Davenport, PFAC Vice Chair

Stacey Longanecker, PFAC Secretary

Moderator: Darcel Jackson, Patient & Family Coordinator

PFAC advisors topics included:

- Personal experiences
- Contributions that PFAC advisors contribute to the organization and project/committee work
- How engagement with patients/families have elevated the patient/family voice and created organizational change
- How PFAC contributed to the Core Values and why they are important to Patient/Family Centered Care
- How Children's could still advance to be more patient and family centered.



FY 2018 Accomplishments

Raise PFAC Visibility and Awareness

- Presentation to Children's Hospital Board
- Power of One Presentation at New Hire Orientation (25 out of 26)
- Race for Every Child
- Scholarship to attend Institute for Patient and Family Centered Care (IPFCC) International conference
- Advisors attended Planetree, Beryl and IPFCC conferences

Increase PFAC Influence and Impact

- Kickoff Panel during Patient Experience Week

Expand and Energize PFAC Membership

- Membership Drive
- Tent at Race for Every Child

Ensure Operational Efficiency and Effectiveness

- Patient and Family Coordinator Position
- Remapping Membership Process

Establish PFAC as a Thought Leader in the Healthcare

- Presented at 2017 Planetree Conference
- Participation in Institute for Patient and Family Centered Care Leadership Forum



PFAC in Action: FY18 Highlights

- Presented at Planetree International Conference on PFCR work
- Created Patient and Family Advisory Revenue Cycle Subcommittee with Revenue Cycle Team
- Kicked off Patient and Family Experience Week by sharing our experiences here at Children's National, both as parents and as advisors to our organization as we continue our journey toward a high-standard of patient and family centered care.
- Implemented Food Truck Fridays to offer patients, families and staff additional food options here on campus Friday evenings
- TEAM PFAC at the Race for Every Child, had PFAC and a table to increase awareness and recruit new members
- PFAC has participated in the vertical transportation focus groups and lean projects to improve the welcoming experience



Teen Open Forum in Seacrest Studio

During these fun and interactive events we asked patients who were at least 11 years of age and either a current or former patient of Children's National to share their perspective on the Patient Experience.

The teen open forum is an opportunity for our teenage patients to build connections with each other and give us feedback on how we can impact their experience, especially around the Core Values of Compassion, Commitment, and Connection.

We invited current inpatient and outpatient teens to participate in-person for this Seacrest Studios special broadcast. Hospitalized patients can also participate via the Get Well Network by watching and calling-in by watching Channel 90 (WPAW) and calling 7700 on your hospital phone. Families, visitors and staff can observe from the Atrium.

PATIENT AND FAMILY EXPERIENCE WEEK
MARCH 19-MARCH 23, 2018

CALLING ALL TEENS

JOIN US FOR AN OPEN FORUM
TO CONNECT AND SHARE IDEAS!

WHEN: THURSDAY, MARCH 22, 2018
FROM 5:30 PM-7:00 PM

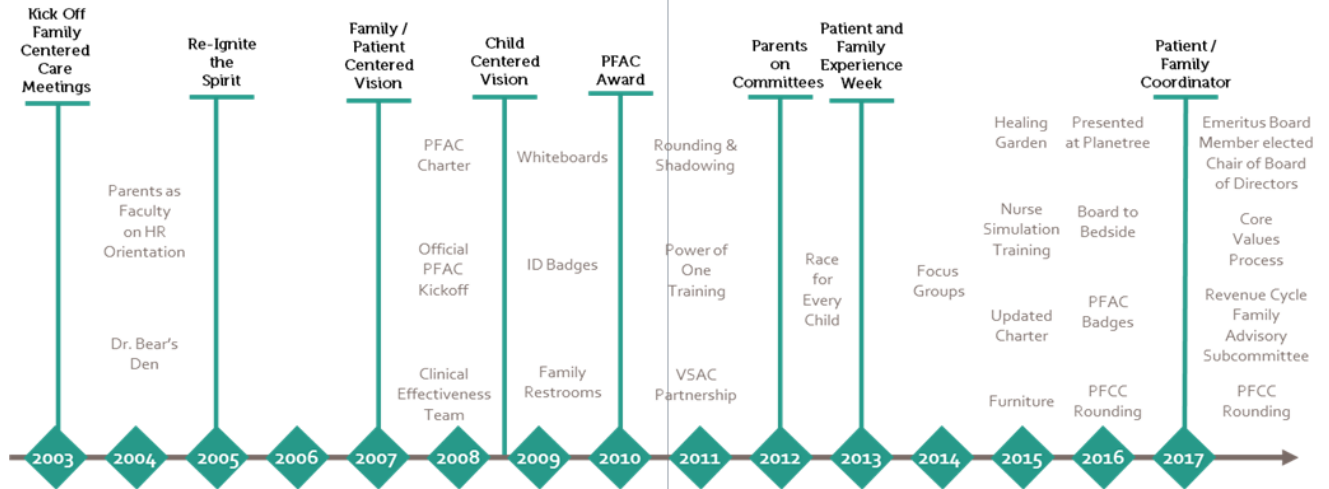
WHERE: SEACREST STUDIO (FIRST FLOOR)
OR TUNE IN TO CHANNEL 90



A Ten Year Journey

The Patient and Family Advisory Council (PFAC) at Children's National has worked to ensure that each family experiencing care at Children's National is empowered, respected, and honored by integrating their voice throughout the delivery process since 2008. Our commitment is to ensure that our system honors, empowers, and respects the central role of the family by supporting them as the constant in a child's life. Family-centered care is an approach to the planning, delivery, and evaluation of healthcare that incorporates dignity and respect, information sharing, participation, and collaboration.

History of Children's National PFAC



Children's National began its inclusion of patients and families on a grassroots level in 2003 with the introduction of Family Centered Care Meetings. The strong work done in those early years led to the charting of the Patient and Family Advisory Council in 2007. October 2017, Children's National Patient and Family Advisory Council celebrated its 10th year anniversary!

Food Truck Fridays

PFAC presents Food Truck Fridays twice per month by inviting 3—4 food trucks to come to the hospital grounds after the cafeteria closes to provide additional food options for our inpatient families and overnight staff. This initiative has had great success and patients and families continually comment about how great Food Truck Fridays have been.

"I would just like to say a huge thank you for coordinating the food trucks on Friday night. It made our shift to have a great meal. We also saw several family members out enjoying the different variety of food. We would love to see this as a regular event! Attached is a picture of us in front of one of the trucks."

The Patient/Family Advisory Council

Presents

Food Truck



Friday

April 6, 2018
7pm-10pm

Outside the ER Entrance

****FEATURING****

Capital Chicken
& Waffles

www.capitalchicken.com

Healthy Fool

<https://twitter.com/healthyfool>

Deco Delicatessen

www.decodelicatessen.com

Quize Queen

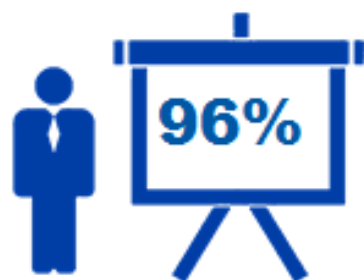
<https://twitter.com/QuizeQueen>



Anastasia Weber
Princess Jones
Judith Sapang
Tempe Weinbach



New Hire Power of One Training



The Power of One initiative at Children's National encourages all employees to make a difference in the institution. Through the Power of One, employees are champions of behaviors that decrease harm and increase satisfaction for patients as well as for fellow teammates.

PFAC Advisors are invited to every New Hire Orientation to speak to New Employees and the Patient and Family Advisory Council, our personal journey with our children at Children's National and the Power of One.

PFAC Presented on the Power of One at 25 out of 26 New Hire Orientations. That's 96%. A letter from a parent was read at the one missed training to ensure that the Patient and Family Voice was shared.

Responses to the survey posed as **"The best things about this class were"** included:

"PFAC talk about her daughter's experience, very beautiful presentation"

"Hearing the story of Anniyah and how important it is to provide excellent service to both children and their parents"

"The family advocate (Kennedys mom) was a great speaker and her story was very impactful."

"Melanie did a wonderful job sharing her experiences as a parent at Children's National, tying in our Core Values and explaining to the new employees how they can make a difference.

We always value the PFAC parent's presentation. I know all of our trainers greatly appreciate and value it when they come. "

"The parent presentation was amazing!- really made the material relevant"

"Hearing the personal story from the PFAC member"

Revenue Cycle Subcommittee

In 2006, PFAC invited the billing customer service manager to a monthly meeting to present an overview of the billing process. After the meeting, the council wrote a letter to Alec King, CFO, regarding some concerns they had with the billing process. Alec attended the next PFAC meeting to discuss some of the issues and as a result, the Patient and Family Advisory Revenue Cycle Subcommittee was created.



This subcommittee provides insight on current experiences, as well as insight on items such as patient statements and the patient portal.

Key Guiding Principles

- Ensure all design decisions have a patient-centric focus as the foundation of the revenue cycle transformation journey
- Engage stakeholders to positively impact the patient journey and business outcomes
- Commit to standardization across clinical areas and departments so that system-wide benefits will be realized
- Invite parents to focus groups related to the Revenue Cycle Implementation in order to provide open and honest feedback regarding current issues and pain points
- Incorporate this subcommittee into design decisions such as statement design
- Receive input on how to measure family satisfaction before and after go-live to ensure this implementation is a success for a patient and family satisfaction standpoint

Key Benefits

Implementing Cerner Revenue Cycle will provide a fully integrated system for the clinical EMR and Revenue Cycle Management system.

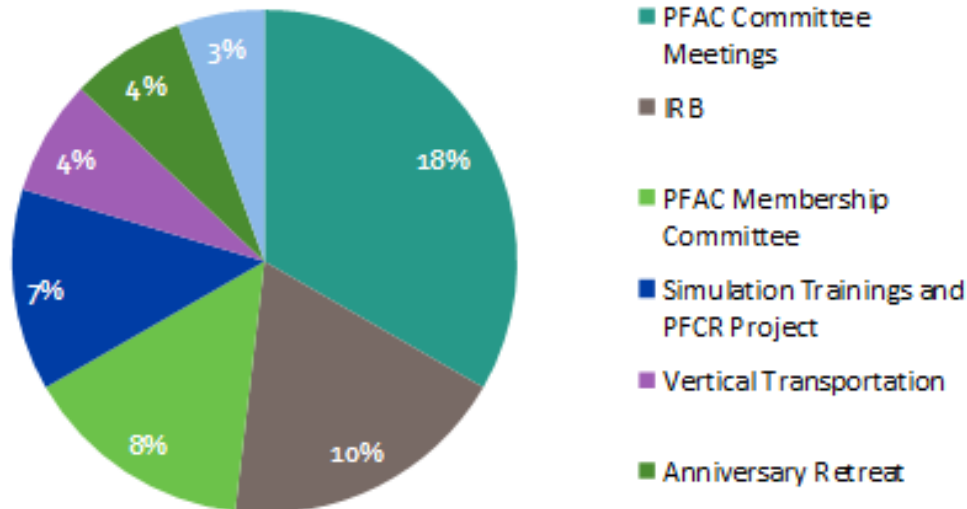
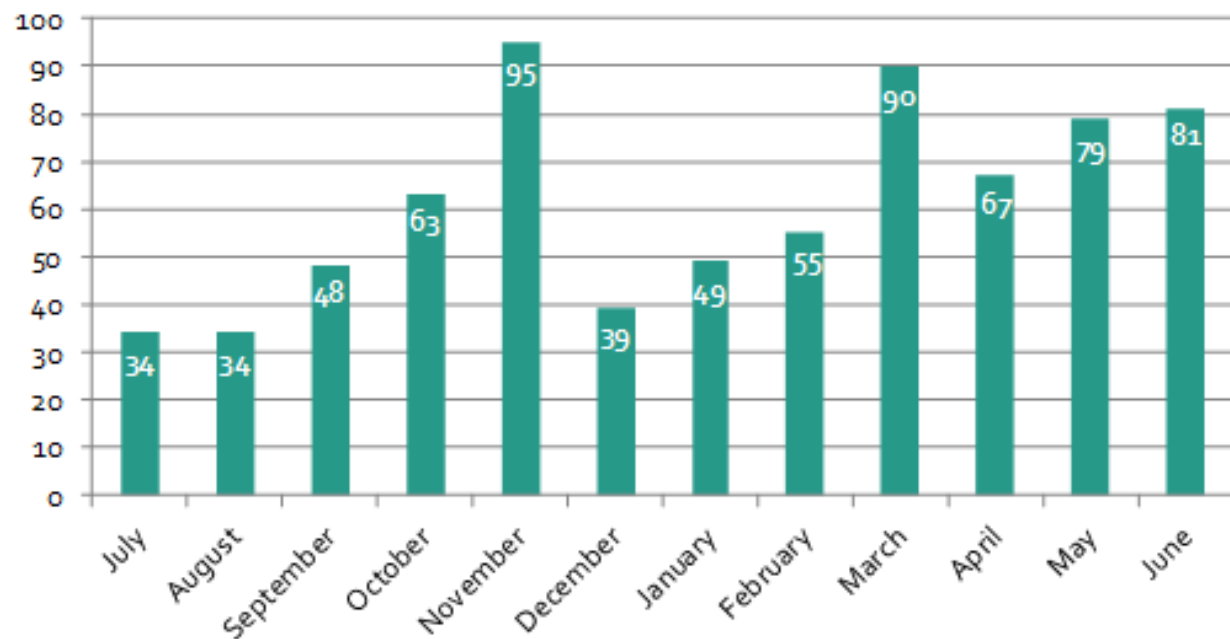
The key benefits of the integrated system include:

- Enhance standardization, reliability and integration
- Improve quality, safety, and productivity
- Enhance employee and patient satisfaction
- Ensure seamless processes across the organization
- Provide accurate and timely patient statements

Patient and Family Advisors

15 Patient and Family Advisors volunteered approximately 733 hours from July 17, 2017 to June 18, 2018. That's the equivalent of 91 days over 20 weeks.

Patient and Family Volunteer Hours FY18



Excellence in Family-Centered Care Award

Each year, the PFAC invites employees, patients, and families to nominate an individual, medical unit, or team at Children's National to receive its "Excellence in Family-Centered Care Award." This award was established to recognize and honor individuals, medical units, or teams at Children's National who demonstrate an outstanding commitment to delivering family-centered care.

2017 Recipient: "Baby Steps to Home"
Parent Education Course NICU Team



Past Recipients:

2016: Emily Graff

2015: Elva Anderson

2014: Kathleen Atmore

2012: Department of Nephrology: Letter of Congratulations

2011: Center for Cancer and Blood Disorders of Northern Virginia

2010: Mary Donnelly (posthumously)

Engagement

Projects

Board to Bedside
Genetics Counselors Outreach
Hats for Oncology
Press Ganey – Patient/Family Experience
Advisory and Key Leader Session
Nurse Hourly Rounding Simulation
Nurse Residency Simulation
Patient Experience Liaison Simulation and
Shadow Rounding
Parent –Parent Video
Partnership with D.C. Public Library to bring
summer reading program into the hospital
Patient Advocacy
Patient and Family Centered Rounding QI project
Presented at Planetree Conference 2017 in
Baltimore, MD on PFCR project
Patient Care Technician Simulation
Patient Experience Week
Patient Portal
Power of One New Hire Orientation
Research Week Student Visit
Review Hospital Documents
Participated in Interviews for Key positions/
Contacts
Surgical Specialties Simulation
Childhood Mental Health Fair
Beads of Courage – Chronic Illness
Food Truck Fridays
"Building Harps, Building Communities
Together" Project
Cultural Heritage Series Kick-Off Event: "Journey
to the Middle East"
CICU Bereavement Panel
Teen Forum
PAC/support group resource
Participate in Apparent Cause Analysis Work

Committees

Emergency Department Service Excellence
Committee
Ethics Committee
Healing Garden Clinical and Operations Oversight
Committee
Institution Review Board (IRB)
Interior Vision Committee
NICU PAC
Older Patient Committee
Patient/Family Education Committee
Patient Satisfaction Committee
PFAC Award Committee
PFAC Anniversary Committee
PFAC Communications Committee
PFAC Executive Committee
PFAC Membership Committee
Race for Every Child Committee
Surgery Center Patient and Family Centered Care
Committee
Telemedicine Committee
Vertical Transportation Project
PFAC Member Representative on Hospital
Committees and Projects
Revenue Cycle Committee

Patient and Family Advisory Council

Parent Advisors

Caryn Anthony
Meredith Atkinson
Shelly Benjamin
Melanie Carr Knight
TjaMeika Purnell Davenport
Sharon Harley
Darcel Jackson
Dr. Joshua Kanter
Stacey Longanecker
Denise Mayo
Matthew McCall
Jana Monaco
Tammy Sankner
Holly Smith
Rosemary Suggs-Evans

Staff Advisors

Angelina Casazza
Dianna Darner
Kathy Dent
Sheeketa Garrett
Tammy Glasser
Brooke Goodwin
Michele Grady
Simon Lyles
Chris Lombardi
Melissa Mayo
Wayne Neal, RN
Lauren Obidi
Martha Parra, RN
Victoria Paytonwebber
Kelly Scaggs
Lisa Scafidi
Nikki Scurlock
Michael Shaw
Clarine Thomas
Melissa Wilson

Staff Consultants

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Eileen Walters



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