

2022 PATIENT & FAMILY EXPERIENCE PARTNERS ANNUAL REPORT



BROADENING
OUR HORIZONS



INTRODUCTION

An air of excitement surrounded the 2022 kickoff dinner in March as members of the Patient and Family Experience Council came together after months of virtual meetings. Members of the pediatric, NICU and endocrinology councils were joined by some much younger faces as the teen council held its inaugural meeting.

Everyone was happy to have the chance to hear from Chief Nursing Officer Lisa Bowman. It was both a time to catch up and consider the biggest council priorities in a post-Covid environment.

Most of the priorities identified at the kickoff dinner are currently being tackled. Significant progress has been made on the long-time goal of developing a mentoring program for our families. The teens are also working with the adults to play a role as peer mentors to our patients.

The councils were also thrilled with the continued growth of the Family Resource Center in the Walt Disney Pavilion. Several members have been trained to operate the center and even signed up for shifts on nights and weekends. They've also made a goal to host special evening get-togethers for parents after their child's bedtime.

As this annual report is published, we are excited to announce the launch of our fifth council devoted to AdventHealth for Women. This council includes members who were patients at Altamonte Springs, Celebration, Heart of Florida, Orlando and Winter Park. An inaugural meeting happened in October, and regular meetings begin this February.

We are honored to continue to oversee and maintain the commitment to family-centered care and assure the voice of our patients and families is heard at AdventHealth. Thanks for joining us on this journey.



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PHILOSOPHY & VISION

The Patient and Family Experience Council works with hospital leaders and staff at AdventHealth for Children with the goal of providing a safe, welcoming environment to patients and families from across Central Florida. The council strives to maintain open communication with everyone in order to follow the principles of family-centered care:

- Dignity & Respect:** The patients and families at AdventHealth for Children chose where they wanted to seek medical care and the clinical teams acknowledge that dignity and respect are fundamental needs that are crucial to establishing better standards of care. We want all families to feel welcome and respected as we provide an environment where they can recover. As healthcare workers, staff members listen and strive to assure the patient and family's beliefs and values are incorporated into the delivery of care.
- Information Sharing:** Communication is crucial for patients and families to understand and make important decisions regarding their health. AdventHealth for Children has a commitment to communicating and sharing unbiased and accurate information with the patient and their family to avoid unnecessary barriers.
- Partnership:** Patients and families are a critical part of the health care team and are encouraged to be involved in all aspects of care. The council recognizes and works to assure they are included in family-centered rounds and are welcomed to participate in bedside handoff reports by nurses between shifts.
- Collaboration:** Working as a team with patients and families creates an environment that promotes family-centered care. Hospital staff and health care leaders regularly communicate with the PFEC to create policies and programs that reflect our mission, vision, values and service standards.



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▶ PEDIATRIC COUNCIL

Longtime goal to launch mentor program moves forward

- The council has worked over the past year to create a parent and peer mentorship program.
- A task force was created across the councils to help reach this goal.
- The task force reviewed materials from Children’s National Hospital in Washington, D.C., and worked closely with children’s care management to form a framework to provide to hospital leaders for approval.
- A trial is planned in the pediatric bone marrow transplant and hematology/oncology units.
- A social worker from children’s care management will oversee the program and work with hospital leaders and the PFEP to determine what changes may be required before expanding into other areas.



FASTFACTS

16 Members

3 Staff

The pediatric council meets on the second Monday of every month.

“Our council members strive to improve the hospital experience for patients and families. Using our experiences to help others is the main reason most of us became members.” — Jenn Sikora, Chairwoman



Other accomplishments:

- Two pediatric council members are trained and have assisted as volunteers in the Family Resource Center.
- A plan was developed and feedback provided to implement Compassion Rounds in the pediatric intensive care unit.
- Members joined an AdventHealth for Children task force to virtually attend the Transitional Care Conference held by Texas Children’s Hospital and Baylor College of Medicine.



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TEEN COUNCIL

Inaugural year comes to close for teens

The teen council was built to allow teens to assist in the hospital and give them a chance to help the hospital improve.

- The council held its organizational meeting in February and joined the adults at the kickoff dinner in March.
- The group elected a chairman, vice chairman and scribe to facilitate meetings.
- The teens are overseen by two child life specialists.
- The chairman and vice chairman are part of the steering council that meets monthly.



“The Teen Council was built to allow teens like me to be able to help out in the hospital and give us a chance to help the hospital improve.” — Ariel Bacin, Chairwoman



FASTFACTS

9 Members

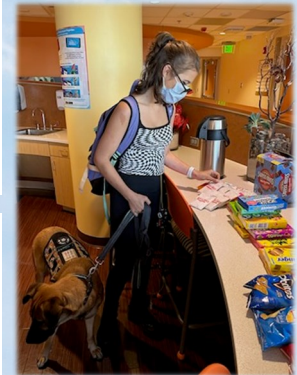
2 Staff

The teen council meets on the second Tuesday of every month.

“When I was diagnosed, having a peer who understood the challenges I faced would have been immensely beneficial. The mentorship program would have helped me understand the new tubes and lines in my body, be less scared of upcoming tests, and given me further knowledge of my own illness,” — Julianna Pacheco, teen council and mentoring task force member

Other accomplishments:

- The teen council created donation boxes for toys and food.
- Council members made plans to volunteer at the Ronald McDonald House.
- The council also hosted a movie night and are planning more events that are inclusive of younger patients.
- Teen council members joined the pediatric council to plan a Christmas party for patients and families and delivered holiday gifts to the staff.
- The teens worked on poke plans to allow patients to assure their clinical team knows how they would like their IVs inserted and what nurses can do to make it a comfortable experience.

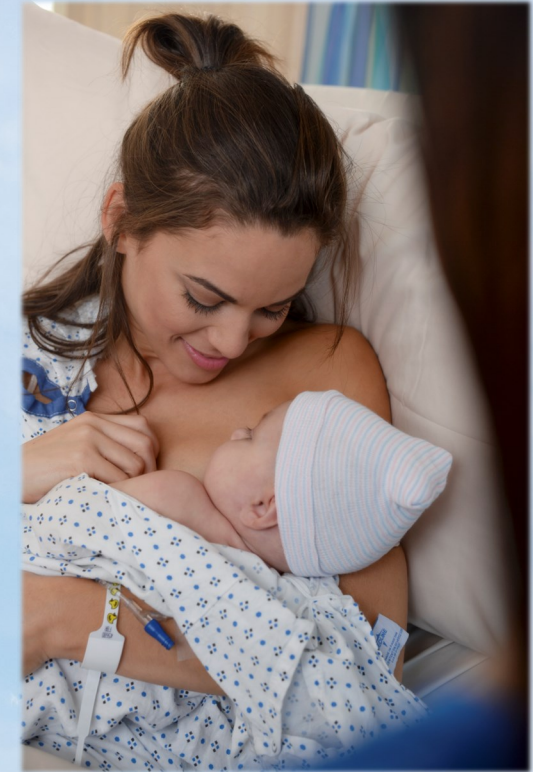


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Parents, staff work together on PAIRED initiative

AdventHealth for Children has joined a statewide initiative to promote skin-to-skin care for infants and their parents. The Patient and Family Experience Council is working alongside staff on this project.

- The PAIRED initiative is designed to help NICUs develop and implement unit-specific strategies that improves family-centered care.
- Three members of the NICU council are joining virtual meetings to review data and implement strategies to increase opportunities for skin-to-skin care.
- The council has assisted with creating educational materials, provided pictures of skin-to-skin care and contributed ideas for noting these opportunities during daily rounds.
- The task force is planning to create a short educational video on the benefits of skin-to-skin care in 2023.



FASTFACTS

8 Members

5 Staff

The NICU council meets on the second Tuesday of every month.



“I am confident we can find more members who are filled with love, insight and stories of hope to share. I am thankful for the opportunity to serve and assist AdventHealth through this incredible program.” — Megan Nagle, Chairwoman

- Other accomplishments:**
- Contributed ideas to rename overflow NICU unit and provide parents with choices for themes in patient rooms.
 - Assisted staff with relaunch of primary nursing.
 - Member joined NICU developmental committee and was appointed secretary.



▶ ENDOCRINOLOGY COUNCIL

Guide to be published for parents of diabetics

Parents of children who are newly diagnosed with diabetes will soon be able to learn tips and tricks from the Patient and Family Experience Partners.

- Members of the Endocrinology Council created a guide containing all the information they wished they knew when they learned their child was a diabetic.
- Each member contributed by writing, researching and editing what we hope will be a tremendous resource to patients and families.
- The guide includes information on supplies, educational plans, information for the child's friends, frequently asked questions and terms to know.
- Work is also planned to share the guide with AdventHealth locations in other states.



"I invite you to share in this journey with us called diabetic life. While it comes with no guarantees and can be quite the roller coaster, rest assured you will not go through it alone." — Holly Condrey, Chairwoman



Other accomplishments:

- Explored the idea of an outpatient version of Compassion Rounds in the diabetes clinic.
- Working on plan for outpatient clinic to ease process for transitioning pediatric patients to adult providers.
- Broadening scope of council from parents of Type 1 diabetics to include more endocrinology diagnoses.

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FASTFACTS

11 Members

3 Staff

The endo council meets on the second Thursday of every month.

FAMILY RESOURCE CENTER

More events, extended hours as FRC marks anniversary

The Family Resource Center celebrated its first anniversary on Oct. 27, 2022, and it's being utilized more than ever. In the first month of operations, the center averaged about 32 visits per day. By September 2022, the average increased to 53 visits.

Ronald McDonald House Charities of Central Florida and AdventHealth Foundation partnered to turn this goal of the Patient and Family Experience Council into a reality.

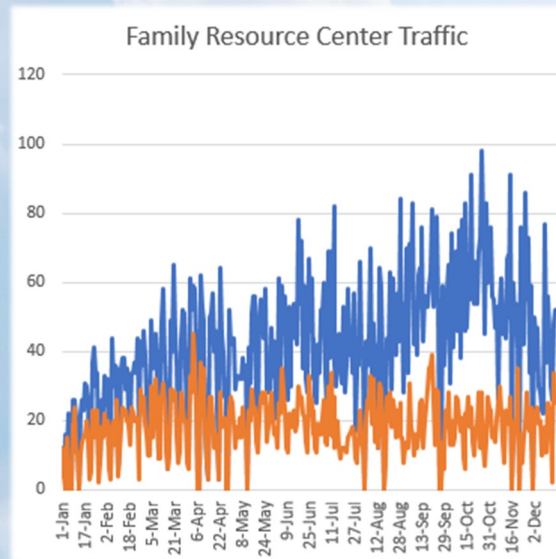
- Interns and volunteers have been instrumental in keeping the center running. The assistance of volunteers have allowed operating hours to increase into the evening.
- University of Central Florida interns staff the center on weekends.
- Patient and Family Experience Partners have been trained to open and close the center between UCF semesters. Their ability to empathize and provide support from the parent perspective have been perfect fits in these much-needed roles.



FASTFACTS

- ◇ 6,400+ visitors this year
- ◇ Busiest day: 98 visits on Oct. 28
- ◇ 3,929 bottles of water distributed.
- ◇ 2,364 snack packs provided to guests.

(as of December 2022)



2023 goals:

- Increase Lunch & Learn sessions which will move to Tuesday. VITAS Healthcare will continue monthly sessions. Tijuana Flats will be a new partner beginning in January.
- The PFEP is planning to begin offering Parents Night Out in the center on a regular basis. This will allow parents and caregivers of children who are inpatient to engage in an evening of self care and meet other parents.
- An escape room experience for patients and caregivers recently launched, as well as weekend movies where all are welcome.

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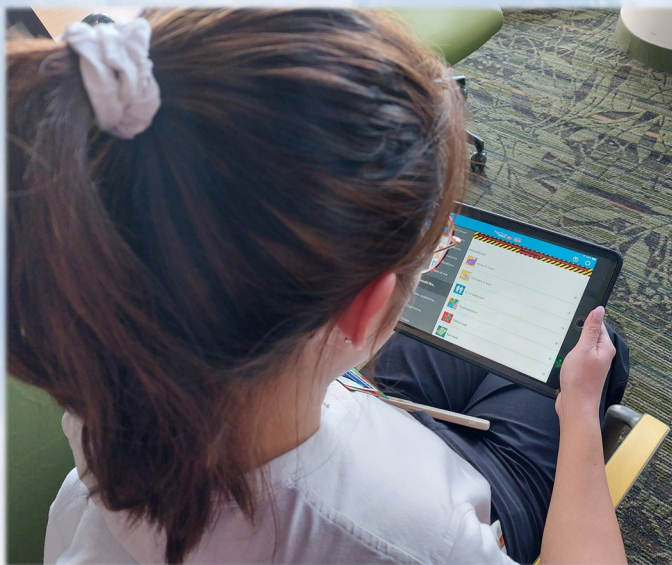
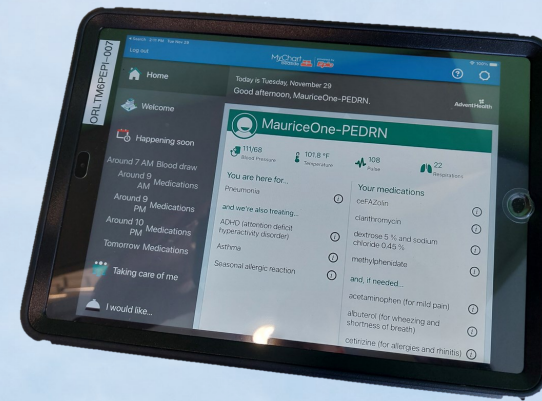
EPIC TRANSITION

Council assists staff with launch of MyChart Bedside

Maintaining good communication is an important goal during every hospital stay, and AdventHealth's move to the Epic electronic health record system includes a new tool that's helping patients, families and clinicians do just that.

MyChart Bedside is Epic's inpatient portal and allows parents and guardians to view their child's chart, medications, list of providers and much more. Patients can also review doctor and nurse notes, watch educational videos, make non-urgent requests or message their care team.

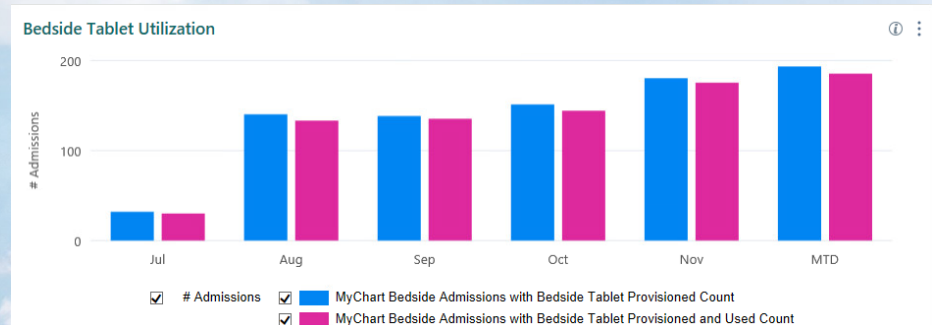
- Patient and Family Experience Partners worked with hospital leaders on how to best communicate with patients and families regarding diagnoses, treatments, medications, etc. They reviewed talking points for nurses to introduce MyChart Bedside during new admissions.
- Early data following the implementation of MyChart Bedside showed activation rates in the hospital's inpatient units increased from 31 percent in August to 40 percent in December.



Parent feedback:

"I love the MyChart Bedside tablet! It is so helpful as I was able to view the baby's lab results and be prepared to ask questions when it was time for rounds. Also, I was having difficulty sleeping so I was able to watch Netflix."

"My child has been a patient at AdventHealth for Children on and off for 12 years and this is the most connected and involved with my son's care that I've had since my son was born. I absolutely have everything right here in front of me, and I don't have to constantly ask questions. I love that I can know exactly what is happening with my son and I can see everything, even his meds and test results. This is the best thing that has happened and I'm excited."



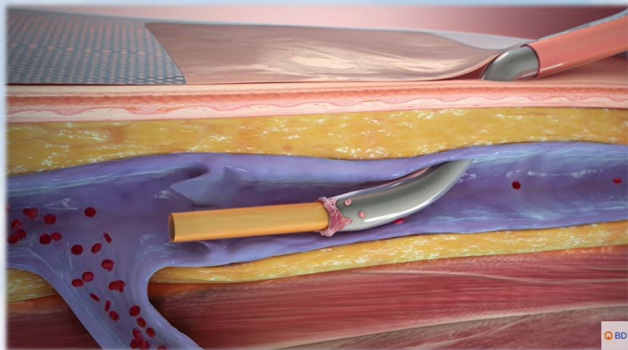
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WORKING TOGETHER

Collaboration key to safety, comfort of patients

The staff at AdventHealth for Children has worked closely with the Patient and Family Experience Council on numerous projects in 2022. Communication between the Shared Leadership Council and other workgroups is detailed below.

- IV Hang Tag:** The NICU and pediatric councils assisted the PIVIE workgroup to develop a hang tag to attach to IV poles that encourages parents to monitor and report problems to the nurse.
- Robot Pets:** An Action Request Form was filed to purchase robotic pets for the hospital. Members of the PFEC were asked to provide feedback on whether patients would find these pets helpful.
- PIVO:** Another Action Request Form asked that the hospital consider purchasing PIVO, a needle-free blood collection device that reduces the amount of pokes that a patient endures. The PFEC was supportive of this initiative and is continuing to work to get approval. The council believes this will help children and parents decrease anxiety related to frequent pokes.
- iWatch:** Another request sought to purchase devices that monitor IVs for infiltrations. The PFEC voted to recommend its purchase and a trial is planned in the NICU.
- Lobby Scents:** All the councils worked to bring stress-reducing scents back to our children's hospital lobbies. Council members worked with ScentAir to find appropriate fragrances to match the themes of the units.



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MEMBERSHIP OVERVIEW

Recruitment & Selection

There is an application process in place to join the Patient and Family Experience Council. Potential members must have had an experience at AdventHealth for Children whether they were a patient or a family member.

The PFEC application can be completed online at AdventHealthForChildren.com. Brochures with OR codes to the application are also available in the Family Resource Center.

Candidates are screened and interviewed by members of the AdventHealth for Children team and council chairpersons. Once screened, the candidates are chosen based on factors such as listening skills, sharing of thoughts and opinions and the ability to understand differing points of view.

The council is committed to ensuring a diverse membership that includes sociodemographic factors including gender, ethnicity, education, employment and income.

Candidates serve a two-year term and must attend at least 75 percent of meetings either in person or virtually.

- There 62 women and six men on the PFEC and this includes 54 families and 14 staff members.
- A total of 20 new members joined the Patient and Family Experience Council in 2022.
- The five councils are currently being overseen by the Executive Director of Family Experience and are facilitated by the Family-Centered Care Consultant.

	Pediatric Council	NICU Council	Endo Council	Teen
Chairman	Jenn Sikora	Megan Nagle	Holly Condrey	Ariel Bacin
Vice-Chair/ Secretary	Daniel Webb	Maegan Heller	Luz Scholl	Lazahrya Wright
Staff Liaison	Michelle Brandt	Priscila Galeano	Jamie Cruz	Stephanie Deutsch
	Morgan Meyering	Jacki Heitz	Gilda Gonzalez	Trish Polito
		Abbie Shimer		



▶ 2023 GOALS

The Patient and Family Experience Partners are committed to build avenues of communication with leaders at AdventHealth for Children in 2023. Council leaders will strive to place more members on hospital committees and task forces in order to hear, share and contribute feedback to initiatives being undertaken in real time.

- The councils hope to join the established task force that is devoted to working with AdventHealth Orlando to transition pediatric patients who are reaching adulthood in their transition out of the children's hospital. Some PFEC members were able to join staff members at a virtual conference on the topic that was hosted by Baylor College of Medicine in October.
- The NICU council seeks to develop a program to reduce postpartum depression in new mothers after learning of an established program at Advocate Children's Hospital in Oak Lawn, Illinois.
- Members of each council will work together to grow programs and services offered through the Family Resource Center.
- An intern from the University of Central Florida will work in the center in the spring semester with a focus on event planning. This intern will attend meetings of the pediatric council to help bring ideas to fruition.
- More PFEPs will be trained to operate the Family Resource Center to increase access to patients and families.
- A whiteboard will be added to the Family Resource Center to allow parents to share messages with each other.
- The PFEC will add a council devoted to Central Florida's Hispanic community.

As more parents join the growing number of councils, many have hoped to establish a plan to have regular social outings with each other. The first opportunity for that would be on Jan. 9 at the kickoff dinner in the CREATION Conference Center.



▶ A MAGICAL NIGHT

Members enjoy night out at Orlando Magic game

By Jeff Cousins

The November party for the Patient and Family Experience Partners was twice as fun this year when members were offered the chance to watch the Orlando Magic at Amway Center as they faced the Houston Rockets or the Charlotte Hornets.

The fun began even before arriving at the game as many members met at the hospital for the short ride downtown aboard SunRail. After walking to the game, the council was greeted with an incredible view of the action from the AdventHealth Suite on the Founder's Level.

Dinner, beverages and popcorn were available throughout the game, and guests had plenty of space to visit with one another while either watching the game in person or on monitors.

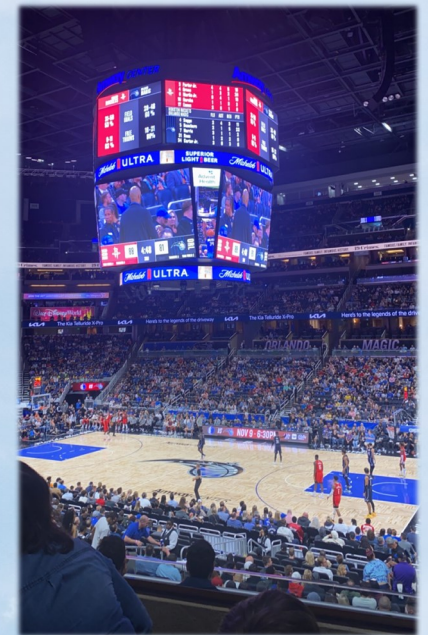
Some guests also had the chance to head down to court level at halftime to greet the players as they headed to the locker room. Group photos were also taken to make sure everyone remembered the amazing experience.

During the second half of the Hornets game, the council members found a dessert cart, and for a short time the game played second fiddle to a tasting of the many decadent treats available.

It was a good distraction as the pesky Hornets stung an injury-plagued Magic team. The game against Houston was a bit more exciting as the good guys put forth a valiant effort in their fourth quarter but also came up a bit short at the buzzer.

Following the game, some council members decided to visit the Sky Lounge before heading back to the SunRail station for a ride back to AdventHealth.

All of the council members greatly appreciate the leaders of AdventHealth for providing this awesome opportunity to see the Magic in action from such great surroundings.



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CONCLUSION

Entering into the new year, the Patient and Family Experience Council is committed to continuing to grow and broaden its influence at AdventHealth for Children and AdventHealth for Women.

The new year will bring the first official meeting of the women's council. Goals will be established with mothers who received care together with leaders of our women's team.

It's exciting to see the Patient and Family Experience Partners program grow throughout AdventHealth. Support from our system leaders and partnering with other area hospitals has brought new ideas to the forefront. We have more materials to explain what we do and prepare new members to serve.

We've partnered with AdventHealth system to share our successes and learn from their research into advisory councils. A system council made up of members from PFECs across AdventHealth will begin meeting, in 2023 and some longtime members have been chosen to attend those meetings to continue to facilitate good communication.

Exciting times are ahead. We'll stay focused and keep our eyes on the horizon whether outdoors or within the halls of our hospital.



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