

THE CHILDREN'S HOSPITAL AT
MONTEFIORE
FAMILY ADVISORY COUNCIL (FAC)
2021-2023 ANNUAL REPORT



Family Advisory Council (FAC) Report

1. Family Advisory Council Description: Mission and Goals
2. Meet the FAC Team: Parent Advisors and Hospital Leadership
3. Monthly Meetings
4. CHAM FAC Achievements
 - a. 2021
 - b. 2022
 - c. 2023 Plan/Goals/Updates
5. Conclusion
6. Attachments
 - a. Attachment 1. Application Form for Family Advisors
 - b. Attachment 2. CHAM FAC Charter
 - c. Attachment 3. CHAM FAC By-Laws
 - d. Attachment 4. FAQs

1. Family Advisory Council Description: Mission and Goals

The Family Advisory Council (FAC) at The Children's Hospital at Montefiore (CHAM) was established in 2019 as a forum to facilitate collaboration between families of patients and hospital staff. The Family Advisory Council is a team of experienced and passionate parents and dedicated hospital staff partnering to provide the best care for all children and their families. The FAC empowers families to create a family-centered care, contribute to organizational change, and to advocate for and support families.

FAC members meet monthly and partner with hospital staff and leaders to carry out the following goals and objectives:

- Support the mission and vision of The Children's Hospital at Montefiore.
- Partner with CHAM leadership and staff to improve the quality and safety of care provided to children and their families.
 - Contribute to enhance education for hospital staff and leaders and promote principles of patient and family centered care.
- Provide feedback to collaboratively find solutions that are patient- and family- centered.
- Enhance the health care experience for patients and their families.
- Incorporate diverse perspectives representing the populations served at CHAM.
- Support families and provide opportunities for networking, emotional support and resources.
- Represent CHAM at local, regional, and national conferences and trainings.
- Serve on key hospital committee dedicated to improving patient safety and quality of care.
- Advocate for change at all levels that will benefit the health and well-being of children and families.

2. Meet the 2023 FAC Team: Parent Advisors and Hospital Leadership

Parent Advisors

Lydia (Cuqui) Villegas (Co-Chair)

Melissa Lopena

Shaniqua Rafael

Marie Jimenez

Amanda Rogers-Pratt

Lourdes Tapia (Co-Chair)

Selena Carrion

Veronica Vega

Tricia Gibbs

Sydney Taylor

Hospital Staff Advisors

Dr. Patricia Hametz

Senior Medical Director-CHAM

Anjali Modi

Pediatric QI Specialist/ CHAM FAC Hospital Liaison

Tara Buckenmyer

Chief Nursing Officer

Rebeca Aragon

CHAM FAC Intern

3. Monthly Meetings

At our monthly meetings, the FAC has had the opportunity to meet with staff from CHAM in order to contribute and provide input towards striving for high quality, family-centered care, to working on team projects that help our families and patients feel seen, heard and a crucial member of their child's care/healthcare team. We have provided input for ongoing projects and initiatives and have represented the family perspective to key stakeholders:

- QI project: Increase the number of in-patients ages 0-21 on CHAM unit being offered MyChart
 - Tanika Fernandez (Program Assistant | Pediatric Quality Improvement and Safety)
- QI project: Tracking and Addressing the Social Determinants of Health in Transition Aged Patients in our Pediatric Sickle Cell Disease Population
 - Jenai Jackson (Research Coordinator | Pediatric Hematology, Oncology, and Cellular Therapy)
- Health Misinformation Curriculum Project
 - Dr. Audrey Uong (Pediatric Hospital Medicine Physician | Pediatrics)
- Eating Disorder Orientation for Caregiver
 - Alicia Hoffman (Social Worker)
- Family Learning Place Support & services for families at CHAM
 - Donnette Reid and Judilka Lalane (Outreach Specialists | The Family Learning Place)
- NYC DOE Hospital Schools Program
 - Amanda Camilo (New York City Department of Education Teacher | NYCDOE Hospital Schools Program)
- “What Matters to you” Global Initiative
 - Dr. Sarah Norris (Pediatrician and Director of Pediatric Palliative Care/ Quality in Life Team | Pediatrics)
- Asia Nieves (Administrative Assistant | Division of Pediatric Critical Care)

4. CHAM FAC Achievements & Projects

2020-2022

- Welcomed 3 new members to the CHAM FAC team.
- Welcomed the first CHAM FAC intern.
- Presented in SPS Family Engagement about the CHAM FAC
- CHAM was 1 of 5 sites to participate in the IPFCC project focused on enhancing and improving education on patient and family faculty



- Created and distributed Parent welcome bags to gift to Parents/caregivers of patients at CHAM. This was an idea by the parents. They said they had wished they had remembered to pack basic necessities like simple hygiene items, notebooks for when they would be in the hospital.



- We developed the first CHAM FAC Parent video to share some of our Parents stories and testimonies. Now available on the GetWellNetwork-Patient Portal system located at all CHAM inpatient bedsides.
- Provided parent feedback on Quality Improvement/ Education projects at CHAM:
 - Social worker (A. Hoffman's) Eating Disorder Education Project for Parents.
 - Dr. Audrey Uong's Health Misinformation Project.
 - Shared ideas to improve care to New York City Department of Education Hospital Schools Program.
- Provided Parents perspective on projects that affect the hospital- working with our Family Learning Place and Ronald McDonald organization.
- Contributed parent perspective on a Montefiore Healthcare System project defining Patient Experience Definition (PFAC) and Patient Experience Vision (PFAC and marketing).
- Working with colleagues (Dr. Tracey Straker (Anesthesiology/ "Feminine Hygiene Initiative" Project) who provided a generous donation of feminine hygiene products to help bring awareness to the lack of access to basic, necessary feminine hygiene products and partnered with Child Life to help distribute these amazing gifts to our CHAM youth.



Collaborations with the Family Learning Place & Hospital Staff:

- CHAM Health Fair



CHAM Health fair- 5/2022



CHAM Summer Reading Fair- 7/2022





5. Work Plan and Goals for 2023

- Expand the CHAM FAC Team from 10 to 15 members.
- CHAM FAC representation and shared learning and cross- collaboration with the NY state SPS Patient Family Engagement team- 10+ other NY Children's Hospitals
- Increased Recruitment efforts
 - Hosted our own fair for Parents and staff
 - Develop and utilize Social Media plan to raise awareness and recruit
- Include 4 FAC parent members for each unit Quality/ Safety council meeting to provide parent/caregiver perspective to help improve Patient Safety & Quality of care.
 - Collaborating with SPS NY State hospitals to develop/ share training content for both Parent Advisors & staff on best practices and what to expect
 - Coach & debrief with Parent before/after meetings to ensure feels prepared and apart of team

6. Conclusion

We want to give many thanks to all of our collaborators and people who have supported us. We are excited to expand our CHAM FAC team in the upcoming years. If you know a parent/caregiver who could be a good candidate to join our team, please refer them to email us at fac@montefiore.org) for an application.

We look forward to continuing and growing our collaborations and presence locally, nationally and globally. We continue to strive to include the parents voice and perspective in all areas throughout CHAM. We will continue to work together, alongside staff, to improve the quality of care provided to patients and their families at the Children's Hospital at Montefiore, continuing to advocate for patient and family centered care, and to contribute to make and create progressive change.



Family Advisory Council Membership Application

Here at CHAM, It is important to us to have families of diverse backgrounds and perspectives apart of our team. If you are interested in joining our Family Advisory Council at CHAM, please complete the form below. All information submitted on this form will remain confidential.

PART I.

Name _____

Mailing Address _____ Apt # _____

City _____ State _____ Zip _____

Telephone cell # () _____ Home () _____ Work () _____

Email _____

PART II.

Names of Children who have been
cared for at CHAM:

Age:

Diagnosis:

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Date of first visit _____

Date of most recent visit _____

Choose our locations where your child received care (Please circle all that apply)

CHAM 10 Pediatric Critical Care Unit
CHAM 9
CHAM 8
CHAM 6

CHAM 5 clinic
CHAM 4 clinic
Rosenthal 3/ 4

Dialysis clinic
Emergency Dept.
Operating rooms

Other: _____

PART III

Why would you like to be on the Family Advisory Committee?

What improvements or changes would you like the Family Advisory Council to address?

Do you have any special interests or skills that you have that you will bring to the Council (for example, event organizing, artistic talents, etc)? If yes, tell us about it.

Have you ever volunteered before or participated in a committee? If yes, with whom and in what role? For how long?

PART IV

Please give the name of at least one (example: CHAM doctor, nurse, social worker, Child Life specialist or other healthcare professional) who knows you well and can be reference for you.

Please return this form by either email or via mail.

Email address: FAC@Montefiore.org

Mailing Address:

Anjali Modi

3411 Wayne Avenue, 8th fl.

Bronx, NY 10467

If you have any additional questions, please call us at (718) 741-2661 or email us at FAC@montefiore.org.



Family Advisory Council Charter

Purpose

The Family Advisory Council is a resource to leadership and team members within The Children's Hospital at Montefiore. Its purpose is to partner with doctors, nurses, leadership, and staff to promote a culture of patient- and family-centered care where patients and families feel welcome and collaborate in the planning, delivery and evaluation of health care practices.

Goals and Objectives

- Collaborate with CHAM leadership to improve the quality of care provided to patients and their families.
- Offer input to CHAM leadership in the planning, implementation, and evaluation of services, programs, policies and teaching materials.
- Contribute to the education of hospital staff on family-centered approaches to care.
- Serve on key hospital committees dedicated to improving patient safety and quality of care.
- Coordinate opportunities for families to meet and support each other and to share information.
- Promote a positive relationship among CHAM, its families, and the regional community and thereby serve as a vital link between the hospital and the community.
- Represent CHAM at local, regional and national conferences and trainings.

The Family Advisory Council is comprised of adult family members who have:

- A commitment to quality health care at CHAM.
- Recent and significant experience with CHAM in either inpatient or outpatient settings.
- Time available to contribute to the work of the Council, by attending regularly scheduled meetings and/or by providing input on projects in some capacity.
- The ability to support the patient- and family-centered care values of CHAM.
- A desire to be part of the decision-making process, and a commitment to support the Council's recommendations.
- Respect for confidentiality and a commitment not to discuss any information deemed personal or confidential outside of the Council setting.

CHAM is committed to:

- Respect and appreciate family members' experience, expertise, and viewpoints.
 - Provide support and training to participate in a meaningful way in Council meetings, hospital committees, and at conferences outside of CHAM.
 - Promote supportive relationships with peers, hospital staff, and others with similar interests and experiences.
 - Build family member's personal skills and expertise.
 - Develop ways for families to participate in the FAC that allow for their personal circumstances, including conference calls, scheduling meetings to accommodate parents' schedules as much as possible, etc.
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Family Advisory Council By-Laws

Article I. Our Mission and Goals

The Family Advisory Council (FAC) is a team of experienced and passionate parents dedicated to partnering with The Children's Hospital at Montefiore (CHAM) to provide the best care for all children and their families. The FAC empowers families to create a family-centered culture of care, contribute to organizational change, and to advocate for and support families.

Goals:

- Partner with CHAM leadership and staff to improve the quality and safety of care provided to children and their families.
 - Educate hospital staff and leaders, and promote principles of patient and family centered care.
 - Provide feedback to hospital operational leadership regarding services and programs.
- Enhance the health care experience for patients and their families.
 - Create an environment in which patients and families feel welcomed and engaged.
- Support families and provide opportunities for networking, emotional support and resources.
- Advocate for change at all levels that will benefit the health and well-being of children and families.

Article II. FAC Roles and Responsibilities

The Family Advisory Council will consist of individuals who subscribe to the mission and vision of the FAC. This will include adult family members of children who have been treated at CHAM ("FAC Members"), as well as staff and faculty advisors ("FAC Advisors"). An Executive Committee comprised of both FAC Members and Advisors will guide and support the Council's efforts.

SECTION 1: Family Advisory Council Members

A. Membership

The Family Advisory Council shall consist of up to 30 Family Advisory Council Members. FAC Members are adult family members, or legal guardians, of children who have been treated at CHAM for at least a year for a serious medical illness and have been admitted to CHAM or have had a significant outpatient experience, or young adults who were treated as patients at CHAM within the last 5 years. Family members should have had experiences at CHAM within



FAQ's (Frequently Asked Questions) about Family Advisory Council (FAC) Membership 2022

Will my participation affect my child's care?

Your decision about whether to participate will have absolutely no impact on the care your child receives. The FAC does not provide any clinical care, nor do we provide advice on the care your child receives.

What if I say no—will my child's doctor find out? How will affect my child's care?

Your child's doctor will not be told if you choose not to participate. It will not affect care in any way.

What is the application procedure?

Once you send in your application, the planning committee will review it. We will reach out to the person you have listed as a reference. We will also set up a time for a few of us to talk to you, to make sure that participating on the FAC is a good idea for you.

If you need help filling out the application, just let us know and we can walk you through it.

If I get accepted, what happens next?

We meet once a month (virtually).

Depending on how involved you choose to be, we may ask you to go through the Volunteer Services office to get a Hospital Volunteer badge. If not, you will just sign in at each meeting.

How much time would I be committing to?

The FAC will meet once a month for 1 1/2 hours. Some members will choose to participate in other committees or initiatives; for them, the time commitment will be more (whatever the committee/initiative expects).

Are the meetings in-person or virtual?

We are meeting virtually. Right now to respect COVID Precautions, we are only meeting virtually and will re-evaluate in the future if we will meet in- person.
