

2015

FAMILY PARTNERS COUNCIL  
Annual Report



# PRINCIPLES OF PATIENT- AND FAMILY-CENTERED CARE



**Dignity and Respect for the Family:** We listen to you and your family. Your values, beliefs and cultures are incorporated into the planning and delivery of care.



**Complete and Unbiased Information Sharing in Ways that are Affirming and Useful:** We create an atmosphere where two-way information is shared openly and candidly among patients, families and caregivers.



**Family Participation in Care Planning and Delivery to Provide Enhanced Control and Independence:** We welcome and encourage your participation in care and care planning.



**Family Collaboration with Clinicians in Policies, Procedures and Staff Education:** The outgrowth of participation is collaboration. We get patients and families involved in facility decisions, policy decisions and staff education.

## LETTER FROM THE CHAIRMAN



When my wife, Cathy, and I joined Le Bonheur's Family Partners Council in 2010, we had no idea how much one group of motivated volunteers could accomplish in just a few short years. Since the council's inception, membership has grown from fewer than a dozen individuals to more than 50 family members and hospital employees, partnering together to affect real and positive change for everyone who walks through the doors at Le Bonheur.

The following pages offer highlights of some of the council's greatest milestones and accomplishments from the previous year. Among other things, Family Partners Council members have published an interactive notebook for families embarking on a Le Bonheur journey for the first time; shared their Le Bonheur stories with myriad audiences to generate new donors, volunteers and advocates; championed for federal legislation that will improve access and options for children living with complex medical conditions; assisted with the launch of the hospital's medical-legal partnership;

developed education materials for staff illustrating the principles of family-centered care; and offered insights and expertise on quality improvement projects designed to enhance the Le Bonheur patient experience.

I am exceedingly proud of the council's ongoing efforts, and on behalf of the family partners, I am deeply grateful to Meri, to the Associate council members, and to all of the Associates and physicians at Le Bonheur who so readily and fully embrace the notion of partnering with families in all aspects of care. Families are welcomed and embraced as integral members of their child's care team, and as council members, we are honored to see the many ways in which patient- and family-centered care is growing and thriving at Le Bonheur.

As a council, we continue to seek out new opportunities to partner with Le Bonheur and to grow as a volunteer organization. We have developed deep friendships with the families, patients and Associates with whom we serve, and we look forward to what the future holds in store for the hospital and for our council.

Robert Q. Wilson  
Family Partners Council  
2015 Chair

## LETTER FROM THE PRESIDENT

Ten years ago, Le Bonheur Children's Hospital embarked on a new journey - the creation of a Family Partners Council to further our commitment to patient- and family-centered care. At the time, family-centered care was something of a new concept for many of us; we had much to learn. Thankfully, we were graced with the wisdom, service and dedication of a core group of unique volunteers: women and men who walked the halls of our hospital as parents, and whose expertise and insight as partners would prove invaluable in our efforts to improve the care experience for all Le Bonheur families.

Those inaugural volunteers - our Legacy council members - laid the foundation, and the council members who followed them have played an invaluable role building and shaping our Family Partners Council into the robust and thriving enterprise it has grown to be. Today, our Family Partners help to hire, train and empower staff; they serve on committees throughout the organization and work to bring about meaningful change through hospital policies and procedures; they mentor families who are currently undertaking their own Le Bonheur journey; they share their Le Bonheur stories to help create an even greater care environment; and they advocate for the health care needs of children in our community and throughout the country. These are just a few of the ongoing volunteer efforts our Family Partners contribute to Le Bonheur's mission, and we continue to seek out new opportunities to partner with our families in the care of their children.

We are honored by the dedication and commitment of our Family Partners Council. Le Bonheur is routinely recognized as one of the nation's best children's hospitals, and we attribute a great deal of our hospital's growth and success to an ongoing and open partnership with families. Family-centered care remains foundational to Le Bonheur's mission, vision and values, and I am eager to see what the future holds as we move forward on our journey.

Meri Armour  
President and CEO  
Le Bonheur Children's Hospital



*At right, team members from Memphis CHiLD, Le Bonheur's medical-legal partnership, provide legal support to families in need of advocates.*

Family Partners Council members serve on four chartered committees that work directly with hospital staff and physicians to guide Le Bonheur in its practice of the principles of patient- and family-centered care. An executive steering committee comprised of the council chairperson, vice chair, immediate past chair, and Le Bonheur staff liaison guides the overarching efforts of the council and its chartered committees.

## ADVOCACY & PUBLIC POLICY

**PURPOSE:** To recruit, educate and engage families in issues and initiatives of importance to child health.

*Latasha Sago, chair  
Maureen O'Connor, staff liaison*



### Committee accomplishments in 2015 include:

- Execution of a grassroots effort to encourage the Governor to keep the I-55 bridge open during upcoming construction projects, seeking the pursuit of alternate solutions that would not impede nor delay access to Le Bonheur for families in need of care.
- The launch of Memphis CHiLD, a medical-legal partnership created to provide free legal services to low-income families whose children are receiving care at Le Bonheur Children's Hospital. Memphis CHiLD is a collaborative effort between Le Bonheur, The University of Memphis and Memphis Area Legal Services. The medical-legal partnership seeks to address the social determinants of health and eliminate legal obstacles impeding the ability of the child, the child's family, and the health care team to focus on health and healing. Since its inception in September 2015, Memphis CHiLD has addressed nearly 200 referrals to help make a positive difference in the lives of Le Bonheur families.
- Sharing Le Bonheur's story at fundraising and engagement events, in partnership with Institutional Advancement.
- Continued advocacy efforts with Congress in favor of the Advancing Care for Exceptional Kids Act of 2015 (ACE Kids Act). Once enacted into law, the ACE Kids Act will improve coordination of care for children in the Medicaid program who have complex medical conditions.
- Hosting events throughout the year including tours and engagement efforts for visiting dignitaries, foreign exchange students, community ambassadors, representatives from partnering organizations, donors, volunteers and other individuals interested in serving as champions for Le Bonheur in and around our community.



*At left, Parent Mentor Mary Cheairs, center, facilitates a discussion among moms whose children are in the hospital.*

## PATIENT AND FAMILY EXPERIENCE

**PURPOSE:** To assist staff in acquiring knowledge and competencies in patient- and family-centered principles, skills and behaviors.

*Bridgette Flack, chair  
Ann Reed, Jessica Fleener and Mary Gaston,  
staff liaisons*

### Committee accomplishments in 2015 include:

- Developing and distributing a family-to-family journal for parents of patients to offer guidance, encouragement and tips for navigating the hospital experience, as well as providing a notebook to record questions, ideas and information.
- Providing a Family Partner presence on various unit councils, including Le Bonheur's Outpatient Center unit council. In partnership with an FPC liaison, the Outpatient Center has made significant changes to its pre-appointment communication process and waiting room experience, leading to better overall care. Additional improvements are in the works.
- Continued facilitation of weekly support groups for moms and dads, as well as a weekly Congenital Heart Disease playgroup for Le Bonheur Heart Institute patients, siblings, and families.
- Researching and purchasing six charging stations for phones and other electronic devices, in partnership with the Moms for Le Bonheur philanthropy group. Charging stations have been installed in high-traffic areas of the hospital and large waiting spaces, such as the cafeteria and the Emergency Department. Families routinely use these stations, which help to reduce stress and keep family members connected.
- Conducting a survey gathering feedback from families about the viability and potential functions of a Le Bonheur app. Committee members compiled input from more than 50 families and shared this information with Le Bonheur's digital marketing team and the Methodist IT division. Feedback from this survey will play an integral role in the evolution of the hospital's mobile presence.

Family Partners Council members Laurie and Josh Gray, pictured at right, share their family's Le Bonheur story at a hospital-wide Town Hall meeting.

## STAFF EDUCATION

**PURPOSE:** To assist staff in acquiring knowledge and competencies in patient- and family-centered principles, skills and behaviors.

Jessica Huntley, chair  
Karen Faught and Sharon Harris, staff liaisons



### Committee accomplishments in 2015 include:

- Presenting family stories to Methodist Le Bonheur Healthcare leadership at MLH Quarterly Business Review, to hospital Associates at Le Bonheur Town Hall meetings, to donor and volunteer groups at special fundraising and engagement events, and at the International Patient- and Family-Centered Care annual convention, held in Memphis in 2015.
- Reviewing and providing feedback on materials created both for patient education and for communication with staff. Family Partner input helps promote the use of clear and easily understood language for kids and parents, as well as providing an additional perspective on hospital processes, policies and protocols.
- Routinely delivering presentations about family-centered care at hospital meetings and training sessions, including the monthly orientation for new Le Bonheur Associates, bioethics rounds for medical residents, and more.
- Onboarding two Associate Faculty members, who provide unique insights on partnering with families through their dual roles as Le Bonheur employees and as mothers of children who have received care at Le Bonheur.
- Continued development and distribution of tip sheets to help illustrate the principles of family-centered care to Le Bonheur Associates and physicians. Tip sheets draw upon actual Family Partner experiences at Le Bonheur to demonstrate ways in which caregivers can practice family-centered care.
- Sharing family stories and the principles of patient- and family-centered care with more than 25 hospital departments to date. Feedback from these presentations is overwhelmingly positive, and leaders in two of Le Bonheur's critical care areas reported that the Family Faculty presentation made a significant impact on team members' understanding of the importance of bedside handoff.
- Committee members are exploring additional opportunities to learn and influence care practices at Le Bonheur, including shadowing physician rounds on inpatient units and delivering lunch-and-learn presentations to departments hosting continuing education.



*Le Bonheur's Family Partners Council members worked with the Pharmacy team, pictured at left, to align discharge medication education for families with industry best practices.*

## QUALITY

**PURPOSE:** To empower and engage families to partner with caregivers in process improvement initiatives related to the quality of care and the safety of the patient.

*George Sago, chair  
Donna Vickery and Julie Nicol, staff liaisons*

### Committee accomplishments in 2015 include:

- Facilitating a discussion with Le Bonheur's Pharmacy Department regarding communicating about medications with patients and parents at discharge. Quality committee members helped pharmacy team members align discharge medication education for families with industry best practices.
- Representing the parent and patient perspective on hospital-wide quality committees, including the Quality Council and the Safety Operations Council – as well as serving as a resource for hospital-wide quality improvement and safety projects.
- Offering ongoing feedback about Le Bonheur's results from a nationally administered patient experience survey, which measures the hospital's performance in terms of patient and parent satisfaction. Member input is used to help guide practices and improve the overall experience for Le Bonheur patients and their family members.
- Lending insights on the best ways to educate patients and families on newly implemented infection prevention measures. Family Partners also played a role helping to develop and define what these measures should be.
- Continued service as a sounding board for Le Bonheur's efforts to minimize the occurrence of harm events for patients, in collaboration with the Children's Hospitals Solutions for Patient Safety. Harm events include patient falls, surgical site infections, pressure ulcers, and medication errors, among others. Family Partners provide a parent's perspective to help improve communication, develop education materials, and reduce the risk of adverse events for children receiving care.

In addition to making a big difference in the care experience at Le Bonheur Children's, members of the hospital's Family Partners Council enjoy opportunities for fun, fellowship and service together. Among other events, last year our FPC members enjoyed a family night out trick-or-treating at Zoo Boo, attended a Memphis Tigers basketball game, helped flip the switch on the Christmas lights at Graceland with special guest Trisha Yearwood, and served a meal to families who were in the hospital during the holidays. Members appreciate the opportunity to work hard as a council and play hard as friends.





## Family Partners Council Members

Darnell Alexander  
 Palmer Burt  
 Jenny Campbell  
 John Campbell  
 Amy Carter  
 Mark Crowell  
 Saralyn Crowell  
 Robin Crutchfield  
 September Eason  
 Bridgette Flack  
 Tim Flack  
 Carrie Galphin  
 Patrick Galphin  
 Josh Gray  
 Laurie Gray  
 Ernest Hickman  
 Terza Hickman  
 Ron Kelly  
 Stephanie Linkous  
 Brandon Lucius  
 Richard McCain  
 Stephania McCain  
 Racquel Nally-Hubbard  
 Luisa Palazola  
 Jenni Pappas  
 Jeremy Ramsey  
 Robin Ramsey  
 Brittany Schwaigert  
 Ryan Schwaigert  
 Brittaney Stanfield  
 Aleta Taylor  
 Jessica Thurman  
 Amanda Whaley  
 Cathy Wilson  
 Robert Wilson

**Alumni Members**  
 Michelle Bargainer  
 Desiree Bawcum  
 Tiffany Casey  
 Joanne Cunningham  
 Renee Dominguez  
 Pete Duncanson  
 Ashley Eggers  
 Hamilton Eggers  
 Amy Clement Henning  
 Jessica Huntley  
 Dana Hutson  
 Don Hutson  
 Zac Ives  
 Tomeka Jones  
 Angela McCarter  
 Steven McCarter  
 Sheila McClain  
 Patti Reed  
 Larry Robinson  
 Natalie Robinson  
 George Sago  
 Latasha Sago  
 Brittany Spence  
 David Spence  
 Michelle White  
 Kelli Williams  
 Mary Grace Williams

**Associate Partners**  
 Caryline Adkins  
 Meri Armour  
 Kavanaugh Casey  
 Jack Conrad  
 Karen Faught  
 Jessica Fleener  
 Nicole Friday  
 Mary Gaston  
 Jane Hanafin  
 Sharon Harris  
 Susan Lawhon  
 Julie Nicol  
 Maureen O'Connor  
 Janet Phillips  
 Nikki Polis  
 Ann Reed  
 Janie Roberts  
 Jennilyn Utkov  
 Donna Vickery  
 Katherine Whitfield

