

Parent to Parent Cookies & Conversation Promotes Family Centered Care

Julie Tunnell, Family Advisory Council Chair

Do parents in this hospital understand how to participate in family centered care?

In May and June 2016 Family Advisory Council members visited inpatient rooms on H11B (Endocrinology) to answer questions and engage parents in family centered care. Our main goal is to help parents understand ways they can participate with their child's care team during family centered rounds, bedside shift change, and during their inpatient visit to Nationwide Children's Hospital. A question such as, "Were you asked to participate in the decision-making process during family centered rounds?" helps us gauge whether parents are involved as an integral part of the process. Parent Advisors may give examples of how they have participated in their child's care during family rounds. If parents are not familiar with family centered rounds, they can watch a video on Edutainment (also called GetWell Network). We also ask if parent questions were answered during bedside shift change.



In the past, we have offered parent coffees on Neurology, Pulmonary and Infectious Diseases units where parents could meet with a Family Advisory member in the lounge. However, we implemented a new process where parent volunteers go into the patient rooms and talked with parents one on one. We also offer cookies to parents and patients in addition to conversation about the care they are receiving. We want parents to feel their needs and expectations are met and even exceeded during their inpatient stay in the hospital.

Our next unit for Cookies & Conversation will be H4A for heart patients. This will begin in September and October 2016. One parent advisor and one heart parent volunteer will team up to visit patient rooms on Tuesday afternoons, Thursday evenings and Saturday afternoons. Parent questions and feedback will be submitted to the staff for implementation. Both positive and negative feedback is documented to provide a baseline for improving family centered care for our patients.

[Continued]

IN THIS ISSUE

Parent to Parent Cookies & Conversation.....	1
Ronald McDonald House Loaner Closet	2
Family As Faculty.....	2
Navigating Nationwide Children's Hospital.....	3
Partners in Care, Partners in Hope	4

What to Know Before Your Next Visit to the ED.....	4
Say Cheese: Patient Photos in Epic	5
Don't Forget About eCards.....	5
Worth the Watch.....	5
A Quick Look At Some of the New NCH Buildings	6



NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.™



We are thrilled to have the participation of the heart parent group who plan to offer Cookies & Conversation as an ongoing project on H4A. As parent volunteers we strive to respect people's feelings, knowing even if it doesn't mean anything to you, it could mean everything to them. One nurse shared at the heart parent meeting, that even parents who don't speak English will appreciate another parent coming into the room, holding their hand and looking into their eyes. We can communicate our care and concern verbally as well as nonverbally.

Interested in getting involved? Email FAC@NationwideChildrens.org to learn more.

Ronald McDonald House Loaner Closet

Meredith Brink, Connecting Families Program Coordinator

Many families who come to NCH from out of state or out of country are not able to bring large medical equipment items with them. To help meet this patient need, we now have some equipment items for patients and families to use while staying at RMH as part of a new loaner closet.

The loaner closet includes:

1. Hydraulic Hoyer Lift
2. 3:1 commode, drop arm (adult size)
3. Tub Buddy with tilt and commode cut out (adult size)
4. Shower chair with back (adult size)
5. Rifton Blue Wave with head blocks, tub stand and shower stand (toddler size)

If someone in your family is in need of this equipment while staying at RMH, please call the RMH front desk (614) 227-3700 to request the equipment in advance of your stay.

You can also alert the staff member who is making your RMH request to note "Patient/Family Member will need [name of equipment] during their stay" in the comments section of your referral form. RMH will contact you to let you know if the equipment identified is available. They will also keep a sign-out log at the front desk to track equipment usage.

Family as Faculty

Carrie Holt, Family Advisory Council Past Chair and Family As Faculty Member

What does the term "Family Centered Care" mean to you? For the past fifteen years, volunteers of the group Family as Faculty, or FAF, have been teaching staff at Nationwide Children's Hospital about what family centered care means from the family or patient perspective.

Each member has a power point presentation that tells their child's story regarding the care they have received. Years ago, members agreed their presentations should communicate three guiding principles of family centered care:

1. Children are children all the time even when they are sick.
2. Children are a part of families which have interests, activities and priorities beyond the hospital environment.
3. The best care of children comes from a collaborative effort and trust between families and health care professionals.

As a consistent segment of new employee orientation, FAF member presentations touch the hearts of new staff and allow them to connect with families. One new employee said, "I believe (hearing from FAF) will impact my work in a very positive way. It supported my view that it is important to be respectful to people and to show empathy for everyone, because you never know what kind of struggle they are going through." This message is heard repeatedly after FAF presentations. It's not unusual to see a few tears. In one way or another, the employees of Nationwide Children's work here because the hospital has impacted their life in some way.

[Continued]



FAF members also share their stories with other departments in the hospital, speaking to staff trainings, department meetings, nursing students, medical students, research, pharmacy as well as many others. This family centered care education has even extended to nursing and therapy students at The Ohio State University.

Rita Diewald, a nurse and clinical instructor for Capital University nursing students, realizes the value of staff hearing the personal stories from families. She states, "Family as Faculty presentations have a HUGE impact on the clinical rotation for nursing students."

"They often talk about the presentations when we are back on the unit. Not only are they touched by the personal story, but also by the bravery of the presenters. Hearing these stories is a great way to remind students that here at NCH, we "care" for and about the whole family. We must be mindful we are providing care for the child who is ill and that child is part of a dynamic family. Like all families, there may be the stress of jobs, multiple children, elderly parents and the financial and emotional burden of having a child hospitalized. A human story is long remembered, a lecture soon forgotten."

From January to July of 2016, FAF has presented 71 times to over 3,440 participants - an amazing number!



Panel presentations are a new way FAF is educating hospital staff about family centered care. Typically, these consist of three to four members and cover such topics as Family Centered Care in the Ambulatory Setting, Delivering Difficult News, and Care Collaboration: Families as Partners in Care. Each member gives a short introduction and then the floor is opened for questions. One excellent aspect of panel presentations is they can be tailored to any needs of the hospital, as the members' patient experiences cover a diverse range of specialty areas.

Each year, Family as Faculty recruits new members. Members may be parents, main caregivers or current patients (over the age of 16), who are willing to create a presentation and assist in improving care for others by educating staff about what family centered care means to them. **To learn more, please visit NationwideChildrens.org and search "FAF."**

Staff members may request a presentation by visiting ANCHOR, searching for "Family as Faculty" and filling out the request form.

Navigating Nationwide Children's Hospital

Luke Vohsing, Family Resource Center Coordinator

The Family Resource Center is creating a class to educate families about what to expect during hospitalization and to provide them with necessary basic information such as food options, parking, laundry options and general wayfinding. Many times families are provided this information in their Welcome Kit when they are admitted; however, we all can agree this is often a stressful time and many times the Welcome Kit may simply be set aside never to be opened.

As part of the class, families will be taken on a walking tour of the hospital in order to show them firsthand where the locations of these various services are housed. While this class is currently under construction, we hope to have it up and running by October 1, 2016.

Navigating Nationwide Children's Hospital class will be offered at the same time on a Monday through Friday basis in the Family Resource Center conference room. This class will also have an open door policy where families will not need to sign up, and may come and go as they please. This will hopefully provide greater buy in from families, as they will not be forced to stay for the entire time. When the class becomes operational, we hope to advertise it through the GetWell Network on a daily basis as well as through our digital signage. Our goal is to provide families with the most up to date information available in a way that is fun, easy to understand, and truly family centered.

Partners in Care, Partners in Hope: Family Advisory Council's Award of Excellence in Family Centered Care

The Family Advisory Council at Nationwide Children's Hospital is pleased to announce the annual Partners in Care, Partners in Hope Award of Excellence in Family Centered Care.

This award will be presented to an employee, health care provider or department of Nationwide Children's Hospital in recognition of their outstanding achievement in care that reflects excellence in the core concepts of family centered care. Patients and/or family members of patients who have been treated at Nationwide Children's are invited to submit nominations.

Core concepts and criteria by which nominees are judged:

Dignity and Respect – Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing – Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.

Participation – Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration – Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation: in health care facility design; and in professional education, as well as in the delivery of care.

The Partners in Care, Partners in Hope Award will be given at the Annual Employee Recognition Dinner and Awards Ceremony in January. Nomination forms are available in the Family Resource Center or online. **The deadline for nominations will be December 2, 2016.**

Recipients will receive a beautiful piece of artwork designed and created by a local artist with a connection to Nationwide Children's Hospital. Selection will be by the Partners in Care, Partners in Hope Award Committee composed of patients, caregivers, family members and select staff members.

[Visit NationwideChildrens.org/Partners-in-Hope-Partners-in-Care](http://NationwideChildrens.org/Partners-in-Hope-Partners-in-Care) to learn more.

What to Know Before Your Next Visit to ED



At Nationwide Children's Hospital, patients, families and visitors to the Emergency Department will be screened by security officers prior to entering the ED. What does this involve?

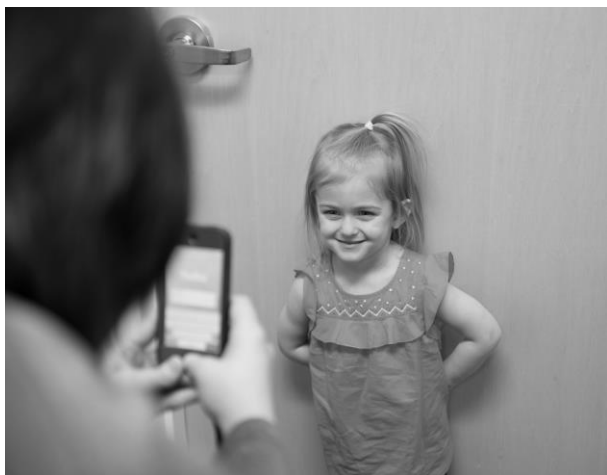
[Continued]

- Each individual will pass through the metal detector (this is similar to the airport, but faster)
- Officers will review all bags for items that could be used as a weapon (pocket knives, multi-tools, etc.)
- For those coming to the ED by ambulance, a security officer may use a hand wand or ask those with the patient to come to the metal detector
- Security officers are trained to identify critical patients and to express their admittance; often times a hand wand will be used in these situations

Our goal is to identify and remove items that could be used as weapons. Should the security officers need to remove any items, those items will be held during the patient and families' stay and will be available for pick-up later. Due to the lack of storage, items can only be held for seven days and then they will be discarded. We appreciate your patience and help creating the safest possible surroundings for our patients and families.

Say Cheese: Patient Photos in Epic

Nationwide Children's is adding patient photographs to our electronic medical record as an additional form of patient identification as well as an extra layer of patient safety.



Photos may be taken at your next visit to a clinic, Urgent Care, Emergency Department or during an inpatient admission. For patients between the ages of 6 months and 6 years, the photo should be updated every six months. For patients 6 or older, the photo should be updated annually.

Don't Forget About eCards!

Nationwide Children's Hospital makes it easy for you to brighten up a patient's room, and his or her spirits. Send a free personalized greeting card by following a few simple steps on the hospital's website. It's easy, it's fun and it means so much. Cards are printed once a day, Monday through Friday at 9 a.m. and are delivered by a representative from the Patient and Family Services Department.

You can also choose to recognize a staff member by sending them an eCard. When you send a card of thanks, not only will the employee receive it in his/her email, but their manager will also get a notification.

Visit NationwideChildrens.org and search "eCards" to learn more about both of these options.

Worth the Watch

Thanks to a transformational \$50 million gift from Big Lots and their Foundation, Nationwide Children's Hospital will construct America's largest behavioral health treatment and research center just for children and adolescents.

Wondering why we are so focused on behavioral health? Visit NationwideChildrens.org and search *Big Lots Gift* to watch a video that says it all.

A Quick Look at Some of the New NCH Buildings

This summer, the **Faculty Office Building (FOB)** opened its doors for use. The building is located directly on the corner of Parsons and Livingston and faces the main hospital. Inside the FOB are six floors, many of which are offices for hospital faculty and staff. The Human Resources Recruitment team will interview potential employees in this building and the Security Team is now headquartered here.



A handful of areas in the building are still being completed, including space on the first floor that will be occupied by Panera. Panera plans to open for business this winter. The FOB also features an underground tunnel connecting the lowest level of the building under Livingston Avenue to the lowest level of the Underground Parking Garage.

The **Livingston Ambulatory Building (LAC)** will open in May of 2017. The building will feature six floors of space for the highest volume outpatient clinics like dental, primary care, the Center for Healthy Weight and Nutrition, teenage pregnancy and behavioral health.



As you enter the building, you will find sports medicine, a community conference center, outpatient lab, a café, gift shop and outpatient pharmacy all on the first floor. The other clinics will be sprinkled throughout the building. Supporting offices will be on the 5th floor.

The building will have the look and feel of the main campus including environmental graphics and animal friends. A new parking garage will open at the same time to accommodate patients, families and staff.

Sneak Peek

The next *Family to Family Newsletter* will feature information on the new Lewis Center Close to HomeSM. This is a joint venture with OhioHealth and the first of its kind for Nationwide Children's. The first floor houses two separate emergency departments, one for pediatrics and one for adults; opening in February of 2017. The second floor will have specialty clinics and physical therapy/occupational therapy opening in late fall of 2016.

