



# 2021 Annual Report

Walt Disney Pavilion



for CHILDREN

# FOCUSED

*on Families*



# Introduction

## 2021 Annual Report

Dear Readers,

There was so much hope that came with the beginning of 2021. After most of us encountered a pandemic unlike anything seen in our lifetimes, many felt a new year would bring about a return to familiarity. But those hopes were quickly dashed, and it began to feel like a new normal may be more likely.

The year also brought many changes to what has been known since 2010 as AdventHealth for Children's Family Advisory Council. AdventHealth has worked extensively with our hospital to replicate what the dedicated parents and hospital staff have created here to help maintain a focus on families.

The hospital system launched the Patient and Family Experience Partners (PFEP) program and our Family Advisory Council voted to adopt the new name and logo early in the year -- although it will take some time to stop referring to it as the FAC. Fundamentally, we still have the same goals and vision with a new name.

The councils have grown over the years with the addition of the NICU council in 2018 and our first outpatient council for pediatric diabetes and endocrinology in 2021.

With a third council operating, there was a need to assure coordination and communication between the endocrinology, NICU and pediatric groups, so a steering council began meeting in May. This council was charged with reviewing bylaws, building agendas and communicating with the soon-to-be systemwide PFEC.

The steering council is working on several major projects as the new year approaches, including the relaunch of our teen council and the formation of a Spanish council devoted to enhancing the children's hospital experience for the Hispanic community.

These have been exciting times when it comes to family-centered care at AdventHealth for Children. I hope you enjoy reviewing the many ways we focused on families in 2021 and look forward to working together as we continue our journey in the new year.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeff Cousins".

Jeff Cousins



### JEFF COUSINS

Jeff oversees the Patient and Family Experience Partners as the hospital's family-centered care consultant. He has been with AdventHealth since 2017.

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### Patient & Family Experience Partners 2021 Annual Report

Executive Director of Family Experience: Traci Woods

Editor-In-Chief: Jeff Cousins | Writer: Rakhi Chhabra | Design: Jeff Cousins | Contributors: Shelby Allen, Holly Condrey, Michael Ollendorff, Dr. Sadie Williams

## Cover Story

# Family Resource Center



## Longtime Goal of PFEC Reached With Opening of Family Resource Center

**A** major goal of the Patient and Family Experience Council has always been to open a Family Resource Center at AdventHealth for Children. That goal was reached with a ribbon cutting and grand opening ceremony on Oct. 27.

## Cover Story

# Family Resource Center



The Family Resource Center operates in the sixth-floor lobby of the Walt Disney Pavilion and is currently open weekdays from 8 a.m. to 4 p.m. Parents are welcome to enjoy a continental breakfast each morning, as well as snacks and beverages throughout the day.

Other amenities include access to GetWellNetwork, computer workstations, books and magazines and recliners for weary family members.

The Ronald McDonald House provides snacks and sodas. The Welch Café donates the continental breakfast, and Children’s Base Camp supplements the snack supply. Vitas Healthcare is also facilitating monthly education sessions with lunch on select dates.

The goal of the center is to make it easy for parents to find relief from the stress encountered during a hospital stay.

“Providing a place for parents to call their own has always been my goal since joining AdventHealth for Children in 2017,” Family-Centered Care Consultant Jeff Cousins said. “This center is their sanctuary. We’re doing all we can to create a place for them to come and sit down for a few



minutes, grab a fresh cup of coffee and process what’s happening in their child’s room. The hope is that they’ll be rejuvenated when they need to return to the hospital room and make those important decisions for their child.”



Plans are in place to begin operating the Family Resource Center seven days a week beginning in early 2022. The PFEC is also considering ways to sponsor evening events to support families and recruit new council members.

Weekly events include:

- **Music Therapy:** Share ways that songs can be used to promote healing.
- **Meet a Chaplain:** Devotions and prayer to help families find hope during difficult times.
- **Lunch & Learn:** Health education, tips for resources especially for parents.
- **Stress Relief:** Provide tips to battle stress during hospitalizations.
- **Pet Therapy:** Miss your pets at home? We help parents connect with some furry friends.

# Cover Story

## Hospitality a la Carte



Ronald McDonald House Charities®  
Central Florida



The hospitality cart provided by the Ronald McDonald House at AdventHealth for Children allows volunteers to provide resources to families who don't feel comfortable leaving a patient's room. So far in 2021, the cart has provided:



Sodas

1,802



Bottled Water

584



Individual Snacks

1,400



Snack Packs

2,060

In addition to food, the hospitality cart has provided dozens of families with other items to make their stay easier, including coloring books, crayons, small toys, puzzles, playing cards and journals. Toiletry kits are also available for parents who may not have known they would be spending the night in the hospital.

# Pediatric Council

## Chairman's Letter



Dear Readers,

The last year has certainly been filled with challenges, but at the same time has given most people the opportunity to regain something that has been lost for many years: family connection.

When I think back to any visits we have made to an AdventHealth facility, the one trend has always been a focus on the family. No matter if it was the Children's Emergency Center, an in-patient stay, CentraCare and even regular visits to the pediatrician -- my family and I have felt like our family was always put first.

This started from the moment a doctor, nurse or even front office or intake staff interacted with us. I felt that we were looked at not only as a patient or family member, but more importantly as people with feelings.

The level of compassion that we felt was unlike any other facility and truly gave us a feeling of inclusion. I have noticed that for the most part, there has been a resurgence of people wanting to have that connection with their care teams. That was one of the major things that drew us to using AdventHealth for Children facilities and providers.

The Patient and Family Experience Council reflects just that: We have all decided to give our time back to the organization that has given so much to all of us.

Since 2016, I have had the honor to serve those families that need a voice, to make a difference by using my experiences to better those of patients that come after me. From quiet hours to family-centered rounds and from cafeteria options to compassionate care, the focus has always been and will always be on the family.

Sincerely,

A handwritten signature in black ink that reads "Michael Ollendorff".

Michael Ollendorff



**MIKE OLLENDORFF**

Mike joined the Patient and Family Experience Council in 2016 and was elected chairman in 2020. He is married and has three children. He works for Orange County Public Schools.

## Family Feedback >>>

"AdventHealth for Children is focused on families. We know that we can deliver the best care to children by partnering with their family. They are part of the care team and their expertise and knowledge about their child and their feedback on communication and experiences is invaluable. For more than 10 years, we have worked to incorporate the ideas and feedback from our families to improve our processes and increase communication. The PFEC invites families to stay engaged with the hospital even after their child is home. We are grateful for the commitment of our PFEC and for all the families that choose AdventHealth for Children for their care." — **Traci Woods, Executive Director of Family Experience**

# NICU Council

## Chairman's Letter

Dear Readers,

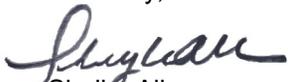
As the parent of a micro-premature baby, I could have never imagined my child spending his first 115 days of life in a hospital. I still reflect on those days and so clearly recall what a rollercoaster ride life was like then. Through the ups and the downs, our time spent in the AdventHealth for Children NICU left an everlasting imprint on my heart. I vividly remember the comfort and healing provided to my child, myself and my whole family by the nurses, physicians, medical experts; all those involved in caring for us at AdventHealth for Children. We still often share our thanks through messages and small gifts, but it doesn't quite ever seem to be enough to really express our gratitude.

As the result of our experiences and interactions we had with AdventHealth, I had a deep desire to remain connected to the hospital. I was hopeful for the opportunity to be a comfort for other families, a listening ear, a support system to the incredible staff and to work alongside hospital leadership and staff. I wanted to be a voice and a part of all the great visions and ambitions this hospital strives to be.

I was so fortunate to join the Patient and Family Experience Council in 2015, just six months after our micro-preemie was discharged from the NICU. I have been overjoyed to be a part of processes that have improved patient care and experiences — not just limited to the hospital but all the networks that are intertwined within AdventHealth. Our PFEC makes a difference. We are parents who come together, share our experiences, give feedback to staff and leadership at the hospital and work together to ensure patients are being put first, their care is a priority and they leave knowing that they mattered; their whole health matters.

As we reflect on this past year, I am so thankful that our continued focus has remained on families and the patients of the hospital in addition to the opportunity to serve as the NICU chairperson. I look forward to all the great achievements, care and blessings 2022 will provide to our patients and staff at AdventHealth for Children.

Sincerely,



Shelby Allen



### SHELBY ALLEN

Shelby joined the Patient and Family Experience Council in April 2015 and has served as chairman of the NICU Council since 2018. She has three children and is a teacher.

## Family Feedback >>>

“Being a part of the PFEP team is a great experience. It helps me grow in my understanding of how parents assess their NICU stay and things that are most important to them. While the parents on the NICU council take a front row seat in our action plan, I am happy to give them the real picture of what the unit's current practice looks like as well as realistic ways to make their unit improvement ideas and goals come to fruition. It is a wonderful group of parents who voluntarily give back to our hospital in appreciation of the care they received here and to make our hospital even better.” — **Abbie Shimer, NICU Nurse**

# Endocrinology Council

## Chairman's Letter



Dear Readers,

There is no question that AdventHealth for Children has always been committed to the total healing of its youngest patients. Yet, the journey can still be overwhelming and the diagnosis difficult to maneuver. Thankfully, the Patient and Family Experience Council has helped step into the gaps to improve our children's care and overall experience.

AdventHealth for Children has also remained dedicated to family advocacy and has supported the passion of many families like ours who serve on the PFEC. Never more true is this than in 2021 when the Diabetes & Endocrinology Council was formed. A topic very near to my heart as the mother of a son, Blake Burgett, who is a Type-one diabetic.

Growing quickly to a council of more than 10 enthusiastic members, this group of parents has accomplished in just a few short months the development of a Diabetes Guide, or a collection of things we wished someone had told us. It is our desire to share resources, tips, best practices, and how-to tips with all those who will come behind as we help encourage them to walk beside us.

I am proud to help share the story of AdventHealth for Children and am humbled to serve as the chairman of the Diabetes and Endocrinology Council. Alongside so many other impassioned parents, and with God's help, there is no question we can create better tomorrows.

Sincerely,

A handwritten signature in brown ink that reads "Holly J. Condrey".

Holly J. Condrey



## Family Feedback >>>

"The Children's PFEC is an incredible group that clearly has a goal to improve care for every single person who enters our hospital. I had the opportunity this past year to present a project we are working on to make the transition home process much smoother. The PFEC was eager to give me quality feedback, that helped improve the product substantially. The groups were thoughtful and excited, this made sharing the project more enjoyable. I am so grateful for these groups who help us improve the care we give." — **Alyssa Sobczak, Clinical Experience Manager**

# Council Overview

## Year of Changes



Significant changes came to the structure of the Patient and Family Experience Council in 2021. The addition of a third council devoted to diabetes and endocrinology brought the need for more organization and communication between all the councils.

*Extending  
the healing ministry of  
Christ*

A steering council began meeting on the first Thursday of every month that is comprised of the family-centered care consultant, the chairmen and vice-chairmen, former chairmen, as well as some hospital staff and longtime council members. Meetings of the steering council are used to review bylaws, memberships, council priorities, set upcoming agendas and the direction of the program.

The ultimate goal is to grow the practice of family-centered care at AdventHealth for Children and partner with hospital leaders and staff to provide a better experience for all patients and their families.

A concerted effort began in 2021 to provide leadership training and educate council members on issues faced in the hospital, including CLABSI, diversity, Magnet process, marketing and volunteer services.

Members also reviewed the hospital's mission statement, vision and service standards in hopes of building a more effective council. Debrief sessions are also available following all meetings to allow members the opportunity to ask additional questions and gauge interest in future agenda topics.



The councils provide and present annually on their progress and activities to the leadership team. This annual report will be posted online at [AdventHealthforChildren.com](http://AdventHealthforChildren.com).



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# Joining Forces

## PFEP Partners with Hospital for Magnet



AdventHealth for Children was awarded designation as a Magnet hospital for the third consecutive time on Oct. 22. It's the highest national honor for professional nursing practice and is bestowed by the American Nurses Credentialing Center.

The hospital was awarded the designation in 2012 and again in 2016, recognizing overall nursing excellence and exemplary patient care.

Hospital leaders worked with the Patient and Family Experience Council throughout the application process, reviewing agendas and minutes from council meetings to identify stories that could be submitted to illustrate the commitment to family-centered care.

The NICU council's project to celebrate discharges from the unit as a graduation event was included in the application for the latest redesignation.

The chairmen of the NICU and pediatric councils joined the hospital's family-centered care consultant in a virtual meeting with officials from the ANCC to share how the hospital has partnered with them to have an influence in the community.

In addition to earning the redesignation this year, the ANCC stated that AdventHealth for Children had nine exemplars, including several that involved family-centered care.

# Council Accomplishments

## 2021 Annual Report



The Patient and Family Experience Council worked closely with the staff at AdventHealth for Children to improve the experience of patients and their families. The PFEC provided valuable input and partnered with hospital staff for each of the following projects:

- **IPASS Rounds:** Provided feedback on best ways to assure parents understand daily plan for child during IPASS rounds. Assisted with creation of video to educate parents on rounds in the PICU.
- **Chaplain Cards:** Reviewed several designs of cards that chaplains leave in patient rooms when family is not present.
- **Liquid Medications:** Submitted Action Request Form regarding composition details listed on prescriptions.
- **Transitional Care:** Ongoing project to assist families when medically complex patients outgrow children's hospital. This project resulted in the creation of a task force in 2021 that is continuing to meet.
- **Caring Bridge:** Revisited Action Request Form filed by staff for additional feedback.
- **Food Donations:** Partnered with local businesses for food to provide to families in need. Launched partnership with Blessings in a Backpack for regular deliveries. Utilized this partnership with Care Management and Family Resource Center.
- **IV Infiltrates:** Provided feedback on video and presentation materials.
- **AdventHealth App/Epic Transition:** System representatives attended meeting to seek feedback on new AdventHealth Everywhere App and transition to Epic.
- **Discharge Process:** Shared feedback as hospital seeks to standardize discharge process in all hospital units.
- **NICU Cuddlers:** Assisted staff with solution to help parents understand and utilize volunteer cuddlers for babies on the unit.
- **Communication Boards:** Worked with NICU Developmental Committee on revisions to whiteboards in patient rooms.

## Family Feedback >>>

"Recently I was able to work with the PFEC to create new cards for patients and families at AdventHealth for Children. Having the perspective of parents throughout the creation process provided insight as to how the cards are perceived by families who are experiencing health challenges. The final cards include lines for the chaplain to write prayers, as well as coping strategies that the PFEC believed would be helpful. I am so grateful they are part of our team here at AdventHealth for Children." — **Peggi Trusty, Chaplain**

# Family Feedback

## Neonatologist Joins NICU Council

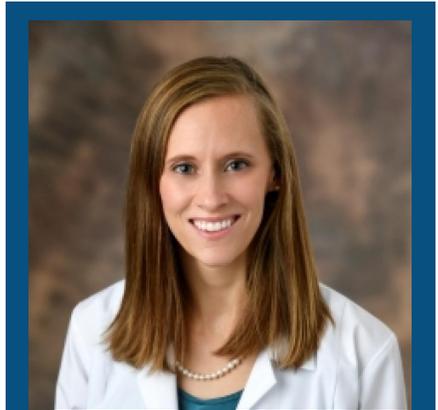
*Editor's note: Dr. Sadie Williams became the first physician to join the Patient and Family Experience Council at AdventHealth for Children when she joined the NICU Council in 2021. We're so happy to have her expertise and feedback each month. She was asked to share some feedback on her experiences for this report.*

**A**s a neonatologist my priority is always to provide the best care possible to my patients. However, caring for my patients does not just involve babies. Caring about the entire family enhances my ability to provide for the infant.

I had the privilege of joining the Patient and Family Experience Council in 2021, which has been truly wonderful. It has given me the opportunity to dive deeper into the experiences of parents in the NICU, and to hear their stories of struggle and triumph -- not only during their time in the NICU but after discharge.

The council has helped me to step into these families' shoes and see from their perspective what a difference seemingly small actions by the staff can make. They have opened my eyes to challenges and questions I had not previously thought of and helped me to keep sight of the humanity we all have.

I am so thankful for this group, and I hope that I can continue to learn and grow from this experience while developing improvements and sharing these stories with my colleagues, so that we can all provide the best care possible to make our NICU families whole.



**DR. SADIE  
WILLIAMS**

Dr. Williams is a neonatologist at AdventHealth for Children in Orlando. She graduated from Wright State University and completed her residency at the University of Florida. Williams completed a fellowship in perinatal medicine at Cincinnati Children's Hospital Medical Center and is certified by the American Board of Pediatrics.



# Philosophy & Vision

## 2021 Annual Report



The Patient and Family Experience Council aims to transform AdventHealth for Children through partnership building and a commitment to provide a safe, welcoming environment to our patients and families across our region.

Our goal is based on recognizing the need to personally connect hospital staff with the community served to establish the best possible experience for the entire family.

The PFEC is involved in all hospital matters that impact patients and families, including safety initiatives, policy development, staff education and facility design. To gain a greater perspective across the continuum of care, the PFEC includes staff members who are dedicated to collaborating with patients and their families.

PFEC members are encouraged to share and express their feelings and frustrations to establish a bond of trust that improves the hospital and aligns with the core patient and family-centered care principles.

**Dignity and Respect:** Care teams consider dignity and respect as a fundamental need to ensure high standards of care. Care not including respect and dignity would negatively impact patients' recovery. Thus, we strive to create an environment of trust, dignity, and respect by honoring patients' perspectives and choices. Staff members listen and keep each individual's experience, strength, cultural beliefs, values, and patient and family knowledge concepts incorporated into the planning and delivery of care on their journey to wellness.

**Information Sharing:** Health systems are driven by multiple stakeholders such as healthcare organizations, patients, clinical teams, regulators, payers and institutions. Each stakeholder has its priorities, data source and goals on the type and amount of data to be shared. The hospital has an unrelenting commitment to communicate and share unbiased and accurate information with patients and families to eliminate the boundaries between health care systems, research and patient care.

**Participation:** Patients and their families are invited to be involved in all aspects of care, including family-centered rounds and the report nurses provide to one another at the bedside between day and night shifts.

**Collaboration:** Patients, family members, hospital staff and health care leaders work together when developing policies and programs through implementation and evaluation, including research, design and education, as well as the delivery of care.

# Membership Overview

## 2021 Annual Report



### Recruitment & Selection

Patient and Family Experience Partners are selected through communication between AdventHealth for Children staff, patients and families. Applications can be submitted electronically at [AdventHealthForChildren.com](http://AdventHealthForChildren.com). They are accepted year-round.

Candidates are screened and interviewed by hospital staff and Patient and Family Experience Council leadership. Once screened, members are selected based on factors that include listening skills, sharing of thoughts and opinions on health care experiences and the ability to understand differing points of view.

### PFEC Diversity

- There are 43 women and four men on the PFEC, which includes 39 family members and eight staff members.
- Endocrinology Council, 13 members; NICU Council, 14 members; Pediatric Council, 21 members.
- There were 14 new members in 2021.
- Some staff members have children who have received treatment at the hospital.
- The diversity of the council is currently under review as part of a plan to be finalized in 2022.
- The three councils are overseen by the Executive Director of Family Experience and facilitated by the Family-Centered Care Consultant.



# Leadership & Planning

## 2021 Annual Report



### Council Leadership

To create a transparent, rigorous and qualitative selection process for leadership roles, the Patient and Family Experience Council conducts an election process for key leadership positions, including the chairman, vice-chairman and secretary.

Candidates are selected through an active nomination process to serve on the committee for two years. Chairmen are allowed to serve two consecutive terms. For eligibility, the candidate must demonstrate a solid commitment to the PFEC's mission and values. Candidates are evaluated based on their experience, quality of answers provided and alignment of proposed ideas and prior experience.

Shelby Allen joined the PFEC in 2015 and became the first chairman of the NICU council in 2018. She is currently serving her second term. Michael Ollendorff joined in 2016 and was elected chairman of the pediatric council in March 2020. Holly Condrey became chairman of the endocrinology council in June 2020.

	<b>Pediatric Council</b>	<b>NICU Council</b>	<b>Endo Council</b>
<b>Chairman</b>	Michael Ollendorff	Shelby Allen	Holly Condrey
<b>Vice-Chair/Secretary</b>	Jenn Sikora	Megan Nagle	Luz Scholl
<b>Staff Liaison</b>	Michelle Brandt	Priscila Galeano	Jamie Cruz
	McKayla Braun	Jacki Heitz	Gilda Gonzalez
		Abbie Shimer	

# 2022 Goals

## Looking Ahead to New Year



Meetings of the Patient and Family Experience Council are expected to resume in person in January. All councils are expected to meet together in the CREATION Conference Center at AdventHealth Orlando. A discussion will be held to set high-level council goals for 2022. Each council will discuss more specific goals in February. Here are some of the goals that have already been identified.

- **Recruitment Drive:** Increase the engagement and participation of family members.
- **Family Resource Center:** Use PFEPs as volunteers to increase operating hours. Organize a regular event devoted to recruitment.
- **Spanish Council:** Launch a new council devoted to parents of patients in our Hispanic community. Some bilingual members would also be added to the steering council.
- **Teen Council:** Relaunch our teen advisory council to allow for enhanced feedback from patients. Integrate the council into the steering council and assist with building agendas.
- **Shared Leadership:** Add PFEPs to campus-wide Shared Leadership councils to facilitate better communication between the hospital and PFEC.
- **Meet the Chief:** Welcome hospital leaders to PFEC meetings on a quarterly basis for Meet and Greet sessions.



# Conclusion

## Looking Ahead to New Year



Our mission to provide family-centered care to every patient and family member in the AdventHealth for Children network is almost 12 years old, but in many ways it's just getting underway.

The foundation has been set and a commitment made to assure the voice of the parent and family is considered in all discussions regarding patient experience. Relaunching a Teen Council and beginning a council devoted to the Hispanic community assures that no idea, opinion or need will be overlooked.

Working together with the AdventHealth system to focus on families as partners instead of advisors illustrates the deepening of this relationship as it spreads across the hospital system.

Our challenge is to find the best way to use the tools we have -- including our Family Resource Center and growing list of parent partners -- to identify new patients and families to join us on our journey, embracing the mission to extend the healing ministry of Christ and focus on the commitment to help every patient feel whole.



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