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 Hickman, Ernest
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 McCarter, Angela
 McCarter, Steven
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 Hubbard, Marlo
 Pappas, Jenni
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 Phillips, Janet
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 Roberts, Janie
 Steppe, Susan
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 Vickery, Donna
 Whitfield, Katherine
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2013



Family Partners Council Annual Report



Le Bonheur
 Methodist Healthcare Family Children's Hospital

Where Every Child Matters

lebonheur.org

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



Each year we should pause to remember the many milestones and accomplishments of this amazing partnership between Le Bonheur staff and the patients and families represented through the Family Partners Council. This past year, the council has added eight new parent mentors, developed a playgroup for children with congenital heart disease, worked with Le Bonheur physicians to help Tennessee pass a bill to protect children during sporting events, and so much more. Thanks to all of you – patients, families and Associates – who have contributed in so many ways. On behalf of the council, I also want to give a huge “Thank You!” to Tim Flack for his great and steady leadership and all his hard work as chair this last year.

Meri and her team cast a strong vision years ago. I am so proud that our council’s work has helped support and implement that vision. One of the fruits of Le Bonheur’s commitment to patient- and family-centered care is a palpable difference in the care provided here. That approach – which welcomes and empowers families to be a part of the care team – is what led my wife, Cathy, me and so many others to want to be a part of the great work in this place.

With all this in mind, we look to the year ahead. As a council, we have taken time to do some self-actualizing and brainstorming during the past year. I hope this time next year we will be celebrating many new accomplishments. I am so excited to see what we can do next (and hope you are, too)!

Sincerely,

Family Partners Council
2014 Chair



Letter from the President



It's been eight years since we first implemented our Family Partners Council here at Le Bonheur, and I'm so proud of the visible difference it's made. We have made tremendous headway in creating a family-centered culture – one that understands that parents and families know their child best.

Families are now involved in or have been consulted on all aspects of patient care. In the past year, our Family Partners Council has established a new support group for Le Bonheur moms, tested and provided feedback for a national patient experience survey and hosted Tennessee First Lady Crissy Haslam for an event to promote reading to young children.

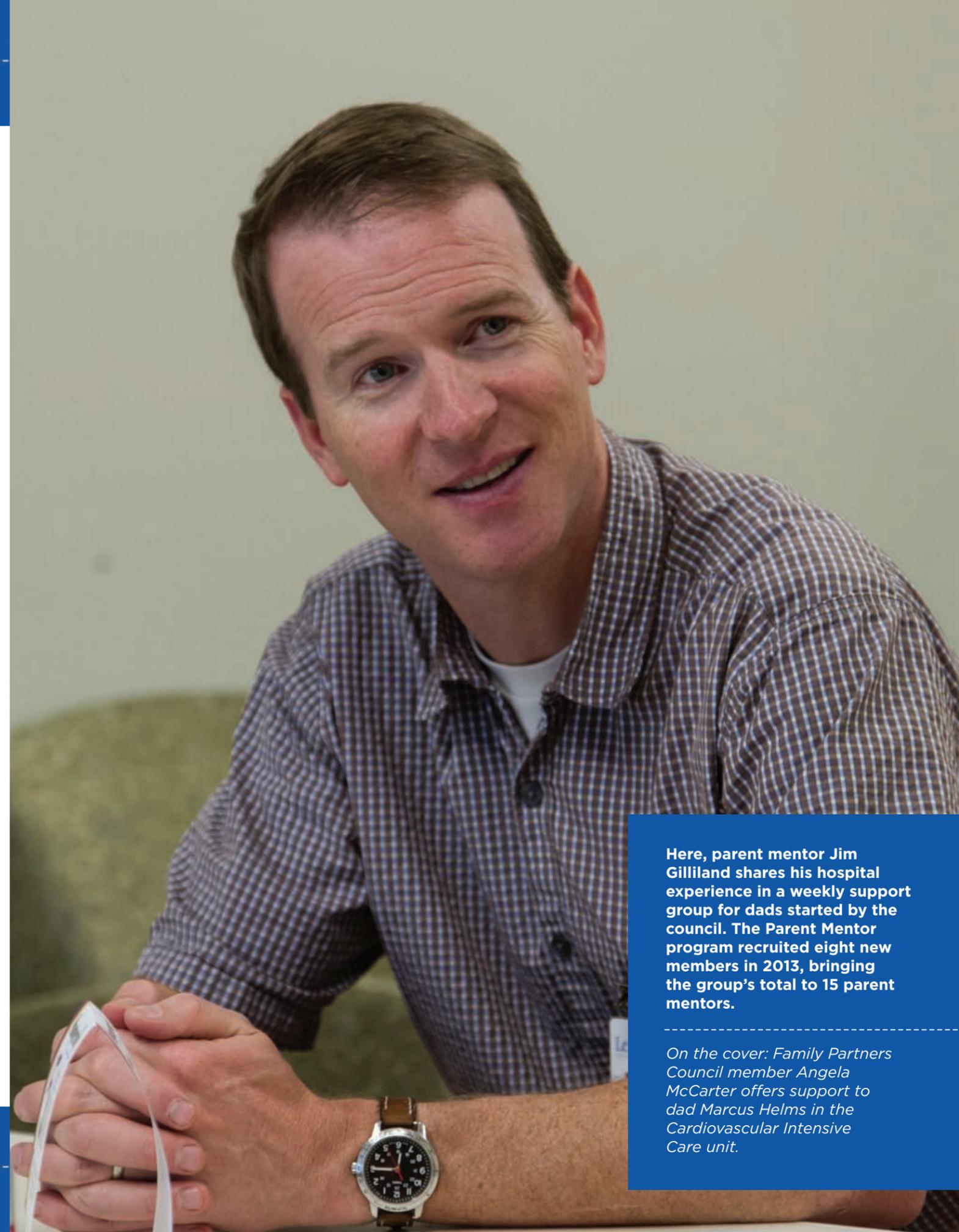
We continue to find new ways to include families in our discussions. Our Family Partners helped advocate at the state level for a new law designed to protect young athletes after experiencing a possible concussion. These volunteers also urged city officials to clean up and redesign a local park in heart of the Memphis medical community.

We now have a challenge to dig deeper and uncover more opportunities to partner. I look forward to the next steps in our family-centered care journey at Le Bonheur.

Sincerely,

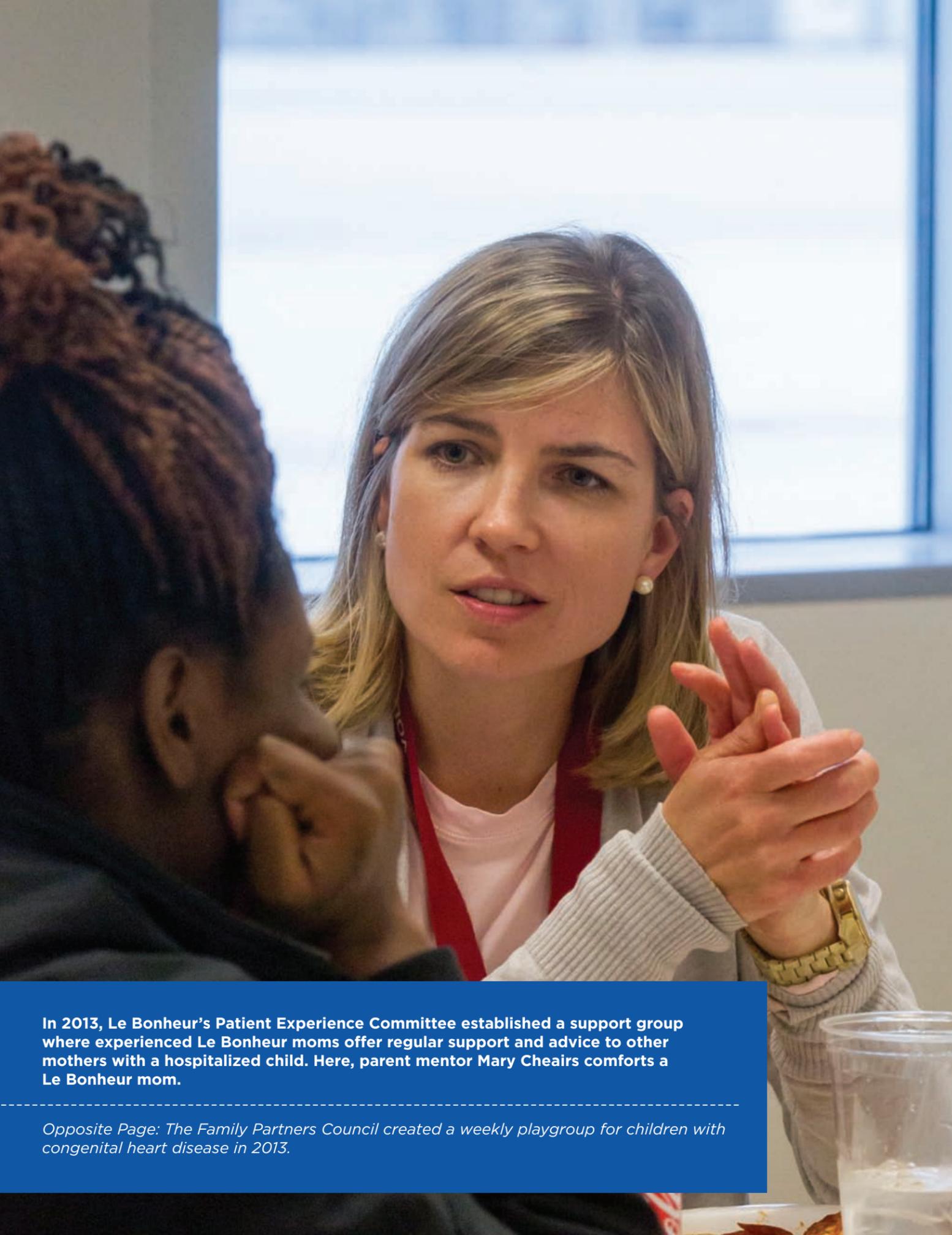
A handwritten signature in black ink that reads "M. Samson".

President and CEO
Le Bonheur Children's Hospital



Here, parent mentor Jim Gilliland shares his hospital experience in a weekly support group for dads started by the council. The Parent Mentor program recruited eight new members in 2013, bringing the group's total to 15 parent mentors.

On the cover: Family Partners Council member Angela McCarter offers support to dad Marcus Helms in the Cardiovascular Intensive Care unit.



In 2013, Le Bonheur's Patient Experience Committee established a support group where experienced Le Bonheur moms offer regular support and advice to other mothers with a hospitalized child. Here, parent mentor Mary Cheairs comforts a Le Bonheur mom.

Opposite Page: The Family Partners Council created a weekly playgroup for children with congenital heart disease in 2013.

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, Sharon Harris, Jack Conrad, Jane Hanafin, Katherine Whitfield, Robin Mayhall, staff liaisons

In 2013, the Staff Education Committee:

- Shared their families' stories and principles of patient- and family-centered care with more than 15 hospital departments, including the Neonatal Intensive Care Unit, chaplains, social work, outpatient rehab and case management. Member Joanne Cunningham presented her family story at the Methodist Le Bonheur Healthcare Quarterly Business Review in November 2013.
- Delivered presentations about family-centered care at several meetings and training sessions, including Grand Rounds, Bioethics rounds, Le Bonheur new Associate orientation and others.

Patient Experience

Purpose: To evaluate policies and make recommendations related to resources in support of emotional, spiritual, physical and educational needs of the patients and their families.

Rebecca Matthews, chair

Ann Reed, Jessica Fleener, Tracy Tidwell, Janie Roberts, staff liaisons

Committee's accomplishments in 2013 include:

- Recruited and trained eight new Parent Mentors, including a Spanish-speaking mentor, bringing the group's total to 15. Parent Mentors now support families in the Fetal Center, Neuroscience Institute, Epilepsy Monitoring Unit, Cardiovascular Intensive Care Unit, Pediatric Intensive Care Unit, Neonatal Intensive Care Unit, Infant and Toddler Unit, Dialysis Clinic and Intermediate Care Unit.
- Developed a long-term plan for the Parent Mentor program. The group set a goal of recruiting eight new mentors in 2014 to help cover additional units, including Surgery, Orthopaedic and Pulmonary Units.
- Established a new Mom's Support Group, led by Chaplain Elizabeth Hawkins and four experienced mothers who've had sick children at Le Bonheur. The group meets once a week to offer support and advice to moms with a hospitalized child. The committee has continued its Dad's Support Group, led by Chaplain Jack Conrad and five Le Bonheur fathers.
- Started a weekly Congenital Heart Disease Playgroup for families of Le Bonheur's Heart Institute.





The Quality Committee worked with Le Bonheur's infection prevention team to develop a guide that shows families how they can help keep their child safe while in the hospital and prevent the spread of infections. Here, mom Taylor Jones washes her hands before holding her son, Peyton, in the Neonatal Intensive Care Unit.

Opposite Page: Members of the Family Partners Council regularly share their stories of family-centered care to Le Bonheur staff. Here, Quality Committee Chair George Sago and his wife, Latasha, share their family's story at a Town Hall meeting.

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, staff liaison

In 2013, the Quality Committee focused on collaborating with care providers to enhance the patient and family experience and to improve patient safety and quality of care. In addition to the areas of focus below, members reviewed progress on all of the Children's Hospitals Solutions for Patient Safety projects and improvement work being done within various clinical service lines.

Patient Experience Survey

In 2013, Le Bonheur was one of several children's hospitals across the country to participate in the national field test for the pediatric version of the Consumer Assessment of Healthcare Providers and Systems (PedsCAHPS). Led by the Centers for Medicare and Medicaid (CMS) and Boston Children's Hospital, this survey is expected to standardize the questions patients and families will receive following care at pediatric facilities nationwide.

The Quality Committee reviewed results of the survey and provided valuable feedback on how we can improve our patients' and families' experiences. Results from the PedsCAHPS survey showed continued improvement with these important aspects of patient- and family-centered care. The committee also reviewed each question related to physician interactions and provided feedback regarding their interpretation of these important questions.



Patient Safety

Le Bonheur Children's joined the Children's Hospitals Solutions for Patient Safety, a network of 78 hospitals working together to reduce hospital-acquired conditions nationwide. The Quality Committee reviewed the group's work and provided a parent perspective on infection and falls prevention.

In collaboration with the hospital's infection prevention team, the committee developed a guide for parents to be used in the intensive care units. This information will be used to help explain the families' responsibility for helping keep patients safe by:

1. Encouraging proper hand hygiene
2. Reducing or eliminating visits by sick family members
3. Encouraging active participation in the patient's care

In collaboration with the falls prevention team, the committee reviewed, revised and approved an updated version of the Falls Prevention Program. Changes will help keep patients safe by:

1. Simplifying falls risk and prevention messages to help families actively participate in falls prevention
2. Creating a standard method for recognizing patients at risk for falls

Family members continued to participate on hospital-wide quality committees, including the Safety Operations Council and the Quality Council - and continue to serve as resources for many safety and quality projects throughout the hospital.

The work accomplished by the Communication Taskforce in the past three years was recognized by the Institute for Patient- and Family-Centered Care and will be presented in poster form at the Sixth International Conference on Patient- and Family-Centered Care.

Advocacy & Public Policy

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.

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

Latasha Sago, chair

Maureen O'Connor, staff liaison

The committee's accomplishments in 2013 include:

- Urged city council members to clean up, redesign and better police a local park near Le Bonheur in order to make it a cleaner, safer environment for our community.
- Advocated for concussion legislation in Tennessee to protect young athletes. Passed in the spring of 2013, the law requires schools to adopt guidelines to educate coaches, athletes and families about the symptoms and dangers of concussions. Dr. Paul Klimo, chief of Pediatric Neurosurgery at Le Bonheur, Dr. Trey Eubanks, medical director of Trauma Services, and several Le Bonheur families worked tirelessly with a statewide coalition of other child advocates to pass the law.
- Met with representatives from the Children's Hospital Association to provide input on a new version of the Speak Now For Kids website - a site designed as a forum for families to share their stories with lawmakers. Many Family Partners Council members recorded their stories, which are being added to the website.
- Hosted a number of events throughout the year including a visit from the First Lady of Tennessee, Mrs. Crissy Haslam, who came to Le Bonheur to promote the importance of reading to young children. The committee also hosted the Memphis Chamber of Commerce's Golden Ticket Tour of Le Bonheur for more than 60 community leaders.
- Worked with the Le Bonheur Foundation on ways to engage families for various events, including the Grateful Families Program and GenerosiTEA Party, a fundraiser for Le Bonheur.



In 2013, the Advocacy & Public Policy Committee helped host Tennessee First Lady Crissy Haslam, who came to Le Bonheur to promote the importance of reading to young children. Here, Family Partners Council member Cathy Wilson and daughters Ann (left) and Mary Quay greet Haslam during her visit.

Opposite Page: The Family Partners Council advocated for new legislation in Tennessee to protect young athletes from concussions, which passed in the spring of 2013. Here, Le Bonheur Pediatric Neurologist Diana Lebron, MD, examines patient Magan Brower in clinic for signs of concussion.

