

**The Children's Hospital of San Antonio  
Family Advisory Board  
Annual Report for Fiscal Year 2020**



# The Children's Hospital of San Antonio

## Family Advisory Board Annual Report Fiscal Year 2020

### Our Purpose

- To work together with Associates and providers at The Children's Hospital of San Antonio to promote Patient- and Family-Centered Care;
- To collaborate with staff to improve the quality of care provided to children and their families in both inpatient and outpatient facilities;
- To improve patient and family satisfaction;
- To assure an attractive environment designed in keeping with the principles of patient- and family-centered care that is responsive to the needs of children and their families;
- To offer input to The Children's Hospital of San Antonio leadership in planning and evaluating services, programs, policies and new or remodeled facilities;
- To promote a positive relationship between the hospital and the community;
- To contribute to the education of present and future health care providers.

### Summary

This report outlines the activities, impact, and accomplishments of The Children's Hospital of San Antonio Family Advisory Board (FAB). It describes the highlights of the overall patient and family engagement activities that have taken place at the hospital over the past year.

#### I. Leadership and Membership

Staff FAB Co-Chair: Lyndsey Paulson, child life director

Parent FAB Co-Chair: DD Belair

#### Family Advisors:

Nicole Becerra  
Debra (DD) Belair  
Mica Carawan  
Terri Edlund  
Rose Gonzalez  
Itza Pantoja-Matos  
Christy Mullen  
Erika Mulsow  
Bardo Perez  
Karen Smith  
Michael Thompson  
Raquel Uresti

#### Administration & Staff:

Ben Benitez, VP Clinical Operations  
Cris Daskevich, CEO  
Charles Hankins, President  
Rebecca Huston, MD  
Christine Keating, VP Ambulatory Services  
David Mier, CFO  
Rhonda Thompson, CNO  
Dana Rohman, ACNO  
Paul Von Gruenigen, Patient Advocate  
Maria Sandoval, MD  
Matei Petrescu, MD

## **II. Community Recruitment and Representation**

- A. FAB members are recruited through communications to The Children's Hospital staff, patients, families, and the community.
- B. Applications are accepted year-round and candidates are screened and interviewed by the FAB Co-Chairs and Nominating Committee. Once candidates are screened, members are selected based on factors such as; capacity to listen, sharing of thoughts and opinions on health care experiences, offering different points of view and their representation of the San Antonio and South Central Texas community at large.
- C. Advisors:
  - We have had a total of 17 Family Advisors since 2015.
  - 12 have been vetted & completed the onboarding process through DD Belair.
  - 60 Prospective Advisors have been contacted since 2015.
  - Six new referrals received; three new completed the process in Fiscal Year 2020.

## **III. Volunteer Hour Impact**

FAB hours 604 = \$15,360

DD Belair: 450 hours

*Independent Sector, Volunteer Value in 2020: \$25.43 per hour*

## **IV. Meetings**

- A. FAB meetings were held the third Tuesday of each month from 6:00 – 8:00 p.m.
- B. A typical meeting includes a welcome and reflection, an update by hospital administration, FAB family meal report, committee reports and any presentations for feedback followed by discussion.
- C. Topics align with the hospital's operating goals, and are generated by administrators, health care team members, and providers who request time at FAB meetings to gather advisor feedback. Areas of focus include new hospital initiatives, research projects, educational materials, marketing materials, policies, patient and family support protocols, communication strategies, and other initiatives.
- D. A total of four meetings were held in FY 2020. The November meeting was canceled due to Dylan Matos Memorial Service and March-May meetings were canceled due to COVID-19.

## **V. Expenses**

- A. All FAB and PFCC expenses continue to be managed through the Child Life Services cost center.
- B. Fiscal Year 2020 expenses totaled \$6,943.92

## **VI. Committee Participation**

- Quality, Patient Safety
- Patient and Family-Centered Care Steering Committee
- Patient Experience
- Safety Rounds
- Infection Control Committee

## **VII. Consultation and Contribution**

\*\* displays CHofSA FAB seal of approval

- ED Survey Card\*\*
- KidStop Coping Plan
- NICU White Board\*\*
- Child Life “Get to Know Me” posters\*\*
- Palliative Care Program
- PCP Clinics
- Ongoing audits of Infection Control Rounding with EVS and CBRE
- PFCC Champion Award 2020
- CHofSA Health Journey Binder Insert pages
- Updates to FAB link on website
- Orientation of new child life students and Associates

## **VIII. Feedback and Information Reviewed**

- Campus Alerts and Responses
- Rounding and Comfort Cart Guidelines for FAB members
- Facility Dog Program
- The Child Life Zone
- Security robots
- Rehab/Outdoor playground
- Badging system for visitor check- in
- Pediatric pain management research for PFCC Committee

## **IX. Care Opportunities**

### **A. FAB Family Meal**

- Started in the fall 2016
- Hosted seven meals on first Tuesday monthly
- 490 family members participated
- 24 Associates supported event

### **B. Bedside Care Partner Rounding**

- 100 families received FAB Rounding support
- 120 weekly rounding sessions completed by DD Belair
- 80 Mother’s Day gift bags delivered to inpatient mothers
- Continued delivery of comfort care items and Love Sacks

## **X. Event Participation**

- IPFCC Webinar “Patient and Family Centered Strategies during the time of COVID-19”
- Santa’s Workshop
- Volunteer Christmas Elves

The members of The Children’s Hospital of San Antonio Family Advisory Board are dedicated to transforming the lives of children and families and defining pediatric medicine. We are grateful to our leadership for their ongoing partnership and commitment to improve the quality and safety for all patients.