



The Benefits of a Family Advisory Team

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Patient and Family Centered Care


- Patient-and family-centered care (PFCC) is an innovative approach to the planning, delivery, and evaluation of health care.



Patient and Family Centered Care

The hospital recognizes that when a child is diagnosed with cancer, the whole family is affected.

While the first goal is to treat the child's cancer, hospitals that provide PFCC provide psychosocial support to the entire family.



Family Advisory Team

- Formed to support the efforts of the Patient and Family Education Program.
- The FAT serves as the voice of the patient and family
- We believe that the families' perspectives are able to impact and improve clinical care.



Family Advisory Team

- The goal of the FAT is to inform our practice by engaging families in a systematic approach to delivering and developing patient and family education materials and delivery systems



Family Advisory Team

FAT has been asked to participate in a quality improvement project that explores how families are being educated after receiving a new diagnosis of cancer.



Benefits for Families and Professionals

- Fostering collaboration
- Increasing sense of social support among families
- Increasing families' knowledge of community based resources
- Empowerment – feel that they have influenced for future families



Benefits for the Professionals

- Patient and family members bring ideas and insight into the development of the programs and educational materials
- This insight can only be attained through personal experience and knowledge
- Collaboration/partnership – part of a team

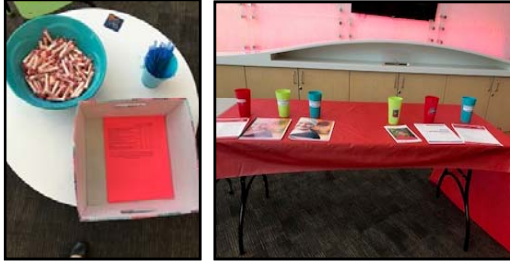


Timeline

August 23, 2017	Orientation for new parent advisors
October 19, 2017	Conference call for input on QI questions
December 7, 2017	Conference call to get parental input on two new documents
February 15, 2018	Conference call to get parental input on disaster plan document
February 20, 2018	Phone call to verify Spanish translation of document
March 6, 8, 14, 2018	Showcase Event in clinic
March 21, 2018	Showcase debrief
April 1, 2018	Conference call to go over new accordion
June, 2018	Conference call to report findings on accordion
Sept 2018	School Guide
December 2018	Medical Fact Sheets (nutrition, oral care)
March 2019	Review New Accordion



Educational Materials Showcase



Showcase Specifics

- Jelly bean voting
- Survey regarding support services
- 58 participants
- 3 separate days/times
- 5 parent advisor (volunteers)






Style of Binder



WINNER

61%




St. Children's Hospital
CANCER AND HEMATOLOGY CENTERS

Style of Publication - WINNER


40% 40%





St. Children's Hospital
CANCER AND HEMATOLOGY CENTERS


Beyond Diagnosis

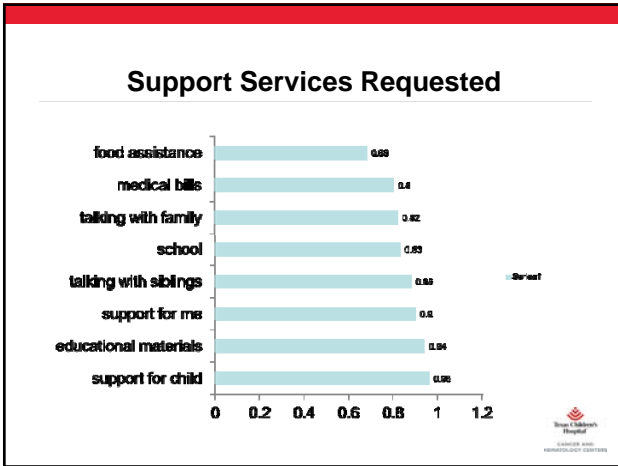
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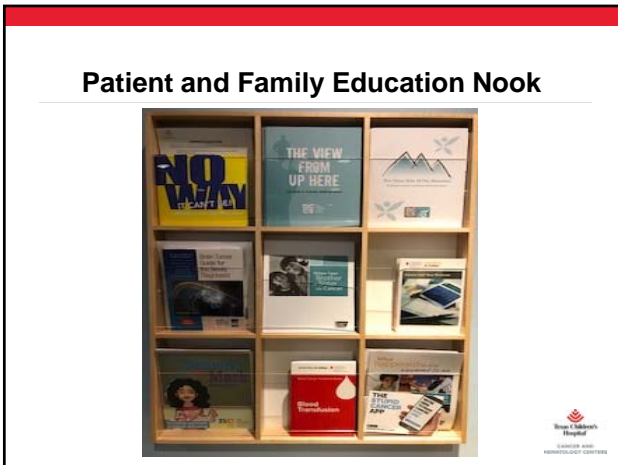



St. Children's Hospital
CANCER AND HEMATOLOGY CENTERS

	Would like information	Would NOT want
School coordination/information about services	<input type="radio"/>	<input type="radio"/>
Educational materials regarding diagnosis, general medical topics	<input type="radio"/>	<input type="radio"/>
Talking with my other children about my child's medical condition	<input type="radio"/>	<input type="radio"/>
Talking with my other family members about my child's medical condition	<input type="radio"/>	<input type="radio"/>
Connection to support & resources for me (support groups, counseling, etc)	<input type="radio"/>	<input type="radio"/>
Connection to support for my child (camps, social events)	<input type="radio"/>	<input type="radio"/>
Information about food assistance programs	<input type="radio"/>	<input type="radio"/>
Information about how to manage medical bills	<input type="radio"/>	<input type="radio"/>


BOON CHILDREN'S HOSPITAL
 CANCER AND HEMATOLOGY CENTERS

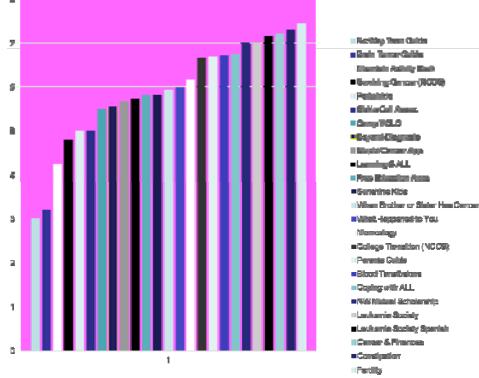




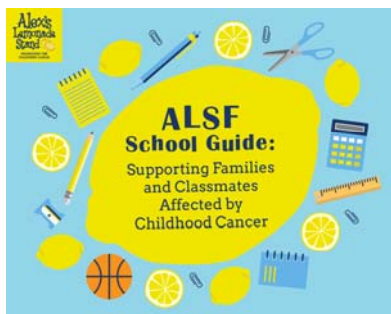
Patient and Family Education Nook



Publication Usage



School Guide Feedback



Evaluation of School Guide

- 5 parents participated
- 4 school teachers participated
- Evaluated book using evaluation tool adapted from Agency for Healthcare Research and Quality



School Guide Feedback

- Evaluated on 5 matrix
- Audience, Transition Back, Bullying, Sibling, Grief,
- Assessment of strengths and opportunities


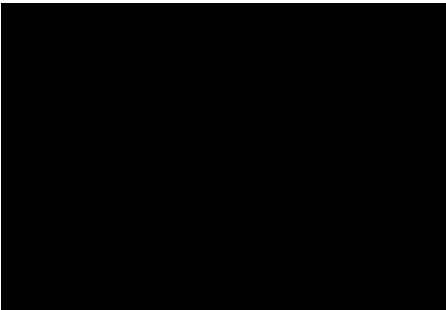


Family Advisory Team

- What impact did being a part of the Family Advisory Team have on you?
- Please list three things you learned or gained as a result of your participation.



Family Advisor



Family Advisor



Family Advisor

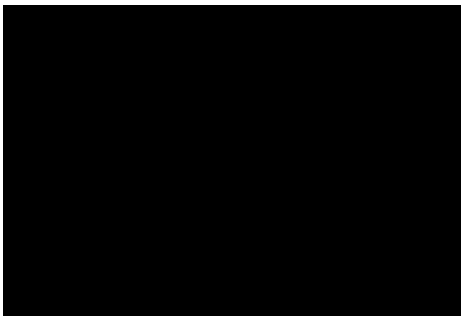


Health Care Team Response

- What benefit do you see the Family Advisory Team provides to the hematology/oncology department?



Health Care Provider



References

- Institute for Health Care Improvement
<http://www.ihc.org>
- Hockenberry, M.; Rodgers, C. "Understanding effective delivery of patient and family education in pediatric oncology: a systematic review from the children's oncology group." 2016. APHON; 33 (6).
- Longnecker, H. Doctor- "Patient communication: a review." 2010. Spring; 10(1): 38-43.