

## 1st Annual JDCH/MRH PFCC Symposium “Simply the Best!”

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March 2006

**TEAMWORK** - the 1<sup>st</sup> Annual PFCC Symposium was a textbook example of it. Thanks to the extraordinary efforts of the whole PFCC team, the all-day program was a resounding success.



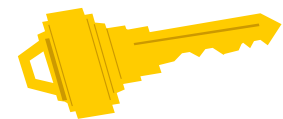
The event was a combined effort of the JDCH Family Advisory Council, the FCC Steering Committee and the new MRH Patient- & Family Advisory Council, who planned and coordinated six concurrent workshops, a poster display, a luncheon and keynote address, a family panel and a reception. Behind the scenes, at the registration table, on the stage, in the workshops, in the lobby poster displays..

it’s impossible to single out any individuals. The whole team was “Simply the Best!”

More than 190 people attended the events of the day, plus many more who visited the poster display in the lobby. Another 270 leaders system-wide heard Beverly Johnson present “Patient- and Family-Centered Care: Partnerships for Quality and Safety” at the quarterly MHS Leadership meeting.

Participant feedback has been uniformly positive, and many said they are now ready to take the next steps toward the practice of PFCC at our hospitals and clinics.

So, once again, thanks to everyone for their individual and team contributions. It’s the best example of what we are all about at Joe DiMaggio and Memorial Regional: committed people, living their values, working together in a common cause.



### Four Key Principles:

- **Dignity & Respect**
- **Information Sharing**
- **Participation**
- **Collaboration**

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## PARENTS HELPING PARENTS begins the task of helping families in need

Parents Helping Parents of Broward County, a Joe DiMaggio Children's Hospital sponsored program, consists of a network of volunteer parents who have children with special healthcare needs and/or disabilities. The program offers emotional support to families whose children have been born prematurely or diagnosed with a chronic illness or disability. All veteran families attend an intensive workshop which covers communication and listening techniques.

Louise Lipton and Lori Balter, members of the Family Advisory Council, have organized the Parents Helping Parents chapter at JDCH. Lori has

been offering support in both the Newborn Intensive Care and Antepartum units for the past few months. She will be introducing two new support families to offer additional support in the next few weeks. Louise has joined the JDCH Bereavement team. A bereaved parent herself, she shares her unique perspective with nurses to help them understand the types of support families need during the first few months after their loss, and JDCH can continue efforts to lend support to grieving families.

With the help of Cindy Zehnder, LCSW, from Pediatric Oncology, Parents Helping Parents is now expanding

to help families whose children are currently receiving treatment for cancer at JDCH. The goal is to train at least 10 parents whose children have received successful treatment for their cancer at JDCH, so that they can help new families facing such a crisis.

*(continued on p. 3)*

**If you wish to speak to Louise or Lori, they can be reached at (954) 453-5740 or by e-mail at**

## Symposium: POSTER DISPLAYS HIGHLIGHT BEST PRACTICES, Workshops Explore Aspects of PFCC

The spirit of learning was in high gear at the January 19th PFCC Symposium. Seventeen units and departments submitted posters describing activities and projects that illustrate patient-centered and family-centered principles in action. The colorful, instructive posters filled the MRH lobby display area and attracted hundreds of staff and visitors, who engaged in lively discussions with the poster "owners." The next day the posters went off-site to the MHS Leadership Development session, impressing the leadership of all MHS facilities with their creativity and their important message. Thanks to all those who submitted posters!

- Outpatient Behavioral Health
- Parents Helping Parents
- Child Care Center
- NICU
- Peds PACU
- Diabetes Center
- Peds ER
- Family Advisory Council
- Child Life at JDCH
- Special Needs Advisory Council

- JDCH Inpatient Satisfaction Team
- Family Birthplace
- Sickie Cell Day Hospital
- 5West
- Mended Hearts & Little Mended Hearts
- JDCH Bereavement Team



### Workshops Spark Learning

"Reflective practice" is a term used to describe the kind of thoughtful exploration of the issues involved in moving toward a more patient- and family-centered care environment. The six workshops offered during the Symposium were excellent examples of this approach to learning, and participant

feedback was overwhelmingly positive. The workshops explored a variety of topics:

"The Journey As Seen Through The Eyes of A Physician, *Dr. William Bruno, the JDCH Physician Liaison for Family-Centered Care*;" "Smoothing Transitions for Patients and Their Families," *Dr. Shari Robins, MRH Hospitalist*;" "Family Presence in Resuscitations," *Kristopher Pidgeon, MSN, Trauma Services Education Coordinator*;" "Promoting Partnering in the Pediatric Emergency Room," *Marie Hankinson, MSN, Peds ER nurse manager, & Martha Bischoff, RN, clinical manager*;" "Promoting Partnering in the NICU," *Dawn Hawthorne, MSN, & NICU family members*;" and "HIPAA and PFCC," *MRH legal, risk management, and information technology panel.*

Many thanks to our presenters who shared their time and expertise for the benefit of all. These workshops and others will be repeated later in 2006 as part of the PFCC Lunch and Learn series. Watch for announcements!

## “BRIGHTEN YOUR DAY” AWARDS

The JDCH Family Advisory Council (FAC) has developed a program to recognize staff who are role models of patient- and family-centered care. They asked the question “Who has brightened your day today?” of parents, patients, and family members, and immediately received a dozen names from both pediatric and adult units and departments. These individuals were recognized during the PFCC Symposium luncheon with a certificate of appreciation and a gift card compliments of the FAC.

Awardees were:

Alison Burns, RN, MRH ED

Susan Cossick, RN II, Peds

Holly Neville, MD

Tamara Brooks, MSW, 5W

Mamita Morrison, PCA, 5S

Esther West, RN II, 5W

Laurie Bourque, Pt. Fin. Svcs. Rep.

David Drucker, MD

Pam Bloom, RN II, MRH ER

Barbara Boatwright, Psych Asst.

Gabrielle Fecteau, RN II, Beh. Health

Terry Woolard, RN II, Beh. Health

The Family Advisory Council intends

**HAS SOMEONE BRIGHTENED  
YOUR DAY TODAY? THE  
FAMILY ADVISORY COUNCIL  
WANTS TO KNOW!**

to make this a quarterly recognition program. Signs are posted the pediatric and adult inpatient units to remind staff and patients to submit names for future recognition. You can send their names to Nick Masi, or Susan Montgomery.

## Physician PFCC survey



Dr. Bill Bruno,  
Physician Liaison for  
Family-Centered Care

A physician survey about their comfort level with family-centered care practices was sent through the Internet to all physicians presently on the staff of the five MHS hospitals.

To date, with a 6% return rate, some patterns are beginning to emerge.

Well over 75% of the physicians said they were “somewhat” to “very” comfortable with family members being present during noninvasive procedures, rounds with families, and committee/staff meetings. ED physicians across the system were 100% in favor of family presence in work rounds and multidisciplinary rounds. Across the system, 75% of the hospitalists and more than 50% of the intensivists said the same.

About 1/3 of our MHS physicians responded that they are “somewhat” or “very” comfortable with family presence in more invasive procedures and resuscitations.

The Patient- and Family-Centered Care journey is state of the art medicine. The survey gives us a starting point for further physician education efforts, and it also shows that many of our physicians are ready to join us in advancing these values and practices in our facilities. We’re looking forward to working with our physicians to enhance their understanding, acceptance, and enthusiasm for family-centered care practices.

## IFCC SPRING CONFERENCE IS IN OUR BACKYARD

The Institute for Family-Centered Care’s national conference, Hospitals Moving Forward With Patient- and Family-Centered Care, is scheduled for April 24-27, 2006, at the Hilton Miami Airport. Joe DiMaggio Children’s Hospital and Miami Children’s Hospital are co-sponsoring the intensive training seminar. For more information, contact Nick Masi or Susan Montgomery, or check on the Institute’s website at [www.familycenteredcare.org](http://www.familycenteredcare.org).

## TEEN NIGHT DEBUTS

Robin Klein, RN, Peds Transport Team, coordinated two “Teen Nights” for adolescent patients at JDCH and their friends. Teen Night is a project of the Youth Advisory Council, chaired by former patient Jackie Brams. The kids gathered in the Teen Room for a Casino Night and pizza in November, and the next month enjoyed a Holiday Party with live guitar music. One mother said “Thank you so much for that program. It was the first time my son left his room. It was so good to see him interact with the other kids.” Thanks to Robin and the YAC for their efforts!

## Parents Helping Parents

*(continued from p. 2)*

Families who require the NICU can face a number of challenges. Susan Guterrez, RNC, BSN, NICU nurse clinician, says, “They need to connect with the other families who have been through the same ordeal and have come out the other side. They need to know that there is light at the end of the tunnel — even if they won’t be able to see that light for a while. The families in Parents Helping Parents provide the support from their own experience. Their advice and wisdom is invaluable to the NICU families and helps the transition to home and beyond become a much smoother process.”

Parents Helping Parents is planning their first “coffee morning” in the NICU. A panel of veteran NICU parents will be on hand to answer a variety of questions for parents whose babies are currently in the NICU.

**"Nothing About Me Without Me"**

VISIT OUR WEBSITES:

WWW.MEMORIALREGIONAL.COM

WWW.JDCH.COM

Memorial Regional Hospital  
Joe DiMaggio Children's Hospital  
3501 Johnson Street  
Hollywood, FL 33021



*The Patient- and Family-Centered Care philosophy recognizes three basic needs for patients and their families: the need for information; the need for reassurance and support; and the need to be near one another throughout the healthcare experience.*

*We believe that Patient- and Family-Centered Care behaviors and programs promote more effective partnerships among patients, families, and professionals. This leads to increased understanding and cooperation, improved patient safety, better health outcomes, more accessible healthcare services, and increased customer and staff satisfaction.*

*We believe that the patient and family are essential for all decision-making, both in terms of individualized patient care, and also in the design, development, and implementation of hospital and community services.*

To learn more or submit a story for the newsletter:

Susan Montgomery, MA

smontgomery@mhs.net

Nick Masi, PhD

amasi@mhs.net

## ADVISORY COUNCIL SCHEDULES

### MRH Patient/Family Advisory Council (PFAC)

Monthly, Third Thursday, 10-12 a.m.  
Parlors A&B  
Contact: Susan Montgomery, x 4230

### Patient/Family Centered Care Steering Committee

Monthly, Second Friday, 8 South  
Contact: Nick Masi, x 7246 or Susan Montgomery, x 4230

### JDCH Family Advisory Council and Youth Advisory Council

Monthly, First Monday  
Alternates 8:30 a.m. or 6:30 pm  
Memorial Academy Classroom  
Contact Nick Masi, x 7246

### Special Needs Advisory Council

Quarterly  
Contact: Tonya Fox Shaw, x 6343

### MY GIFT

*I am a stranger to you now,  
But let me walk with you for a while,  
Because I have been where you are,  
And where you are about to go,  
I have no answers.*

*I offer instead my hand, my heart,  
My listening ear, my time,  
And my experience.....  
So that one day, you can turn to  
another and say:*

*I am a stranger to you now,  
But let me walk with you for a while,  
Because I have been where you are,  
And where you are about to go,  
I have no answers.  
I offer instead my hand, my heart,  
My listening ear, my time,  
And my experience.....  
So that one day.....*

**\*By Alice  
New Hampshire Parent to Parent**

## Coming news & events

### Next issue:

Meet Our Partners: Family Advisors  
Upcoming Learning Opportunities

### PFCC classes:

*Intro to PFCC Class*  
March 17, 8:30 - 5:00 PM  
MRH Auditorium,  
Locator # 30652

*Hospitals Moving Forward with  
Patient- and Family-Centered Care*  
April 24-27,  
Hilton Miami Airport  
Institute for Family Centered Care,  
[www.familycenteredcare.org](http://www.familycenteredcare.org)