

Pediatric Patient and Family Advisory Council 2017 Goals

Goal 1: Integrate patient/family member feedback by aligning with 3 strategic initiatives relevant to Riley Children's Health with the intent of strengthening the connections between identified initiatives and patient/family feedback that helps shape them.

Initiative 1:

Contribute to the planning and development of the new center for Maternal and Fetal Medicine via quality improvement work in current NICUs (Riley, Methodist and North). For example: participate in activities related to consistent plan of care, consistent readiness for transitioning out of hospital, right patient, right level of care at right location, or safe handoff.

Initiative 2

Assist with plans to expand pediatric services opening in IU Health hospitals throughout the state to increase access to care and resources. For example add content to the Riley website about the Pediatric PFAC and trusted resources available to families.

Initiative 3:

Contribute to the implementation of quality improvement work related to the Riley Emergency Department. For example improve flow of patients from arrival to departure, develop pre-registration and admission standard work or improve patient access to service.

Goal 2: Improve engagement with senior leadership by including at least one senior leader at each PFAC meeting and publishing an annual report.

Goal 3: Initiate and or implement at least *two changes* in patient experience delivery that include PFAC feedback *each quarter*. Possible areas of focus: Security, Transition from Pediatric to Adult Health Care, Expansion of patient access to Riley Children's Health services, Patient/Family engagement, empowerment and education efforts, and Riley/IU Health LEAN events/activities. Some possible ideas:

- Design standard process for evaluating website information (trust it or trash it) by collaborating with the E-health team and the Riley library.

- Create a list of standard information needs for families at time of diagnosis and share with Riley specialty clinics/departments as well as E-health team for inclusion on Riley website
- Promote a larger presence of PFAC activity on the Riley Website and develop a plan for what that presence might look like and how it would be kept up-to-date.
- Create a patient/family portal that allows people to ask questions or get feedback from Family Advisors.
- Improve collaboration between Council and Riley Children's Foundation for leveraging family stories to benefit both Riley improvement initiatives and financial support activities.

Anticipated PFAC Support Needs:

Some actions or activities that may be helpful in supporting council members in delivering on the stated 2017 goals include:

- Offer ongoing LEAN instruction and support to allow council members to more effectively participate in Transformation activity
- Invite other leaders from Riley departments to encourage relationship building and awareness of the Council's work (e.g. Directors, Managers, Day-Shift Coordinators)
- Provide regular feedback and updates on outcomes of council's input and efforts toward goals and other improvement efforts to relevant staff and administrators.