

# FAB Annual Report



# OVERVIEW

- **Our Purpose:**
  - To work together with the staff of CHRISTUS Children's 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 CHRISTUS Children's 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.
- **Leadership and Membership:**
  - Staff FAB Co-Chair: Lyndsey Paulson, Director of Child Life
  - Parent FAB Co-Chair: DD Belair
    - **Family Advisors:**
      - Nicole Becerra
      - Debra (DD) Belair
      - Mica Carawan
      - Michelle Jacobs
      - Tina Mann
      - Erika Mulsow
      - Bardo Perez
    - **Administration and Staff:**
      - Ben Benitez, VP Clinical Operations
      - Dr. Norman Christopher, CMO
      - Cris Daskevich, CEO
      - Dr. Sara Delcampo Gonzalez, MD
      - Christine Keating, VP Ambulatory Services
      - Dr. Rebecca Lynch, MD
      - Maria Sandoval, MD
      - Barbara Vazquez, CNO



# HIGHLIGHTS & ACCOMPLISHMENTS

*Summary: This report outlines the activities, impact, and accomplishments of CHRISTUS Children's 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.*

- **Community Recruitment and Representation:**
  - FAB members are recruited through communications to Children's hospital staff, patients, families, and the community.
  - 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.
  - Advisors:
    - We have had a total of 19 Family Advisors since 2015.
    - 14 have been vetted & completed the onboarding process through DD Belair.
    - 68 Prospective Advisors have been contacted since 2015.
- **Volunteer Hour Impact:**
  - FAB hours 346 hours = \$11,002.80
  - Independent Sector, volunteer value 2023 - \$31.80/hour
- **Meetings:**
  - FAB meetings are held the third Tuesday of each month from 6 - 8 pm.
  - 9 meetings were held this year.
  - 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.
  - 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.
- **Committee Participation:**
  - Quality, Patient Safety
  - Patient and Family-Centered Care Steering Committee
  - Infection Control Committee

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- **Consultation and Contribution:**

- Additional van accessible parking in visitor lot
- Velcro system for sofa beds; Installed by CBRE
- Badging system/Security
- TVs/Remotes/CCTV Channels
- Orientation of new child life students and associates
- Presentation to Texas State Child Life Students
- Return of valet parking
- Patient portal feedback
- Website feedback
- Complex care program
- Radiology spine chair
- Clinic scheduling
- NICU pain management
- Safe room guidelines
- Sitter guidelines

- **Care Opportunities:**

- FAB Family Meal
  - Started in the Fall 2016
  - 8 meals served in FY 2023
  - 720 family members participated
  - 18 associates served the meals
- Bedside Care Partner Rounding
  - 132 family rounding sessions completed by DD Belair
  - Continued delivery of comfort care items and Love Sacks

- **Event Participation:**

- Santa's Workshop
- Legislative advocacy in Austin
- Physician candidate interviews for primary care
- Sim Center: Devices workshop with residents

- **Expenses:**

- All FAB and PFCC expenses continue to be managed through the Child Life Services cost center (580.23101.3406).
- FY 23 expenses totaled \$9,855.68 for meeting and family meals.



The members of The CHRISTUS Children's 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.