

The Family Advisory Board (FAB) is dedicated to helping Children's Mercy continue to provide the region's best pediatric health care. FAB members collaborate with hospital leadership to incorporate the perspectives of the patients, families and community into the care experience. In 2014, Children's Mercy was recognized by three national organizations for being leaders in patient- and family-centered care.

Children's Mercy earned the prominent distinction of being a Profile of Change hospital by the [Institute for Patient- and Family-Centered Care](#). This award recognizes the long-standing commitment of hospital leadership to partnering with patients and families. The FAB has played an integral role in ensuring that family engagement is an essential component of patient-centered care at Children's Mercy.

Children's Mercy was also recognized as one of the [Caregiver Action Network's](#) "2014" "100 of the Nation's Best Practices in Patient and Family Engagement." These exemplary practices showcase how patients, caregivers, hospital staff, and hospital systems have created new and innovative programs that are helping to ensure healthier outcomes for patients. Actively listening to patients, creating genuine partnerships between providers and family caregivers and the willingness to learn from mistakes are some of the key elements common to these best practices.

The [Healthcare Equality Index \(HEI\)](#), the national LGBT benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBT patients, visitors and employees, designated Children's Mercy as a Leader in LGBT Healthcare Equality. The HEI 2014 evaluates a total of 1,504 healthcare facilities nationwide.

Members of the Family Advisory Board continued to serve as essential committee members on the 10 Solutions for Patient Safety Hospital Acquired Conditions committees. Input from FAB members has proven to be a valuable component for each of these committees. Additionally, the Family Centered Care (FCC) Coordinators joined the Solutions for Patient Safety Family Engagement Leadership Team.

As the Hospital prepared for the installation of GetWell Network, FAB members participated on the Patient Safety, Pain Management, Patient-Family Education, and Discharge Process workgroups. In addition, members of FAB worked with the Transition Committee in the creation of a formalized transition program which includes a webpage and a newsletter for families.

The FCC Department partnered with FAB to create a new Patient- and Family-Centered Care Brochure Series. The first two brochures published were Family-Centered Rounds and Visiting Tips. New Journeys, a handbook created by FAB for families of children receiving a new diagnosis, was revised based on suggestions from a FAB workgroup. To date, over 2,600 copies in English and 500 copies in Spanish have been distributed to families.

Families played an integral role in patient- and family-centered care education

