



Ranken Jordan PFAC 2023 Accomplishments

- Council member, Julia Nesselhauf, represented PFAC and hosted a live Q&A via Zoom for current inpatient/outpatient families and community regarding home preparedness. The recording is now available on Ranken Jordan's YouTube channel as a resource.
- The council built eight 'PFAC's Favorite Things List' to be published on Ranken Jordan's blog in early 2024.
- The council met with Ranken Jordan's new CEO, Shawn Dryden, to provide education on the council's history, current initiatives, and future goals.
- The council provided feedback on gaps to be addressed to better prepare caregivers for transitioning their child from hospital to home. The council brainstormed ways to communicate this information with future Ranken Jordan families.
- Council member, Emily Stone, represented PFAC and shared the caregiver bag initiative at Ranken Jordan's Young Professional Boards Trivia night.
- The council identified the need for modification to caregiver beds. This identified need was explored through a PFAC-led pilot using an adapted camping mattress and a waffle mattress trial. All Ranken Jordan caregivers staying at bedside are now offered a waffle mattress overlay as a result of the pilot.
- The council added an additional lunchtime meeting opportunity each month to allow for more members to attend.
- Ranken Jordan recognized Patient Experience Week for the second time in 2023 led by the Patient and Family Advisory Council. PFAC hosted a table at the staff barbeque educating staff about PFAC, introduced the Champion of Family Centered Care award, and led a patient experience challenge.
- Emily Stone, represented the council as a volunteer at the Ranken Jordan Beyond Gala.
- The council provided feedback regarding changing the overnight visitor policy. The provided feedback now allows for overnight visitors to leave the clinical unit after 8:30pm to use locker rooms, the family lounge, and the company kitchen.



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- Megan presented at Nursing Shared Leadership to educate nursing staff about PFAC and ways to get involved.
- The council created and distributed PFAC recruitment business cards to Ranken Jordan staff. Ranken Jordan staff were educated on how to use the business cards to acknowledge caregivers for their efforts to care for their child and invite them to be on the council.
- The council partnered with the outpatient therapy team for all outpatient families to receive information on PFAC and how to join upon beginning therapy services at Ranken Jordan.
- PFAC hosted a meal for Ranken Jordan caregivers and families, catered by Mission Taco, to kick-off Patient Experience Week.
- The council implemented a proactive approach, allowing all members to easily communicate their preference to opt out of receiving council emails or take a temporary break, thereby streamlining and cleaning up the membership list for improved efficiency and engagement.
- The council identified the need to relook at membership policies, bylaws, and mission statement. The council plans to vote and finalize revised statements in early 2024.
- The council was recognized by the Missouri Hospital Association as the 2023 Compass Honor Award winner in the small hospital category for the group's outstanding efforts in effectively partnering with Ranken Jordan.
- The council provided OZ manager, Amy Dickson, feedback on ways to promote parent/child (ages 0-5) bonding and engagement during a child's admission and at discharge.
- The council hosted two 'Perk' pop-up coffee shops to educate current Ranken Jordan families and staff about PFAC and the Champion of Family Centered Care Award.
- The council hosted an adaptive game booth for kids at Ranken Jordan's Young Professionals Board 5k for Play while also providing education to the Ranken Jordan community about PFAC.
- The council provided feedback regarding the Child Life on Call app launching in January 2024 for Ranken Jordan families.



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- The council debuted the starfish symbol to symbolize the principles of Family Centered Care including: respect and dignity, information sharing, participation, and collaboration. The council additionally voted on a fifth principle, innovation, that is unique to Ranken Jordan.
- The council submitted four blog posts to be shared on Ranken Jordan's Care Beyond the Bedside Blog in early 2024.
- The council provided feedback to nurse management regarding the West Unit decluttering project and best practices for communicating this information with families.
- The council hosted their first 'Champion of Family Centered Care Award' ceremony and honored all nominees and outpatient therapist, Lizzie White, as our first winner.
- The council provided feedback to the Post Discharge group regarding the new post-discharge bag initiative to better assist caregivers during the first 48 post discharge. A bag on wheels was ordered as a result of the council's recommendation.
- The council hosted our first annual PFAC holiday party at Ranken Jordan. PFAC members, families and staff liaisons celebrated at Ranken Jordan with cookie decorating, BINGO, and trivia.
- The council brainstormed ways to educate new Ranken Jordan staff members on the council and do's/don't when interacting with caregivers at bedside. The council will be allotted 10 minutes at 2024 New Employee Orientations to educate new staff members.
- The council offered input on changing the toy set-up in the family lounge in an effort to keep the space clean and promote infection prevention.
- The development team approached the council regarding planning activities/education for upcoming events in 2024. The council plans to begin plans to support these events in early 2024.
- Two closed Facebook groups continue to be utilized. One group for PFAC members to provide council updates on meetings, projects and initiatives and the other is a closed group for Ranken Jordan Family and Caregiver Support.
 - o The PFAC Facebook group now has 12 members. The group has been utilized for meeting reminders, sharing accomplishments and meeting minutes.
 - o The Ranken Jordan Family and Caregiver Support Facebook group now has 89 members. The group is utilized on a nearly daily basis with resources in the community, inspiration,



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discussion posts, and events happening at Ranken Jordan and in the community. The group has been a great means for other caregivers to connect and provide support and helpful resources.

- The council continues to provide a welcome bag to all inpatient caregivers upon admission. The council's goal is to provide comfort and promote positive coping for caregivers from the moment they walk in the door. The council maintains this program through an ongoing fundraising campaign and utilization of Amazon wish list.
- Council member, Emily Stone, continues to serve on Ranken Jordan's Patient Experience committee by attending monthly meetings and providing a caregiver and family perspective to initiatives and policies.
- In 2023, the council met 20 times. Seven new members were welcomed and 12 staff liaisons.



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