Ranken Jordan PFAC 2022 Accomplishments

- The council identified their top three priorities for 2022 as:
    o Increasing PFAC presence on hospital committees
    o Increasing PFAC initiatives (e.g., caregiver bags, puzzle table, etc.)
    o Involvement with quality improvement

- The council provided feedback regarding on the caregiver training design to Terri Karcher, Informatics Clinical Analyst. Helpful feedback was provided regarding the learning assessment, patient/caregiver hope staircase, and the suggestion to include electronic checklists.

- The council provided feedback on how to improve caregiver meals. The councils feedback led to additional caregiver meal options, simplified ordering and meal retrieval process, and the addition of the grab-and-go food cabinet.

- The council identified the need for modification to caregiver beds. This identified need was explored with an adapted mattress trial and camping mattress trial coming in 2023.

- Ranken Jordan recognized Patient Experience Week for the first time in 2022 led by the Patient and Family Advisory Council. PFAC hosted a week-long patient experience BINGO game, provided bracelets to staff and families to serve as a reminder of their role in the patient experience, hosted 2 Perks, and created house-wide education on PFAC.

- The council identified the need for Ranken Jordan community events to help connect medically complex families going through similar experiences. PFAC plans to explore this concept in-depth in early 2023 following the flu season.

- The council met with Kim Uletschy, quality improvement specialist, to provide feedback regarding the Community Needs Assessment.

- An introduction statement and link to RJ's PFAC webpgage was added to Ranken Jordan's discharge survery to spread awareness and encourage new patients and caregivers to join.

- The council updated member age guidelines to allow for previous patients ages 13-15 to join the council with a parent in attendance and previous patient's 16 and up are now able to join the council independently.

- The council was invited to provide feedback for an "RJ Quick Start Guide" to provide caregivers with basic RJ information at admission including laundry, meal services, restrooms, etc.

- The council provided feedback on Ranken Jordan's launch of the ticket to ride program.

- PFAC sponsored and served a family meal for inaptient family, twelve inpatient families attended the event.

- In additon to the puzzle table, PFAC has implemented two coloring walls for inpatients, families, visitors and staff to promote minduflness, positive coping skills, and a sense of community.

- The council met with Nanette Schaffer-Nay, director of qulity and patient safety, to discuss quality improvement at Ranken Jordan and how PFAC can become more involved. The goal to increase patient satisfaction surveys returned was discussed. PFAC to explore ways to assist with increasing this return rate in 2023.

- The council provided feedback regarding restructuring Ranken Jordan's patient birthday and discharge party process to make it equitable for all patients and their families.

- The council identified the need for further hospital and community education regarding the council and their impact at Ranken Jordan. The council created a plan to increase awareness in 2023 through quarterly Facebook posts and council updates in Fish Bites and the Ranken Jordan intranet. The council additionally hopes to invite executive members to meetings in 2023 and present to them on goals, accomplishments, and organizational benefit of the council.

- The council provided feedback on the Child Life on Call app. The council hopes to create educational content for the app following it's proposed launch at Ranken Jordan in 2023.

- The council met with Ranken Jordan's Behavioral Health team to provide input regarding their recent initatives. Council member, Julia Nesselhauf, utilized her expertise in the area to provide the team with feedback regarding de-escalation questions and strategies and the need for further education to the RJ workforce on restorative practices. These recommendations led to the incorporation of these suggestions into future Code BIG trainings.

- The council provided feedback and gave their stamp approval on the Palliative Care council's Five Wishes Initiative.

- The council provided feedback on the need for additional supportive services in the weeks to month following discharge from Ranken Jordan including phone calls and more functional caregiver training. The council plans to launch an initative to help with caregivers transitioning from Ranken Jordan to home in 2023.

- Two closed Facebooks 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 9 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 54 members. The group is utilized on a nearly daily basis with resources in the community, inspiration, 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 councils 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 initatives and policies.

- In 2022, the council met 12 times and 3 new members were welcomed. The council hopes to further expand and diversify in 2023 utilizing RJ's new interpreter platform, Propio.