Extreme Makeover – Family Centered Care Style
Lisa Stammerjohann – Family Advisory Council Member

“What do you think is necessary to include in a patient room to help a patient and family feel connected, comforted, and receive the best care?” This is just one of the many types of questions recently posed to Family Advisory Council (FAC) members by the architectural committee designing the new pavilion and patient rooms at Alfred I. duPont Hospital for Children.

Being fairly new to the FAC, I was awestruck by the attention we as parents received in the planning and designing of new patient rooms. I was able to witness firsthand how the duPont Hospital for Children is committed to its mission of family centered care. After all, it's our children who will benefit from the changes that are occurring and the rooms that are being built. Why shouldn’t we have a say about how to enhance our hospital experience, making our time spent there the most efficient it can be as well as comfortable for our kids? And for those of us who know the long journeys of lengthy hospital stays, the rooms become much more than an overnight stay. They can become second home.

As the architects opened a discussion with parents of the FAC that involved endless questions and ideas, I couldn’t help but feel as though we’d been chosen for an extreme makeover by Ty Pennington himself! Gone are the days where patient rooms are simply sterile and designed for only hospital efficiency. The new patient rooms will be state of the art and beautiful. Children will now have their own private room they can share with their parents that includes space to stretch out or sit at a table for shared meals; storage for those longer stays; easy accessibility to the bathroom from the hospital bed; and so much more. Public areas will provide lots of opportunity for play or relaxation so family members can step away from the room for a bit.

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Nemours Safety Store
Monday through Friday,
10:00 a.m. – 3:00 p.m.
The Nemours Safety Store,
located in the duPont Hospital for Children’s Main Lobby, teaches families about injury prevention and sells items that help keep children secure. Call 302-651-4279.

CaringBridge.org
CaringBridge is a free, personalized website allowing families and friends to stay in touch and share information, love, and support during a health crisis, treatment, and recovery.
For more information, please visit www.CaringBridge.org

Nemours.org
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Facebook
Help spread the word about the hospital’s Facebook page: www.facebook.com/aiduponhospital. “Like” this page, then share it with family and friends.

Nemours. Alfred I. duPont Hospital for Children
Youth Sports
By Kathleen O’Brien, MD

After another brutal winter, spring is finally here. And what better time to explore youth sports teams in your community than when your kids have “spring fever” and are itchy to get outside.

Benefits of Youth Sports
Team sports give children the opportunity to work with their peers and coaches, and challenge themselves in a safe environment. They learn the value of practice and the merits of competition. Sports also provide natural and fun opportunities for children to get regular exercise. Kids who are active tend to have stronger muscles and bones, a leaner body, decreased chances of health issues, and overall a more positive outlook on life. Additionally, children who are physically fit sleep better and are more equipped to handle physical and emotional challenges.

Encouragement
There are many reasons to encourage your child to participate in youth sports. Playing sports can boost a child’s self-esteem, coordination, and general fitness along with helping them learn how to work with others. Some children may be hesitant to get involved because team sports often appear competitive and intimidating. Investigate sports programs before signing up to find the best fit for your child. Talk with coaches and other parents about the philosophy of the league or team. Some athletic associations, like the Y, offer noncompetitive leagues.

Meet Kevin Churchwell, MD (PART 2)
CEO, Nemours/Alfred I. duPont Hospital for Children

1. What attracted you to Nemours and taking this position?
The Nemours/Alfred I. duPont Hospital for Children has a rich history and is well known across the nation. For me, to be part of such a dedicated, inspiring hospital and organization is very exciting. In the last few months, many families have shared their touching stories with me. Knowing how much community support there is for the hospital and Nemours helped my wife Gloria and me make the decision to move our family here from Tennessee.

2. You were part of a hospital expansion during your tenure as CEO and Executive Director for the Monroe Carell Jr. Children’s Hospital. How will you incorporate that valuable experience to the building of the new patient pavilion here at N/AIDHC?
You have to get all associates involved in the process. A project such as this will transform a children’s hospital and you only get one shot at getting it right. We need to bring all our talents together for the creation of a building that will truly be our flagship for the next 20 to 30 years. Families, physicians, nurses, all staff play a vital role in this transformation. Additionally, the changes in healthcare must also be incorporated in the new patient pavilion to better meet our patients’ and families’ needs.

3. Can you tell us a little about your family?
I have been married for 20 years to my wonderful wife, Gloria who has worked hard to make sure I stay on the right path! We have four children—Katherine, 17; Alexandria, 15; Arthur, 14; and John, 12—who are absolutely the lights of our lives.
Sportsmanship
Children learn the basics of sportsmanship from the adults in their lives, especially their parents and coaches. When kids see adults behaving in a sportsmanlike way, they understand that the real winners in sports are those who know how to persevere and behave with dignity—whether they win or lose.

The Right Fit
If your child doesn’t seem interested in the sport they are playing, try another sport. Your child may not have the hand-eye coordination for baseball, but has the drive and the build to be a swimmer, a runner, or a cyclist; plus, the idea of an individual sport may be more appealing. Talk with your child and be open to their interests in other sports or activities.

Where to Sign Up
Most communities have local Y’s and youth sports leagues, which provide a listing of what leagues or teams are available for your children. Another option is to look into your city or county’s parks and recreation organization to see what youth sports take place in their facilities. Your child’s school may also be a great resource. Teachers and other parents can provide information on the sports available to children in the community. From soccer to t-ball, there’s bound to be a team near your home that will get your child outside, having fun with others.

For more information about youth sports, visit KidsHealth.org.

Dr. O’Brien is a Sports Medicine Physician in the Department of Orthopedics at Nemours/Alfred I. duPont Hospital for Children.

Our Magnet Journey | Norine Watson, MSN, RN, Director of Nursing Excellence

You are probably aware that Nemours/Alfred I. duPont Hospital for Children is working to be recognized for outstanding care and service by the American Nurses Credentialing Center (ANCC). If you looked it up via Google you would learn that Magnet designation is nationally accepted as the gold standard for nursing excellence. But what does this mean for families, parents, and patients?

This prestigious designation lets families know that Nemours is committed to providing the highest possible quality care. As a parent, you know it makes all the difference in the world who cares for your child. Knowing you are at a Magnet hospital means your child is cared for by the best pediatric nurses around.

It also means that:
- The care we provide will be delivered with a respectful understanding of each family’s cultural and ethnic diversity.
- The department of nursing invests in nursing education and encourages specialty certification.
- Patient and family satisfaction is an organizational priority.
- The nursing team has the support, autonomy and tools they need to do their work and that means better experiences for the patients and their families.
- Nurses and Physicians work together well and respect each other’s contribution to your child’s care.
- Clinical resources are available to help with your child’s care and special needs.
- Hospital related outcomes such as fall rates, pain control, and infection rates are among the best in the country.

In May, Nemours will formally apply for Magnet status starting the year long appraisal phase. During this year we will need your help by providing examples of excellence and identifying areas where we need to focus. When we get to the site visit phase in the summer of 2012, members of the Family Advisory Council will be invited to talk with the ANCC appraisers about the nursing staff and the care provided at Alfred I. duPont Hospital for Children. Thank you and we look forward to continuing on this journey with you.
What is the Family Advisory Council?

Founded in April 2005, the Family Advisory Council (FAC) of Nemours/Alfred I. duPont Hospital for Children is a group of approximately twenty families and members of the Nemours staff who meet monthly. The Council’s family members have experience with both the inpatient and outpatient settings and in almost every specialty Nemours offers. The mission of the FAC is to contribute to the development and enhancement of family-centered care at the Alfred I. duPont Hospital for Children.

For more information, please call 302-651-4014.

Resources Available at Nemours/Alfred I. duPont Hospital for Children

Nemours SeniorCare
Nemours Senior Care provides assistance to the senior citizens of Delaware, who meet eligibility criteria, in an outpatient setting, covering health services in the fields of dental care, vision care, and hearing care. For more information, call 302-651-4400.

KINfolk
KINfolk provides laptop computers and FREE internet access while your child is hospitalized. Please see your unit’s social worker or nurse for more information.

eCards
Family and friends can quickly brighten the day of your child by sending a FREE eCard. Just go online to Nemours.org/ecards and create a card.

For more information on the Family Advisory Council, call 302-651-4014, email familyadvisory@nemours.org or visit Nemours.org.

Nemours’ KidsHealth.org offers thousands of doctor-reviewed articles written for parents, kids, and teens.

Family Voices Newsletter is produced by the Family Advisory Council and Nemours Associates. For more information or to suggest a story, contact us at 302-298-7347 or ndargeni@nemours.org.

Extreme Makeover – Family Centered Care Style (CONTINUED)

Family centered care is exemplified by Nemours Associates who truly listen and respond to our concerns, questions, and suggestions to improve upon their ideas and designs. No detail was excluded from conversation and every question was addressed. The shape, design, and function of the new facilities were all taken into account to make a child’s stay more comfortable and conducive to healing. It’s clear Nemours has taken great care to partner with parents and children in the details of how the rooms and new additions will impact our stays and visits to Alfred I. duPont Hospital for Children.

Hospital administration insisted the architectural committee present their plans and ideas to the parents of the Family Advisory Council. Throughout the process, we were treated with great respect and reverence. Moreover, they seemed to understand the sensitivity of the diverse issues we as parents face when we interact with the hospital and its staff. In other words, they “got it.” Alfred I. duPont Hospital for Children CEO, Dr. Kevin Churchwell, also met with the FAC to review the most recent changes. This was yet another demonstration of how committed the hospital staff is to reaching its goal of becoming a leader in family centered care.

As we move forward with our involvement with the hospital’s changes and improvements, I am honored to be a part of the Family Advisory Council. Parents’ voices are heard, ideas respected and often implemented, and we have become an integral part of the Nemours team to help our children have a better experience during their journeys toward greater health and happiness. This is why I choose this hospital to return to time and again to care for my children. While the professional care is still top notch, it’s the personal touch of physicians and staff that places Nemours above the rest.