



FAMILY VOICES

by the Family Advisory Council



Family Advisory Council – Who We Are, What We Do

By Jim Burrows, *FAC Parent Co-Chair*



Founded in April 2005, the Family Advisory Council (FAC) of Nemours/Alfred I. duPont Hospital for Children is a group of approximately twenty five families and members of the Nemours staff who meet monthly. The FAC is led by a Parent Co-Chair and Staff Co-Chair. The Council's family members have experience with duPont Hospital for Children in both the inpatient and outpatient settings and in almost every specialty Nemours offers. From oncology to outpatient visits, from inpatient cardiology to physical therapy, families have great insight into the care that Nemours delivers. The mission of the Family Advisory Council is to contribute to the development and enhancement of family-centered care at Alfred I. duPont Hospital for Children and Nemours Children's Clinics.

Family-centered care places emphasis on mutually beneficial partnerships between patients, families and health care professionals. It acknowledges that families, however they are defined, are essential to patients' health and well-being and are allies for quality and safety within the health care system.¹

At the heart of family-centered care are four concepts²:

- **Respect and dignity** – Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information Sharing** – Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
- **Participation** – Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration** – Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation, in health care facility design and in professional education, as well as in the delivery of care.

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Facebook

Help spread the word about the hospital's Facebook page: www.facebook.com/aiduponthospital. "Like" this page, then share it with family and friends.



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

Is It Contagious?

Available for **free** on the iPhone, and coming soon to Android phones, this app by KidsHealth allows parents to look up different symptoms, learn more about the symptoms, causes and treatment, and if a condition is contagious.



Pardon Our Appearance

Please pardon the hospital's appearance and excuse any construction noise as we clear the way to a healthier future for children. We are committed to creating a children's hospital like no other in the region, giving our patients and families the promise of even better days to come. Get regular updates on the Hospital Expansion Project at Nemours.org/expansion or call our hotline number at (800) 842-1900.



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 20 families and members of the Nemours staff who meet monthly. The FAC is led by Parent Co-Chair Jim Burrows and Staff Co-Chair Ed Woomer. The Council's family members have experience with the duPont Hospital for Children in both inpatient and outpatient settings and in almost every specialty Nemours offers, providing great insight into the care Nemours delivers. The mission of the FAC is to contribute to the development and enhancement of family-centered care at the duPont Hospital for Children and Nemours Children's Clinics.

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

Seasonal Allergies/Nemours Pollen Counter

Seasonal allergies, sometimes called "hay fever" or seasonal allergic rhinitis, are allergy symptoms that occur during certain times of the year, usually when outdoor molds release their spores or trees, grasses, and weeds release tiny pollen particles into the air to fertilize other plants.

If your child develops what appears to be a cold at the same time every year, seasonal allergies might be to blame. Allergy symptoms, which usually come on suddenly and last as long as a person is exposed to a particular allergen, can include:

- sneezing
- itchy nose and/or throat
- nasal congestion
- clear, runny nose
- coughing

Pollen counts measure how much pollen is in the air. Knowing this can help people with allergies determine how bad their symptoms might be on any given day, and plan accordingly. Nemours tracks local pollen counts online. Visit www.nemours.org/pollen.



Healthy Snacking on the Road



The bags are packed, the kids are securely in their car seats, music is on, hand-held games are being played...you are on the road for that family vacation. Ten minutes in to your road trip you hear from the back of the minivan, “I’m hungry.” It never fails.

Road trips and family vacations may seem like a great time to splurge on fast food or high calorie treats. But you can easily save those calories—and some money—by packing healthy, satisfying treats for your next road trip. Here are some healthy, tasty, on-the-go snacks the whole family can enjoy.

- **Trail Mix** – This hearty snack offers a great balance of carbohydrates, protein, and healthy fats as well as being low in sugar. It’s also easy to pack for the road. Whether you make your own* or buy it pre-made, separate your trail mix into single-serving snack bags to dole out as the hunger pangs begin!

“String cheese offers calcium and protein in a fun and easy-to-eat package.”

- **Granola** – Granola sounds healthy enough; rolled oats, honey, raisins, and nuts make for a filling, nutrient-dense breakfast or snack. While some store-bought granola bars are still made with relatively healthy ingredients, beware of those that are dipped in fudge or full of ingredients that can make them as high in sugar and fat as some candy bars. (Same goes for cereal, protein, and other on-the-go bars.)
- **String Cheese** – String cheese offers calcium and protein in a fun and easy-to-eat package. Choose the part skim variety to reduce the fat content. Pair this with fruit for the perfect snack. Speaking of which...
- **Fruit** – Portable, sweet, and, oh, so delicious. Pre-slice oranges before hitting the road; apples, bananas, and pears all come in their own packaging—just remember a small shopping bag to collect cores and peels. Don’t forget all the wonderful berries and grapes are easy to pack-and-snack!
- **Vegetables** – Carrots, celery, red peppers, cherry tomatoes, and cucumber can all add crunch and color to a child’s snack palate. Add a single-serving low-fat ranch dressing cup and kids will happily dip and eat.
- **Popcorn** – More and more good things are being said about the nutritional value of this inexpensive, easy-to-pack treat. Naturally fiber rich and low in fat this snack is satisfying and delicious. Pop the low-fat microwave variety before driving off, or air-pop a big bag’s worth and only lightly salt if desired.

The key is to choose easy, fun, whole-grain, low-fat snacks that won’t spoil and won’t make a mess! And don’t forget to stay hydrated. Pack plenty of bottled water or 100% fruit juice boxes.

*Easy Trail Mix

- 1 c. unsweetened cereal of your choice
- 2 tbsp. (or one miniature box) raisins
- 2 tbsp. dry roasted unsalted peanuts* (or other favorite nut)

*If allergic to peanuts or nuts, try sunflower seeds without the shell instead.

Directions:

1. Pour cereal into ziplock bag.
2. Add raisins and peanuts, other nuts, or seeds.
3. Zip the bag closed and shake, shake, shake until well mixed.
4. Munch and enjoy!

Makes: 1

Serving size: 1 baggie

Courtesy of KidsHealth

Do *you* have a story to share?

Family as Faculty can help you share it. Join *Family as Faculty*, a subcommittee of the Family Advisory Council. Tell your story as a teaching tool for Nemours staff, both clinical and non-clinical, at New Hire Orientation and various staff meetings.

No one knows your child’s story like you do! As the recipient of care at Nemours, you can help Nemours Associates understand that – no matter what their role – they can make a difference in a child’s life

Learn more.

Email: FamilyAdvisory@nemours.org.





Family Advisory Council – Who We Are, What We Do (CONTINUED FROM PAGE 1)

The FAC plays a key role in the collaboration concept of family-centered care. Our monthly meetings consist of topics for which the hospital wants family input. We dedicated a number of meetings to discussing the new expansion plans, which included walking through mock-up rooms, looking at floor plans, talking about nursing station design and even what kind of window treatments to use. Other activities in 2011 included:

- **Physician and Staff interviewing** – Began participating in physician leadership interviews and interviewing for other senior staff positions directly impacting family-centered care.
- **Customer service training curriculum** – Provided feedback and ideas for content in developing a customer service training program.
- **Healthy vending project** – Provided feedback on healthy snack choices for vending machines.
- **Palliative care** – Discussed early directions for the team and ways to create ongoing involvement from the FAC.

These are only a handful of the topics we worked on with the hospital last year. The FAC's involvement with the hospital is not limited to just our monthly meetings. We have a program called *Family as Faculty*. The goal of this program is to provide family perspective to many groups within the hospital. Family members are part of many hospital committees and regularly attend committee meetings to bring the “voice of the family” to the discussion. Other members present their stories to hospital new hires during their orientation. This is a great example of demonstrating the importance of families and their perspectives from Day One of employment. *Family as Faculty* members also have attended department meetings within the hospital to share stories about their experience and how to make other families' visits even better.

The Family Advisory Council is always looking for new members for the *Family as Faculty* program. If you have a story to tell to help make the family experience better, please consider joining the group. Hospital staff members will help you put your story into writing and provide training on presenting it in various venues. If presenting your story is not your strong suit, but you still want to contribute, please still contact us. We always need family members to become members of various hospital committees. If you are interested in any of these opportunities, please call Abby Frelich at (302) 651-4014, or e-mail familyadvisory@nemours.org.

1 Juliette Schluchter, Bridgekeeper

2 Institute for Patient- and Family-Centered Care

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

Red Balloon Gift Shop

Located near the cafeteria and operated by the Auxiliary of the Alfred I. duPont Hospital for Children, our gift shop offers a wide selection of personal and gift items, jewelry, toys and games, cards, balloons, books, magazines, snacks and stamps.

The gift shop is open from 9:30 a.m. to 8:00 p.m., Monday through Friday, and 10:00 a.m. to 5:00 p.m. on Saturday and Sunday. You can also call (302) 651-6082 to place an order.

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.

