

BACKGROUND

Riley Children's Hospital is Indiana's only comprehensive, free standing, pediatric research hospital. Riley's philosophy of care is based on a partnership with patients and families to achieve the best outcomes for both individual patient care and organizational operations.

Riley began their transformation journey in 2013, launching a standardized, system-wide approach to transform existing care and operating models for the betterment of health in the communities served by Riley. Efforts to engage and prepare families to effectively partner in quality improvement work also began, culminating in routine family integration into LEAN efforts.



AIM

Riley will integrate the patient and family member voice into all appropriate quality improvement activities.

PROJECT STRATEGY

Developed over nearly two decades, the Family Advisor program invites families to help improve the overall care experience. Advisor opportunities expanded over time to include Family Faculty, E-Advisors, a Patient Family Advisory Council, Parent Mentors, Focus Groups and serving on councils, committees and workgroups.

Due to the success of Riley's Family Advisor program and the active Parent Family Advisory Council, Transformation team members theorized that connecting with these already established parent and family leaders would ensure the successful integration of the family and parent voice in QI events.

Building on the principles of patient and family centered care, strategies to successfully engage families in this important work included content specific training (Intro to LEAN, A3 Thinking, Green, Bronze), coaching, advance notice of engagement opportunities and offering families a variety of participation options and time commitments.



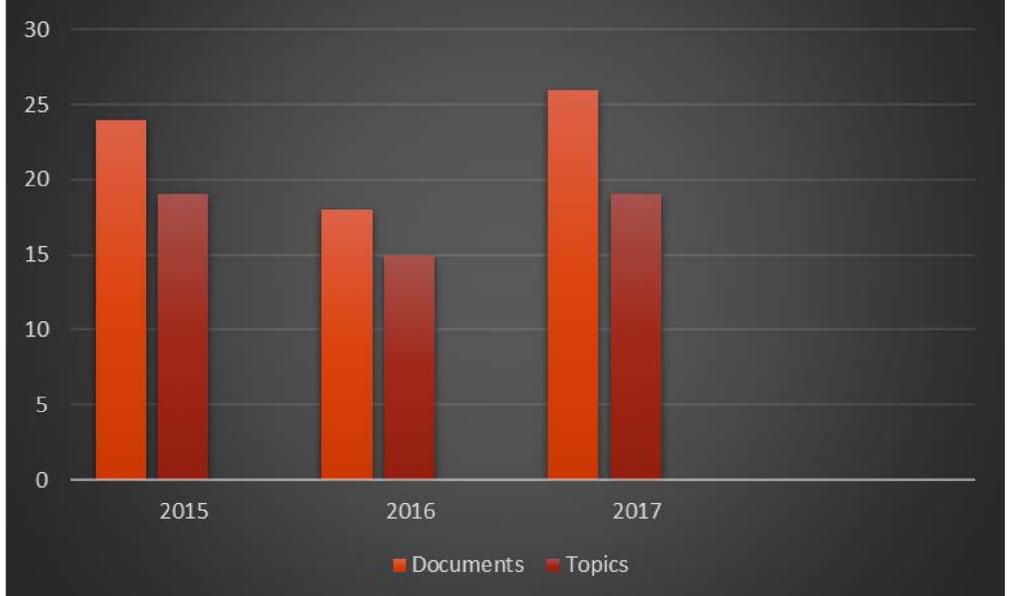
Actions Taken

- List of future transformation activities provided to the advisory council
- Orientations to quality improvement offered to family leaders prior to participation in events
- Transformation team began attending Patient Family Advisory Council Meetings
- Quality Improvement training added to Family Advisor retreat
- Riley opened up their quality improvement training to family participants

Family Participation in Transformation Events



Families Consulted for Input



NEXT STEPS

- Expand recruitment beyond families involved in Family Advisory work
- Increase family participation in additional activities throughout the hospital
- Secure a sustainable funding source to compensate families for providing their expert voice

DISCLOSURES

The authors have documented no financial relationships to disclose or Conflicts of Interest (COIs) to resolve