

LeighAnn Chadwell, MSN, RN, NE-BC

## Background

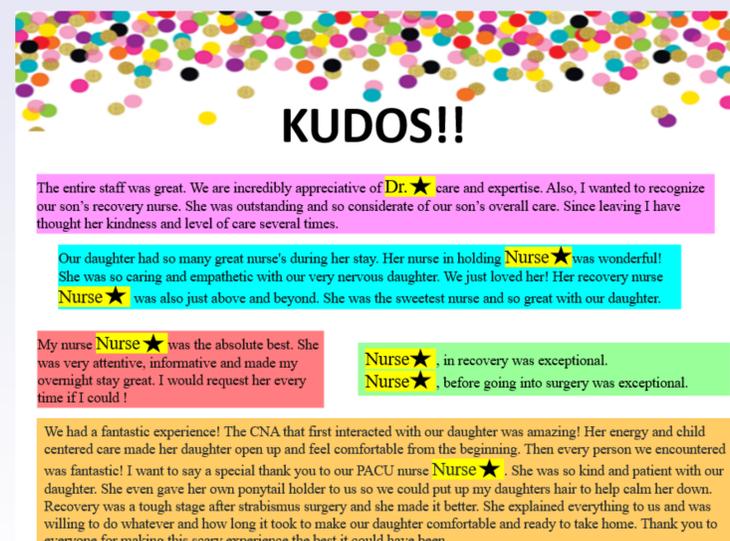
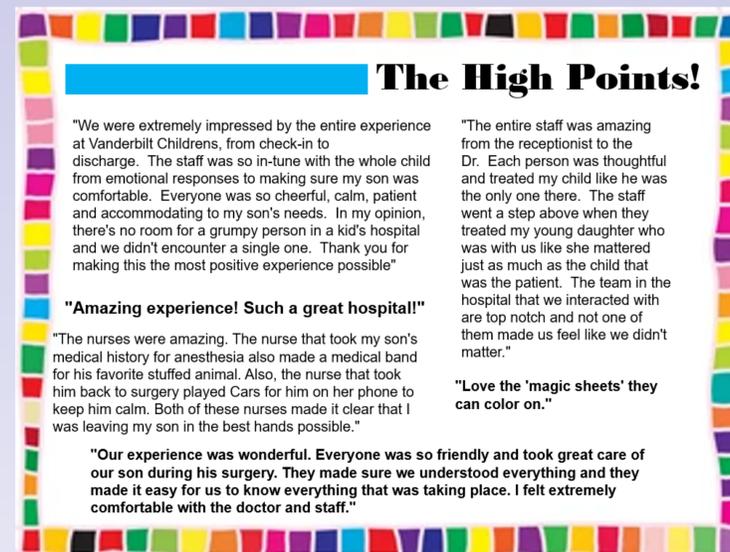
- Family-centered care encourages a partnership between health care staff and the family to achieve a common goal of working together to best meet the needs of the child.
- Family-centered care is vital to positive outcomes.
- Patient satisfaction surveys are collected by Press Ganey and reviewed by the unit Family-Centered Care Committee.

## Objectives

- ✓ Increase staff knowledge of family-centered care
- ✓ Maintain overall Top Box score >85%
- ✓ Increase Overall Nursing domain and Nurses Concern for Comfort Press Ganey survey item
- ✓ Increase interdisciplinary staff recognition

## Implementation

1. Implemented a staff nurse led committee
2. Focused staff education, including High Points and Kudos
3. Comfort Conversations
  - Do you think your child is in pain?
  - Do you think your child is comfortable and ready to go home?
  - Do you feel comfortable taking your child home?
  - Do you have any questions before going home?
4. Interdisciplinary team recognition



## Results

- > 85% Top Box Score maintained throughout project
- ↑ 10% increase in Overall Nursing
- ↑ 14% increase in Nurses Concern for Comfort
- ↑ Increase in interdisciplinary team recognition

## Conclusions

- Family-centered care leads to positive outcomes, improved patient-family experience, and increased satisfaction among the healthcare team.
- Staff led education along with regular review of Press Ganey scores and comments:
  - ✓ instills a culture of collaboration and innovation
  - ✓ improves staff engagement and satisfaction
  - ✓ provides valuable insight into patient-family experiences and perceptions.
- Sharing positive comments is an effective tool for motivation and recognition of interdisciplinary team members.



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