



**Pediatric Experience  
Collaborative**

# **2019** ANNUAL REPORT



Dear Colleagues,

It is a great privilege to share the Pediatric Experience Collaborative Annual Report.

In 2016 ten hospitals from around the country came together with a desire to learn from one another to improve the experience for patients, families, and staff. Since then, we have established the Pediatric Experience Collaborative and have welcomed five additional member hospitals in this critical work. Our early achievements included creating a charter and participation use agreement and hosting in-person summits to learn from each other.

In 2019, we have met in-person and virtually to share learnings, create an environment for enhanced engagement, and define the best practices for pediatric healthcare. We also began collecting dues, which allowed us to hire a program manager, Anika Mian. Anika is focused on refining our structure and membership engagement in order to move efforts forward and add more value for Collaborative members. To demonstrate our commitment to genuine partnerships with patients and families, we selected our first Parent Co-Chair, Tiffany Messer. Welcome Anika and Tiffany!

### **Highlights of 2019 Accomplishments**

- Inventory of interventions by member hospitals to identify best practices
- Three workgroups focusing on family involvement, data transparency, leader rounding
- Data collection on member's survey methods and reporting structures
- Supporting the platform for sharing best practices and learning opportunities through webinars, presentations, engagement on Basecamp, and in-person Summits

We are excited about 2020! We are creating a strategic plan that will build on the great work already underway and defines the roadmap to elevate our work. With Anika's help, our operations will be even more organized. The workgroups will provide guides for key interventions. Each member organization will be engaged to deliver outcomes most important to improving patient, family and team member experiences. With Tiffany's guidance, we will elevate the voice of patients and families even more in the work we do.

We look forward to supporting these efforts and building on our past achievements. We are certain that 2020 will be our best year yet!

Best,

Sara Toomey and Tiffany Messer

Pediatric Experience Collaborative Co-Chairs



## Overview of Collaborative

### Mission Statement

The Pediatric Experience Collaborative will leverage the advantages of scale by collaborating and sharing expertise, data, and experiences amongst participating children's hospitals to optimize patient, family, and care provider experience.

### Goal

Collaborate – not compete - nationally across children's hospitals to optimize the experiences of patients, families, and care providers through transparent sharing, learning from one another and developing best practices.

### Aim

- Set Experience Standards
- Define Best Practices
- Enhance Family Engagement
- Create a National Networking Community
- Share Learnings

### Values

**Advocacy** – advance efforts to improve pediatric patient, family and staff experience within our hospitals, regionally, and nationally

**Co-design** – co-create interventions with patients, parents, care providers and all our stakeholders

**Collaboration** – partner with participating hospitals to share knowledge and learnings

**Dissemination** – share lessons learned, best practices, and growing evidence base with member hospitals

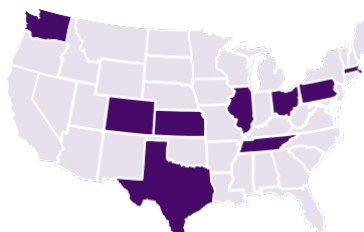
**Innovation** – advance evidence-based and innovative solutions around pediatric patient, family, and care provider experience

**Integration** – collaborate with groups within our hospitals (e.g., safety, quality, finance) to understand the interdependency and combine efforts related to improving the care experience

**Standardization** – work toward standardization of definitions, processes, and measures whenever possible

**Transparency** – share data, interventions, successes, and failures

### By the numbers



9

Across the US  
aligned with  
conferences  
when feasible



15

member  
hospitals



45

average summit  
attendance including  
Family Advisors



6

workgroups formed  
(3 ended, 3 continue)

### Member Recognition

12

Magnet  
designated  
facilities

13

SPS  
participants

6

Leapfrog  
hospitals

6

USNWR Best  
Children's  
Hospital  
Honor Roll

### Members

#### 10 members since May 2016

Ann & Robert H. Lurie Children's  
Hospital of Chicago  
Boston Children's Hospital  
Children's Hospital Colorado  
Children's Hospital of Philadelphia  
Children's Hospital of Wisconsin  
Children's Mercy Hospital  
Cincinnati Children's Hospital  
Hassenfeld Children's Hospital at  
NYU Langone  
Seattle Children's Hospital  
Texas Children's Hospital

#### Five members after May 2016

Children's Hospital of Atlanta  
Dayton Children's Hospital  
New York Presbyterian Hospital/  
Morgan Stanley  
St. Jude Children's Research  
Hospital  
Primary Children's Hospital

# Pursuing standards, testing interventions, replicating best practices

## 2019 Timeline

**Jan 2019:** Executed charter, developed participation use agreement

**Jan 2019-March 2019:** Consultant conducted interviews with each Collaborative member to create project inventory

**April 2019:** Met in Dallas, TX for Summit, conducted peer review of improvement projects to assign level of reliability and experience category, selected most valuable interventions

**May 2019:** Formed three workgroups, created charters, and launched workplans

**October 2019:** Met at Texas Children's Hospital (Houston, TX) for second summit of year and shared best practices, learned from Texas Children's and started building on evidence-based practices to move workgroups forward.

**November 2019:** Recruited Project Manager; influencing vendor to create standard reports

**December 2019/January 2020:** Established Parent Co-Chair

**Ongoing:** Networked and discussed best practices in patient experience via monthly membership calls

## Improvement Workgroups

As a result of the Improvement Inventory peer review efforts, three workgroups emerged and are developing their plans for 2020.

### Transparency - co-chair: Amy Thorson and Ginger Dzick

**Aim:** Develop a standard and consistent approach for external experience data transparency for pediatric collaborative hospitals.

**Outcomes:** Increase the percent of collaborative members who post star ratings and reviews on their website using the recommended guidelines of the pediatric collaborative from 31% to 50%

**Process metrics:** The number of hospitals sharing star ratings and reviews externally using the Collaborative playbook guidelines.

### Family Involvement - co-chair: Abby Kozak and DeeJo Miller

**Aim:** To standardize and report a specific set of data elements showing how Patient Family Advisor (PFA) engagement is measured across our organizations by the end of June 2020

**Outcomes:** Standardize measurement of PFA engagement - identify data elements that each organization will need to track and report

**Process metrics:** Number of PFAs; number of engagements

**Balancing metrics:** Balancing participation doesn't decrease from baseline; # of engagements doesn't decrease from baseline

### Leader Rounding - co-chair: Sahar Ameri and Lorianne Classen

#### Simulation

**Aim:** To measure the effectiveness of using simulation as a best practice for leader rounding training.

**Outcomes:** Teaching key behaviors, coaching, leadership development, communication skills, service recovery and de-escalation

**Process metrics:** Pre and post evaluation/assessment of comfort with leader rounding

#### Staff/Caregiver Rounds

**Aim:** To measure the effectiveness of executive leader rounding on caregiver engagement.

**Outcomes:** Improve culture, staff morale, sensitivity to operations.

**Process metrics:** Number of leader rounds, caregiver engagement scores, number of issues resolved during rounds.

## Best practice sharing



**218**

Basecamp (aka online sharing platform) posts



**38%**

had over 5 responses



**8**

Webinars hosted



**56**

total member presentations at summits

**12**

non-healthcare expert presentations

(Apple, Cerner, Chicago Children's Museum, Chicago Firehouses, Cerner, Gamin, Gravity Tank (dba Salesforce), Hallmark, Microsoft, Nordstrom, Starbucks, Spring, SPS (Collaborative))

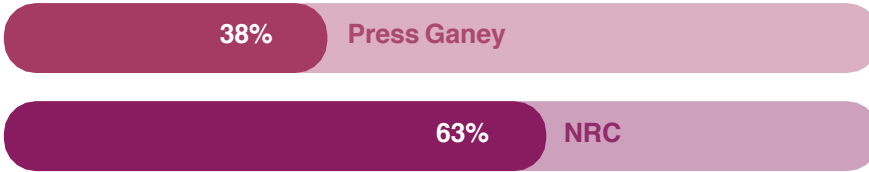
## Financials

We collected \$10,000 from each hospital for a yearlong membership due to be a part of collaborative. A total of \$140,000 dues were collected for FY 2019. We had a total of \$90,142 in expenses which included consulting fees, project management support, etc.

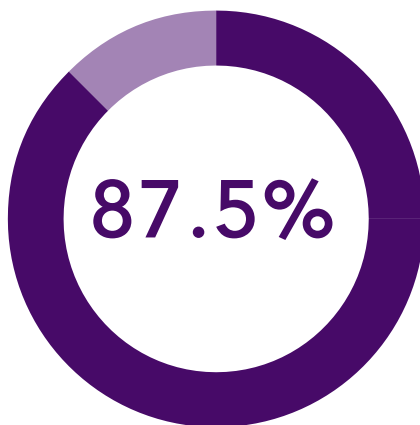
## Sprint Survey Results

In 2019, we conducted two sprint surveys on surveying methodologies and transparency/ goal setting. The survey was sent to our 15 member hospitals and asked questions about their surveying process and metric and reporting structured at their hospitals (100% response rate)

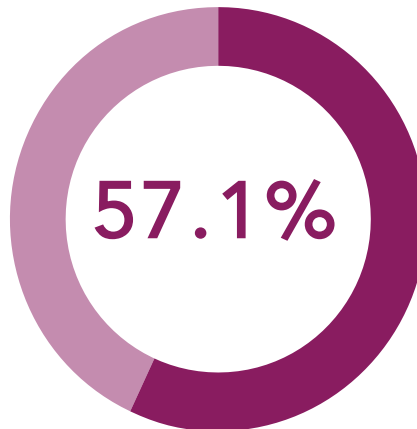
### Surveying Partners



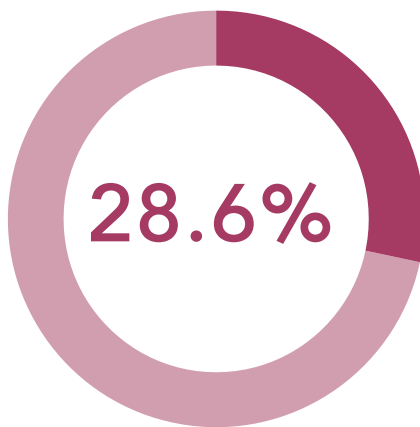
### Key Metrics:



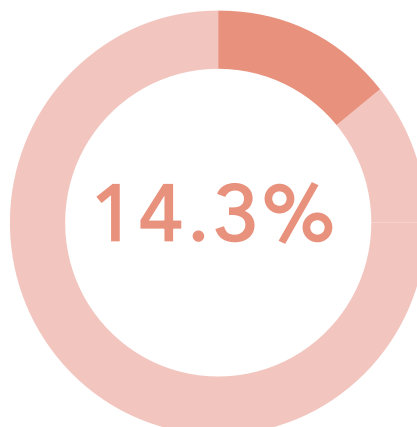
Have System Goal



use Overall Rating



use Would Recommend



use other or combination (NPS or Star Rating)

# 100%

Of Reporting Hospitals have Patient Family Experience ties to Hospital level goals

# 71%

Of Reporting Hospitals have some sort of incentive Tied to Patient Family Experience scores

# 44%

Report No Limit on Access to Data Internally

# 31%

Post Data (Comments and Star Ratings) on External Website

### Steering Committee Members

*3-year terms*

#### Boston Children's Hospital

Aniqa Mian, MPH\*

Lisa Rubino, MBA\*

Sara Toomey, MD (Co-Chair)

#### Children's Hospital of Philadelphia

Alan Cohen, MD

Brooke Rothman, MS\*

Anna M. Spraycar, MSOD

#### Cincinnati Children's Hospital

Samuel Hanke, MD, MBA

David Krier, MHA\*

Linda Nourse \*

Tiffany Messer (Co-chair)

#### Dayton Children's Hospital

Shehzad Saeed, MD\*

Amy Thorson, MBA\*

#### Seattle Children's Hospital

Harris Baden, MD

Juliya Gelazis, MBA