



**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, Aniqia Mian. Aniqia 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 Aniqia 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 Aniqia'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.

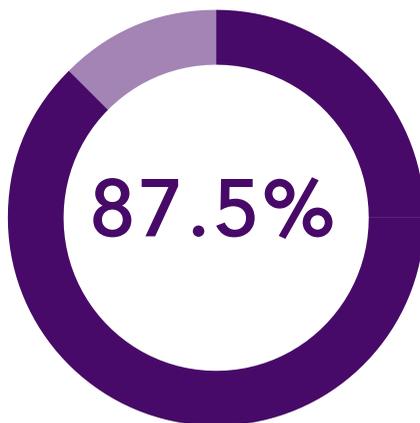
Sprint Survey Results

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)

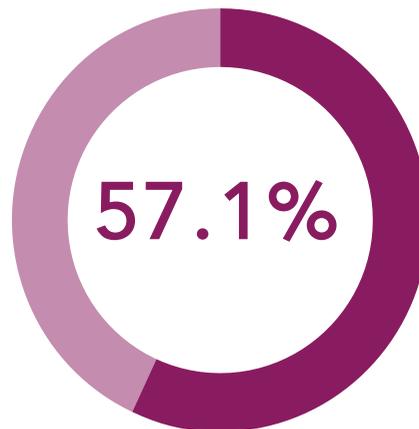
Surveying Partners



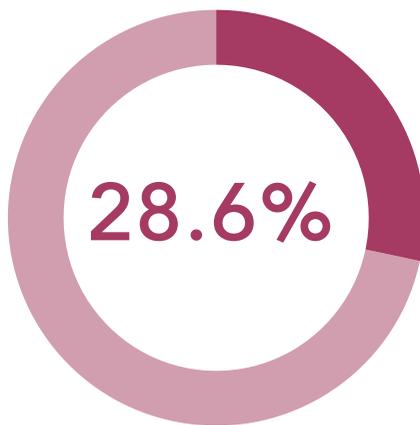
Key Metrics:



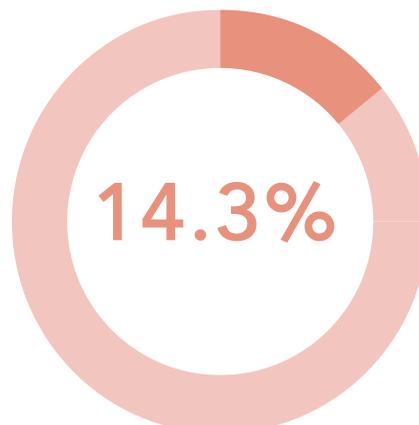
Have System Goal



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
Juliija Gelazis, MBA