



E-advisory Team **Highlights**

2023 E-advisory Spring Newsletter



Thank you for being a part of our E-advisory Team!

Though many of you live in Wisconsin, families who participate in the E-advisory are also from Illinois, Michigan, and Minnesota, and some are as far away as California and Florida. We appreciate that you travel such distances

for care and want to help us be at our best.

Your Voice Matters!

Keep reading to see how your responses to the E-Advisory Sessions and Surveys helped make improvements at Children's Wisconsin.

Observation Status / Short Stay

Your feedback helped us better understand how factors such as getting to and from the hospital, getting time off of work, and caring for other children or family could affect when a patient at Children's Wisconsin would be able to go home. Learning the amount of time a family needs to get ready to go home helped us:

- Design a better discharge process
- Figured out hold ups in leaving the hospital
- Tell you about changes in care

Understanding Text Communication with Families

Telephones and emails have been around for a long time, but texting information to families is still quite new for us. When Children's started using text services, we did not have a good way to see how helpful these messages were to families.

During this feedback session we learned:

- 8 out of 10 of you were making medical decisions for more than one child.
- 7 out of 10 of you were using MyChart regularly.
- Managing the text messages you receive from Children's was important to you.
- More than half of you didn't know how to manage these messages.

We are looking at ways to get information to families faster and more easily to help tailor to each family's needs.



EDTC Comfort Cart

During the height of the pandemic and viral season, the wait times in Children's Wisconsin Emergency Department and Trauma Center (EDTC) were sometimes very long. To improve experiences for families, we wanted to know what things could be provided on a "comfort cart" to help families during wait times.

Your feedback helped us learn the following:

- Families would like having a comfort cart
- Families want the cart to have access to pain medicine
- Small toys and distractions were important to have on the cart
- Families wanted access to food on the cart

You also let us know we needed a person to stay with the comfort cart and let families know the wait times. We created a job to do just this.

Julie Gall, Experience Specialist, shared: "There was agreement that basic comfort items, distraction items and food would be a great. The survey told us the food should be easy, not messy and have options if you have an allergy. We are happy to share that the comfort cart begins later this year!"

Be a Voice: Rebranding of the Family Partner Program

The Family Partner Program (FPP) is a group of family caregivers who use their experiences to make Children's a better place for the kids and families we serve. When the FPP was looking to rebrand, we asked for your input on two choices of branded materials. You told us your thoughts on designs, fonts and features, and made sure the materials showed our diverse family voice. We used your ideas to make brochures and other materials for our Family Partners Program.



Pictured are Family Partners Gloria (left) and Mickey (right) who presented with Project Manager Lori Albers (middle) to our leaders about respecting different cultures.

[Learn more about the Family Partners Program](#)

E-advisory Feedback

We value your feedback and we asked you how to keep E-advisory members involved. In April, we started using your feedback to improve the E-advisory by:

- Adding more reminders
- Keeping the sessions in email format rather than text messages
- Asking less questions in future sessions
- Adding more multiple-choice questions
- Telling you how long it would take to do a survey

The biggest thing we learned is that you would like to receive the feedback sessions monthly.



Families share why they keep coming back and choose to use Children's Wisconsin for the care of their children:

"The high quality of care, the respect for me as a parent, the ability of the staff to engage with my kids on their level."

"The people. Doctors, nurses, cafeteria workers, cleaners. All are and have been, exceptional people."

Better Together!

Children's Wisconsin values new ways of doing things. Your voice matters! Thank you for your time, energy and joy to guide and inspire us to be at our best.

For more information on any of this work, please contact
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