



Hello Families,

Thank you for helping Children's Wisconsin. No matter how you work with us, you are an important part of the Family Partner Program. We want you to know how much your help matters. We hope that seeing all you've done helps you to know your impact.

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## E-advisory team

The E-advisory Team provides feedback, based on their experiences. Twice a month, we reach out by email for thoughts and ideas. We have done seven sessions this year, so far. Here are a few highlights.



**Extended therapy hours**

**Medicine after surgery**

Going to appointments helps kids stay healthy. This is really important for kids who learn skills in therapy visits. Often kids leave school for therapy. We asked families when it is best to go to therapy. We also asked if they'd like evening and weekend hours. We want to have more times outside of school so more kids can get help.

### **Primary care E-visits**

E-visits are an easy way to get care from your care team without a set time. It also helps that you don't have to leave your home. E-visits are different from virtual visits. Primary care doctors respond to e-visits. They are limited to a rash, pink eye, cough, or fever. Before we started this new service, we asked families if our written information was easy to understand.

We learned that

- More than 3 out of 4 had a better understanding of an e-visit
- Almost 2 out of 3 would use an e-visit over a MyChart message

We also learned about your e-visit concerns. We have taken steps to explain some things better so families can make the best decisions for their needs.

We asked families how they felt about giving their children narcotic (opioid) medicine after surgery. We also asked if families would feel safer with a Narcan prescription.

- Half said that their children had used narcotic pain medicine.
- Just over half said they would feel safer if they received Narcan

We learned we need to explain narcotic (opioid) medicine better. We plan to create some new resources.

### **On-campus app**

Children's Wisconsin wants to improve their app. We asked families what services and supports are most important to include as we make changes.

Some key points we learned:

- The most important support is transportation. Families need help with getting to and from appointments.
- The 'comfort pledge' was confusing. More than half of our respondents felt we should call it 'a pledge for your comfort'.
- Families want us to add maps and construction information to the app.

This feedback will help us provide the right resources in the app.

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## Family Partner Program

A family advisory board is a team that is made of at least half family members. Clinic staff and leaders attend meetings to listen to family and patient needs. Often, a staff member and a family or patient co-lead the team.

In 1982, Children's started the Family Advisory Committee. At this time, the committee includes 23 patients and families and 10 staff members. Children's employees bring different topics to the committee. The goal is to understand the opinions and needs of our families.

We have five other advisory boards:

- Complex Care Clinic Family Leadership Council (CCC FLC)
- Cystic Fibrosis Advisory
- Food Allergy Advisory
- Celiac Advisory
- MACC Fund Center Advisory

Two more groups are starting this summer. Herma Heart Institute will have a Single Ventricle Advisory. We are bringing back our Liver Transplant Patient Advisory. Two clinical teams are exploring the use of advisory boards. We hope to announce them by the end of the year!

The MACC Fund Center Advisory is working to improve provider and family communication.

The Celiac Advisory showed ways to deal with food allergies to the Celiac Support Group. They created a Family Education Day for families with a new diagnosis. Families learn best



practices and practical tips at the event.

The CCC FLC met with J&B Supply. They supply families with urinary care items. J&B had supply and communication issues. Families shared ideas to improve their services. J&B used those ideas to make changes company-wide.

Our Family Partner Program members are also involved in other meetings and activities.



Family partners Travis Frazier and Maki White presented at Foundations of Leadership, with Director of Patient Experience, Ginger Dzick. They spoke to new organizational leaders about their patient experiences. They also described what makes a healthcare experience great.



Family Partners Melissa Geppert, Megan Neisius, and Mickey Wilson served on a parent panel at the Pediatric Nursing Conference. They spoke about the compassionate care they received. They also described what nursing staff could do to create trust at the bedside.



Family Partner Melissa Geppert worked Dinner on the House, delivering meals to inpatient families.

**You all do amazing things! You help us provide the best and safest care for kids and families. Thank you for all you do.**



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