



## Family Advisory Committee 2025 Co-Chairs

The Family Advisory Committee (FAC) is a team of staff and families. They have experiences from all over our healthcare system. The committee meets often to talk about many topics, like:

- Clinic changes
- Written materials
- Building construction
- Community services
- Signs and getting around

The FAC is co-chaired by staff and families.

We are proud to share our new 2025 family co-chairs, Travis Frazier and Tiffany Wilson. They are learning more about Children's Wisconsin and will

soon interview people for spots on the committee.

To learn more about serving on the Family Advisory Committee, contact [familypartners@childrenswi.org](mailto:familypartners@childrenswi.org)



Tiffany works as a Technology Director for a school district. She is a volunteer for Ronald McDonald House, Children's Wisconsin, and the ELCA Youth Gathering. Tiffany has been a Family Partner since 2020 and is in her second term on the FAC. She also helps with Dinner on the House events. Tiffany likes to read and travel with her family. Tiffany and her husband have a nine-year-old son.



Travis works as a Portfolio Manager for a bank and holds a degree in finance. He was a volunteer EMT for 10-years, and now volunteers for many banking organizations. Travis has been a Family Partner since December of 2023. He joined the FAC this past year to giveback and help the organization. His favorite part is hearing family stories and working to improve quality and experiences. Travis and his wife have a 3-year-old daughter.

## E-advisory Projects

### Website Redesign

We recently asked families about the Children's Wisconsin website. We wanted to know what they liked about it and needed from it. We are changing the website to make experiences better for all families. It is important to understand how families get information from our webpage. We learned that it needs to be easy to read and easy to access from a cell phone.

- 86% of you schedule your child's care from a cell phone
- 12% of you schedule from a computer (laptop or desktop)

You told us where we could do better, both in how we lay out the information and how we can make details easier to get. We will give more updates as the new website is made final.



## Dinner on the House

Each month, Children's Wisconsin has an event at the Milwaukee campus called Dinner on the House. Staff and volunteers deliver free

Dinner on the House has changed over time. It used to be a buffet style dinner served in Café West. Tables were set up with white linen tablecloths and nice plates. Music groups entertained patients and families. We had to change our model when the pandemic hit. We now deliver right to the units so families don't need to leave the room. We would like to expand this service to our Fox Valley hospital. We wanted to understand which care model would help families take part. We also wanted to know if there were other things we could do to make the experience better.

We learned:

- 71% of you didn't know about this event
- 100% of families that have used the service in the past like that they could be together for a hot meal

dinners to patients and their families. Families get an invite and menu the day of the event. They can then sign up to get their free meal that night.

- 98% of families would use this
- 50% -- Both models of delivery scored the same

## Milwaukee On-Campus App Features

We are looking at making our Milwaukee campus app better. We wondered what services families would want and how important it is for families to know about them. We had a few ideas about what families might like. From your feedback, we learned that our ideas weren't correct. You said your biggest needs are:

- Information on hospital programs and services
- What to bring from home for appointments

We asked questions about our 'Comfort Pledge,' which is about how we handle your child's pain. The term 'Comfort Pledge' was confusing, and 63% of you didn't like the phrase. Many preferred the phrase "a pledge for your comfort." We look forward to making these changes as we work on the app.

## Other Activities

# Genetics Panels

Genetics had Family Partners hold three panels:

1. Finding your identity.
2. Hospital, county and state resources.
3. How to tell families about a diagnosis

Families got to share their experiences. They talked about how life can change after a diagnosis and how resources can make quality of life better. Residents, doctors-in-training, took part and asked many questions.



Lani Knutson and Julie Kowalske

## Advisory Boards

The **Single Ventricle Advisory** had five families go to a virtual conference. The team met after the fall event. They talked about ways they could help new families and are looking into possible changes for next year.

The **Celiac Advisory Board** helped to make the clinic's first Celiac Walk at Slinger Middle School. They had close to 200 people sign up. The board gave feedback on some of the activities and also came up with details needed to make it a success.

The **Food Allergy Advisory Board** is working on a 'First Year Roadmap'. This tool will help families when their child is diagnosed with a severe food allergy. It will help them deal with changes in diet at home and at community events. Also, it will help families with the hard parts like eating in restaurants and going to slumber parties.



## Other Committee Work

The **Trach/Vent team** worked with their families to decide if it is okay to remove patients from a digital program. This change may happen after the child is off their ventilator and has passed their sleep study. This meant the team could better manage equipment. The team also is working on their winter newsletter.

The **Complex Care Family Leadership Council** has brought back their Take 5 program. This is a monthly program where inpatient families meet with Council members. The Council members share resources, and give a sense of connection to families. Candy, snacks and caffeine are also there.

## Family Partners volunteer for Dinner on the House



During Dinner on the House, volunteers bring a free meal to families who are staying in the hospital. This program is done the first Wednesday of every month. It is also on days like Mother's Day and Father's Day.

Every year, Family Partners serves Dinner on the House in October. This is special to our family partners. It allows them to give food to families who face long days and nights in the hospital. This is a special way for our family partners to give back because they know this this experience all too well.

In October, Michelle McCardle, Travis Frazier, Tiffany Wilson and Linda Krueger delivered food, smiles and a positive words of support to families.



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