

APRIL 2014

## Patient family-centered care keeps growing

**T**he Patient Family-Centered Care (FCC) Program continues to thrive at St. Jude. It provides many opportunities for parents to partner with staff to improve the quality, safety and satisfaction of patient care. In 2013, more than 40 dedicated parent advisers gave 2,160 volunteer hours on the Family Advisory Council (FAC), the PAIR Mentoring Program and the Quality of Life/Palliative Care Steering Council.

The 20 parent advisers and five staff members on the FAC work to strengthen communications between staff and families and to refine parent participation in care planning and delivery at the bedside and at the program level. In 2013, members of the FAC and its related subcommittees—Family Support, Facilities, Food Services, Education and Communications, and Membership and Recruitment—focused on the following areas:

### Improved clinical care experience

- Offered input into these policies or research opportunities: post-ing patient photos by work force members; revision of the Transplant Unit visiting guidelines; optional non-therapeutic testing in protocol studies; revision of infection control isolation policy and related education for patient families; clinic scheduling options; Bright Ideas project with Psychology staff; inpatient discharge process; patient identification armbands labeling and construction; MRI patient scheduling and screening guidelines; Nursing bedside patient rounds
- Took part in community health and accreditation assessments for the hospital
- Served as members of the following hospital committees, councils and workgroups: Opioid Workgroup, Quality Patient Safety Council, Grievance Committee, Survivors' Day, and Day of

### Remembrance

- Established advisers as members of Nursing Unit Councils
- Continued support of the PAIR Mentoring Council and Quality of Care/Palliative Care Steering Council

### Education and information sharing

- Served on panel for clinical fellows' education for resolving patient concerns
- Served as Day of Remembrance chairperson and conducted parent training for those serving on the panel discussion
- Reviewed patient education materials and the *St. Jude Parents* newsletter before publication
- Shared parent views at the Nursing Critical Care Nursing Staff Course
- Developed housing orientation video project, which was chosen for the St. Jude Select program

### Advancing family-centered care at St. Jude

- Established the Kay Kafe Companion role in cooperation with Volunteer Services and Food Services staff
- Suggested valet parking option for patient families
- Established the bi-annual FCC Breakfast of Champions to recognize staff that honor FCC philosophy and consistently practice it at multiple levels
- Supported development of the Teen Advisory Council

*continued on back page*

## We are soldiers

*By Rhett James Bailey,*

*St. Jude patient in remission since July 2011*

We are Soldiers

Fighting sicknesses within ourselves

We are Soldiers

We live off of pills on the medicine shelves

We are Soldiers

Rounds of chemo are our ammunition

We are Soldiers

We push ourselves to improve our conditions

We are Soldiers

Doctors, Nurses and Surgeons are our aid and support

We are Soldiers

We use needle pricks, lines in our chests, and under skin ports

We are Soldiers

We form an Army with no age restrictions

We are Soldiers

Hurt by cancerous tumors and painful afflictions

We are Soldiers

We fight with our bodies weak but our spirits high

We are Soldiers

Attacked by an enemy with no understanding of how or why

We are Soldiers

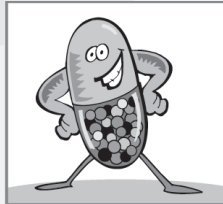
With "Army Bases" of children's hospitals across the nation

We are Soldiers

Brought together by cancer to fight with true grit and determination

## Submit ideas for your newsletter

Do you have an article idea that should be featured in the *St. Jude Parents* newsletter? We want to know about it. Only patients and their parents understand what other St. Jude families face. The editors would like to share your tips, thoughts, poems and stories with other St. Jude families. If you have ideas for the *St. Jude Parents* newsletter or comments about an issue, please email [parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org) or call 901-595-4639.



## Talking about Medicines

### Measuring oral liquid medicines

*By Shane Cross, PharmD, Pharmaceutical Services*

For medicines to be safe and effective, the patient needs to get the correct dose each time. When working with liquid medicines taken by mouth, it is important to measure each dose correctly.

Several devices have been developed to measure liquid medicines. Some of these include oral (by mouth) dosing syringes, oral droppers and plastic medicine cups. Unfortunately, many people still rely on household teaspoons and tablespoons. These spoons are just not accurate. One type of teaspoon can hold twice as much as another. Using household spoons when giving medicine can be dangerous for your child.

You can help keep your child from getting too much medicine or not enough. Whenever you give your child a liquid medicine, be sure to use a labeled dosing device not a household spoon. This will help ensure that you give the exact amount prescribed.

Ask your doctor, nurse or pharmacist for help if you have questions about how to measure your child's liquid medicines.

## Supernatural Starry Night for Teen Formal

The St. Jude Teen Formal will be held Thursday, April 3, from 5:30–8:30 p.m. in the Danny Thomas/ALSAC Pavilion. This year's theme is Supernatural Starry Night. It is a creepy yet classy event, where supernatural creatures experience the "Hollywood" red carpet. The formal is for teenagers, ages 15 to 19 years.

Teens: If you have not received an invitation, talk to your Child Life specialist.

Carnival Cruise Lines will provide DJ Irie, who is the official DJ for the Miami Heat basketball team. Teens will have a chance to take photos, learn the Michael Jackson "Thriller" dance and possibly work alongside our famous St. Jude chefs to make a "supernatural" treat.

Dates to pick out dresses are Friday, March 28, and Monday, March 31, from 9 a.m.–5 p.m. in the Patient Care Center Teen Room.

### Patient family-centered care keeps growing

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- Took part in and were honored at the Volunteer Services annual appreciation luncheon, and elected the FCC Staff Partner of the Year
- Served as a presenter at the annual Nursing Peer Excellence Awards
- Established the FCC E-Council, an online advisory group for St. Jude patient families

#### Facilities planning

- Met regularly with the Design and Construction staff for ongoing input into construction projects.

To learn more about Patient Family-Centered Care and the goals of the Family Advisory Council, visit [www.stjude.org/familycenteredcare](http://www.stjude.org/familycenteredcare).



## St. Jude Children's Research Hospital

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*Finding cures. Saving children.*

262 Danny Thomas Place  
Memphis, TN 38105-3678

For the latest details on upcoming events, see the bulletin board in the Patient Care Center lobby near Patient Registration.

*St. Jude Parents* is published on the first of each month by Patient Education and Biomedical Communications. Your questions and comments are important to us. **We want to print advice and tips from St. Jude parents to other St. Jude parents.**

To share your ideas or to receive this newsletter by email, please call or email Alicia Huettel, RN, MSN, at 901-595-5453 ([parents\\_newsletter@stjude.org](mailto:parents_newsletter@stjude.org)) or Lois Young ([lois.young@stjude.org](mailto:lois.young@stjude.org)). To subscribe to an online version of this newsletter, visit [www.stjude.org/parents-newsletter](http://www.stjude.org/parents-newsletter).

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