

JUNE 2015

Helping your family get better care

The Family-Centered Care (FCC) Program is excited to share the many opportunities available for parents to partner with staff to improve patient care quality, safety and satisfaction. In 2014, more than 40 dedicated parent advisers gave 3,838 volunteer hours on programs related to the Family Advisory Council (FAC), Parent Mentoring Program and Quality of Life/Palliative Care Steering Council.

To learn more about how you might get involved in these efforts, call or email Family-Centered Care Director Alicia Huettel at 901-595-5453, alicia.huettel@stjude.org.

Magnet recognition. Can you feel the pull?

Since 1994, the American Nurses Credentialing Center (ANCC) has sponsored the Magnet Recognition Program®. This program recognizes hospitals that have worked to develop environments of excellence where outstanding nursing care is provided to patients and families. Currently, about seven percent of hospitals in the United States have received this designation.

St. Jude Children's Research Hospital leadership made a commitment to the patients, families and staff to support the nursing department's efforts to provide the highest level of nursing excellence. We are at the final step of this Magnet journey – the site visit. The site visit gives us a chance to showcase the care provided to our patients and families.

Three appraisers that spent months reviewing our documents for application will come to St. Jude to verify the information we submitted. This visit will take place Monday, June 8, Tuesday, June 9, and Wednesday, June 10.

Here are some ways that patients and families may be involved in the visit:

- Take part in meetings and interviews as requested by staff members.
- Attend open sessions to share stories of care that your family has received at St. Jude.

The 20 parent advisers and five staff members on the FAC work to strengthen communications between staff and families. They also help refine how parents take part in care planning and delivery at the bedside and in planning programs for patients.

In 2014, members of the FAC and its 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 policies and research opportunities

- Took part in patient satisfaction, Magnet recognition, and quality improvement initiatives
- Suggested the volunteer tutor program for patients and worked with the School Program and Volunteer Services to start the program
- Served as members on many hospital committees, councils and workgroups

Education and information sharing

- Reviewed patient education, other patient family materials, as well as the *St. Jude Parents* newsletter
- Served as educators for staff training
- Offered input to continued development of *MyStation* and *My St. Jude* patient portal

Spreading FCC culture throughout St. Jude

- Recognized 12 staff members at the bi-annual FCC Breakfast of Champions, an event recognizing staff who honor the family-centered care philosophy and consistently practice it at multiple levels
- Honored at the Volunteer Services annual luncheon and elected the FCC Staff Partner of the Year
- Collaborated in national advocacy initiatives and statewide Tennessee Cancer Coalition (TC2) objectives and strategies as outlined in the Tennessee Cancer Control Plan 2013-2017
- Served as a presenter at the annual Nursing Peer Excellence Awards
- Broadened the reach of the FCC E-Council, an online advisory group for St. Jude patient families (increased opportunities for input and grew membership to more than 100 members)
- Established “Coffee Talk,” an informal parent-to-parent social and discussion break for inpatient families

Campus planning

- Met regularly with the Design and Construction staff for ongoing input into construction projects. Specific projects for this year included: Medicine Room, digital signage for patient families and Tower II – inpatient rooms and parent rooms.

- Talk with Magnet appraisers who might visit the unit or clinic while you are there.
- Contact the Magnet office before the visit to endorse the care received.

The following questions are typical of those that might be asked of patients and families by Magnet Program® appraisers:

- Please share ways in which your wishes have been included in the patient's plan of care.
- Describe how nursing staff members keep you involved and informed about care.
- Do you feel that you or your family member has received safe, quality care here?

Partnering with patients and families to ensure safe, effective, and timely services is critical. Magnet requires recognized hospitals to maintain high levels of patient satisfaction and involvement. Magnet hospitals are not perfect, but they are facilities where decisions are based upon what is best for the patient. We hope you will share your thoughts and experiences with the appraisers during the site visit.

To learn more about how you can get involved in sharing your stories, please call or email Sherry Johnson (901-595-2310, sherry.johnson@stjude.org) or Alicia Huettel (901-595-5453, alicia.huettel@stjude.org).



Talking about Medicines

Safety tips for medicine patches

By Shane Cross, PharmD, Pharmaceutical Services

Medicine patches provide a unique way of delivering a drug, releasing it slowly through the skin over time. The most common patches used at St. Jude are for controlling pain, high blood pressure, and nausea and vomiting.

Below are some helpful tips to remember when your child is prescribed a medicine patch:

- Not all patches are alike, so you must read the information from the pharmacy carefully. Certain patches need to be changed every day, while others are changed every 3 days or once weekly.
- Do not apply more than one patch at a time unless you are told to do so by your child's doctor.
- Most medicine patches should be removed before an MRI (magnetic resonance imaging) scan. Always check with your child's doctor, nurse or pharmacist before having an MRI.
- Be sure to dispose of old or unused patches. We recommend that you fold patches in half with the sticky sides together and flush them down a toilet.

If you have questions about medicine patches, please ask your child's doctor, nurse or pharmacist.

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

Celebrate brothers and sisters June 18

Child Life will host the 2015 Sibling Star Day Thursday, June 18. On this day we recognize the important contributions of brothers and sisters to their families.

The day will be filled with fun for siblings 4–19 years of age. Registration will be open from 10–10:30 a.m. Games and activities will be provided from 10:30–11:15 a.m.

Families are asked to gather at the entrance of the Patient Care Center at 11:20 a.m. to honor siblings as they walk the red carpet to the Danny Thomas/ALSAC Pavilion.

All family members are invited to a celebration lunch, sibling recognition ceremony, and the fun activities following the red-carpet procession.

St. Jude School Program offers summer camp and science days for patients

The St. Jude School Program will offer summer camps for patients in June and July. These are the camp dates and titles:

- June 8–12, Camp Compete, featuring various games
- June 22–26, Career Camp
- July 20–24, Art Camp

These camps are for all school-age patients who are in kindergarten through 5th grade.

The School Program will also host Science Days this summer for patients who will be entering grades K–5 and 6–9. Science Days include visits to labs throughout the hospital and experiments performed by St. Jude staff members. Science Days will run from 9–10:30 a.m. on these dates:

- Kindergarten through 5th grade: June 2, 15, 29, 30; July 13, 14; August 4
- 6th through 9th grade: June 1, 16; July 27

Sign-up sheets are located in the St. Jude School Program lobby.



St. Jude Children's Research Hospital

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St. Jude Parents is published on the first of each month by Patient Education and Bio-medical 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) or Lois Young (lois.young@stjude.org). To subscribe to an online version of this newsletter, visit www.stjude.org/parents-newsletter.

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