



Children's Advisory Council

Mission

To enhance the patient experience at Wolfson Children's Hospital by:

- Providing leadership and guidance for family-centered care initiatives.
- Collaborating to ensure a child and family friendly atmosphere.
- Advising staff and administration on issues regarding hospitalization and treatment as experienced through the eyes of a child.
- Contributing to the education of health care providers.
- Serving as a vital link between the hospital and the community.

Goals

- Keep children's issues as the focal point of Wolfson Children's Hospital.
- Improve patient and family satisfaction with care received.
- Discuss issues that are important to children during hospitalization, outpatient and emergency room visits and make recommendations for improvement.
- Enhance the quality of programs and practices related to children.
- Be viewed as a unique organization making a difference in the lives of sick children.
- Establish an identity within the hospital.
- Have council members included at special hospital functions as official representatives.
- Participate in the planning of facility renovations.

Member's Roles and Responsibilities

- Be committed to improving care for all patients and family members.
- Attend council meetings regularly and support council projects whenever possible.
- Have a spirit of mutual respect and teamwork.
- Be willing to express views honestly in a group.
- Be willing to listen to different views and encourage other members to share viewpoints.
- Work collaboratively with others whose background and style may be very different from theirs.
- Reflect on personal medical experiences and also on that of family members.
- Reflect on issues and priorities that are different than their own.
- Show an ability to think things through, to talk clearly and to express self in writing.
- Talk with adults and children of different ages.
- Channel ideas, information, needs and concerns of patients, siblings and other children to hospital administrators and staff.
- Contribute ideas regarding program and policy development, implementation and evaluation.
- Review recommendations submitted to the council by staff and administrators.

Organizational Structure

- Kids Who Care reports to the child life coordinator. The child life coordinator and a staff nurse will co-facilitate the children's advisory council.
- Membership will have open-ended terms, though original council members will be asked to make a commitment to serve for a minimum of one year. As long as children are enthusiastic, willing and able to participate, their input is welcome.
- Kids Who Care will not elect officers. Members will decide if they would like to choose a leader to run the meetings or if a different member will be the leader for each meeting. The role of the leader is to recap the minutes, initiate discussion, encourage ideas, keep everyone involved and stick to agenda topics.
- All decisions are made by majority vote of the members present. Members alone have decision-making power.
- Agendas are set using input from members, the facilitators and other hospital staff wishing input from the Kids Who Care. Recommendations will be forwarded to the vice president of patient care services and the administrator for review and consideration.
- A staff facilitator will type and distribute the minutes to members prior to the next meeting.
- Information will be disseminated using mail and e-mail. There may be a possibility of developing a council web site.
- The council will develop annual goals and an annual report.
- All discussions at the meetings are confidential but members can share information with their parents to get guidance and insight.

Recruiting and Selection Process

- Size: 12 -15 members
- Age Range: 7 – 18 years old
- Relationship to healthcare experience: Patients, former patients or one of their relatives.
- Diversity: Inpatient, outpatient; a variety of chronic and acute illnesses.
- Level of commitment: Minimum of one year.
- Any employee, family member or council member can recommend a patient or patient's brother/sister.
- Children will be chosen by current members to represent different ages, diagnoses, cultural backgrounds and gender in the membership.