

2023-2024 Impact Report

Boston Children's E-Advisors Program





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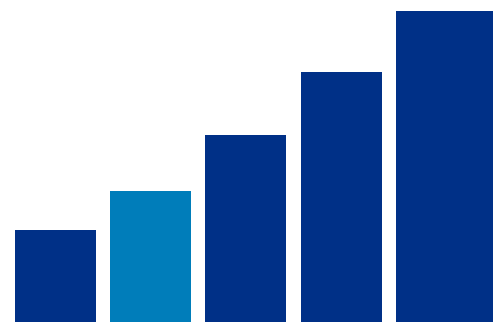
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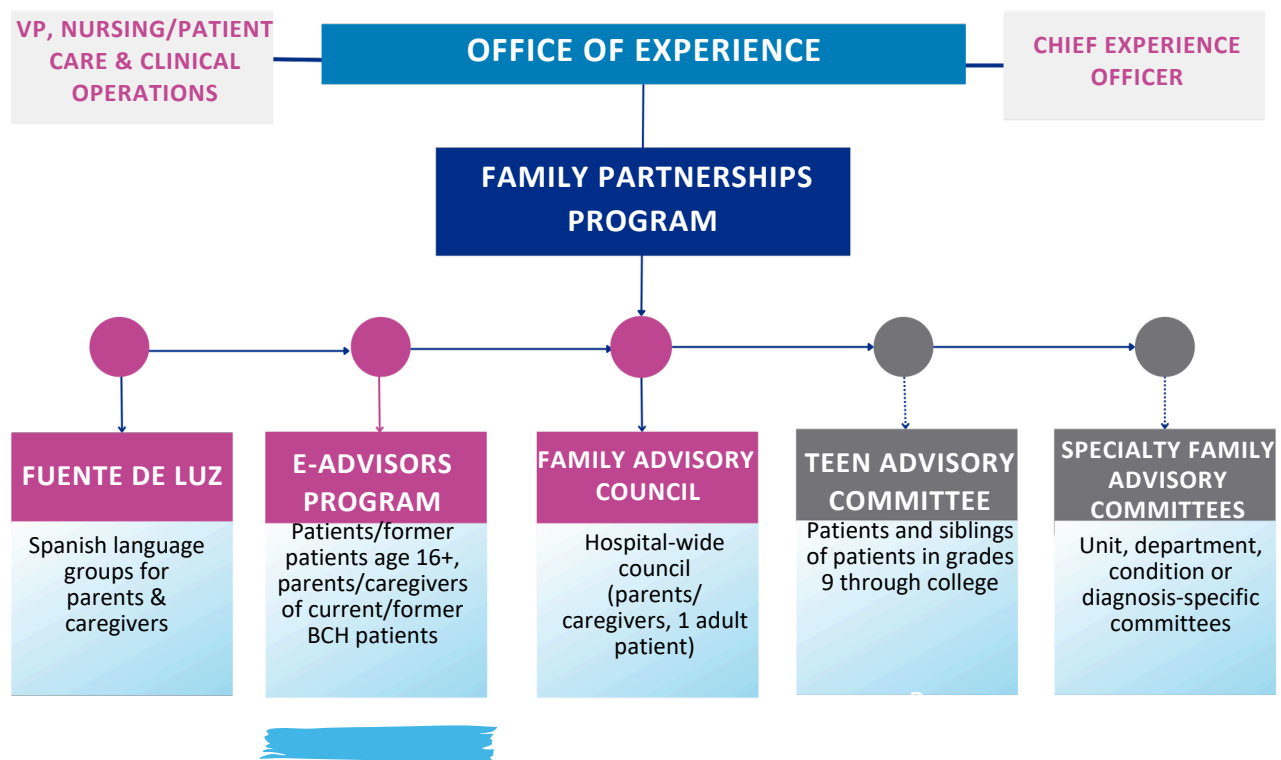


Boston Children's Advisory Channels

At Boston Children's Hospital, we believe partnering with our patients and families is key in shaping the future of our organization.

Our Family Partnerships Program offers patients and families a variety of channels to lend their voices to efforts that seek to improve patient and family experiences before, during, and after receiving care at Boston Children's.

This report will focus on the impact of the E-Advisors Program within our Family Partnerships structure.





Purpose and Partnership

The Boston Children's E-Advisors Program is an important part of the Family Partnerships Program. Through the use of electronic survey tools, E-Advisors from local, regional, national and international locations bring their voices to a variety of improvement work across the enterprise.

01.

The Boston Children's E-Advisors Program brings both *quantitative data* (measurable numbers) and *qualitative data* (experiences and suggestions) to our improvement efforts.

02.

Originally founded in 2015 as a Virtual Advisors Forum, the program shifted in 2021 from an open forum to an electronic survey-based program.

03.

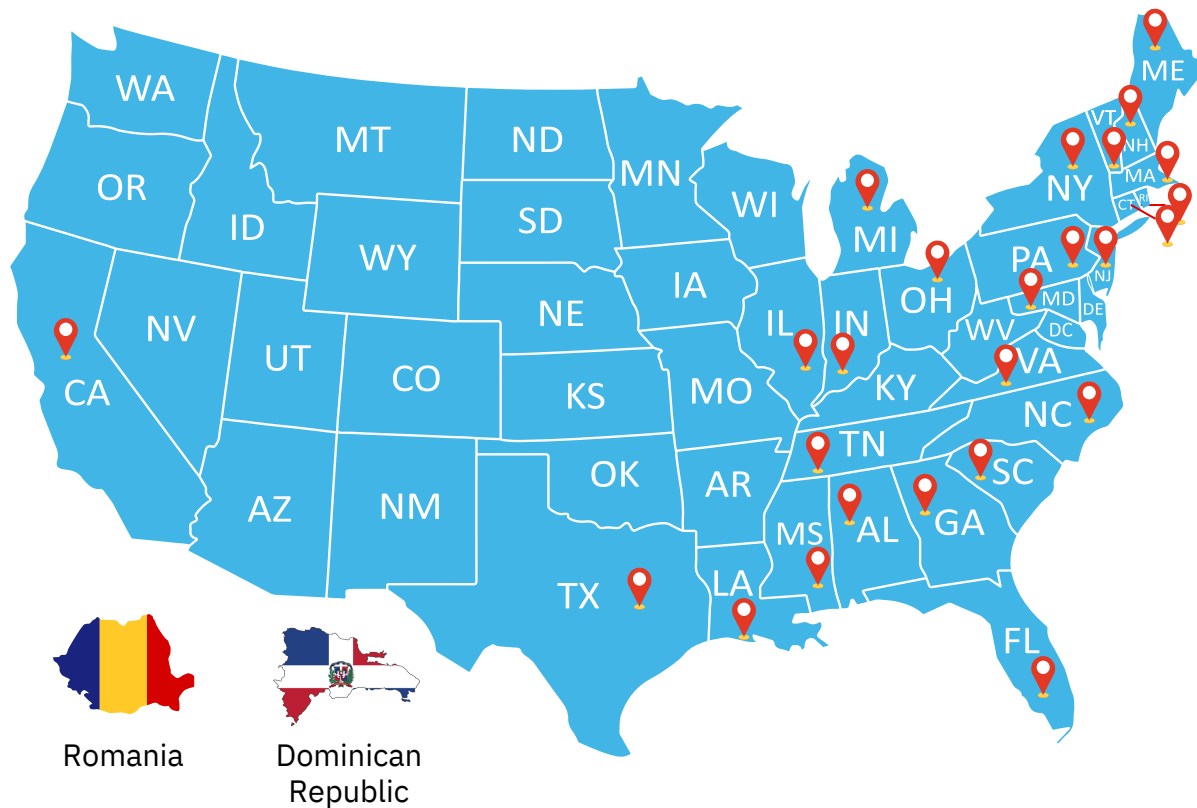
Partnership with our E-Advisors means meeting patients and families where they are, through electronic surveys completed on personal devices at times that work for our E-Advisors.

04.

Insights and feedback collected from our E-Advisors provide staff and leadership with compelling information about the pain points, priorities, needs and wishes of our patient and family population. Data is used to improve aspects of the patient and family experience at Boston Children's.

Membership

321 E-Advisors hail from 25 US states and two international countries



E-Advisors bring unique perspectives and lived care experiences to improvement work at Boston Children's.

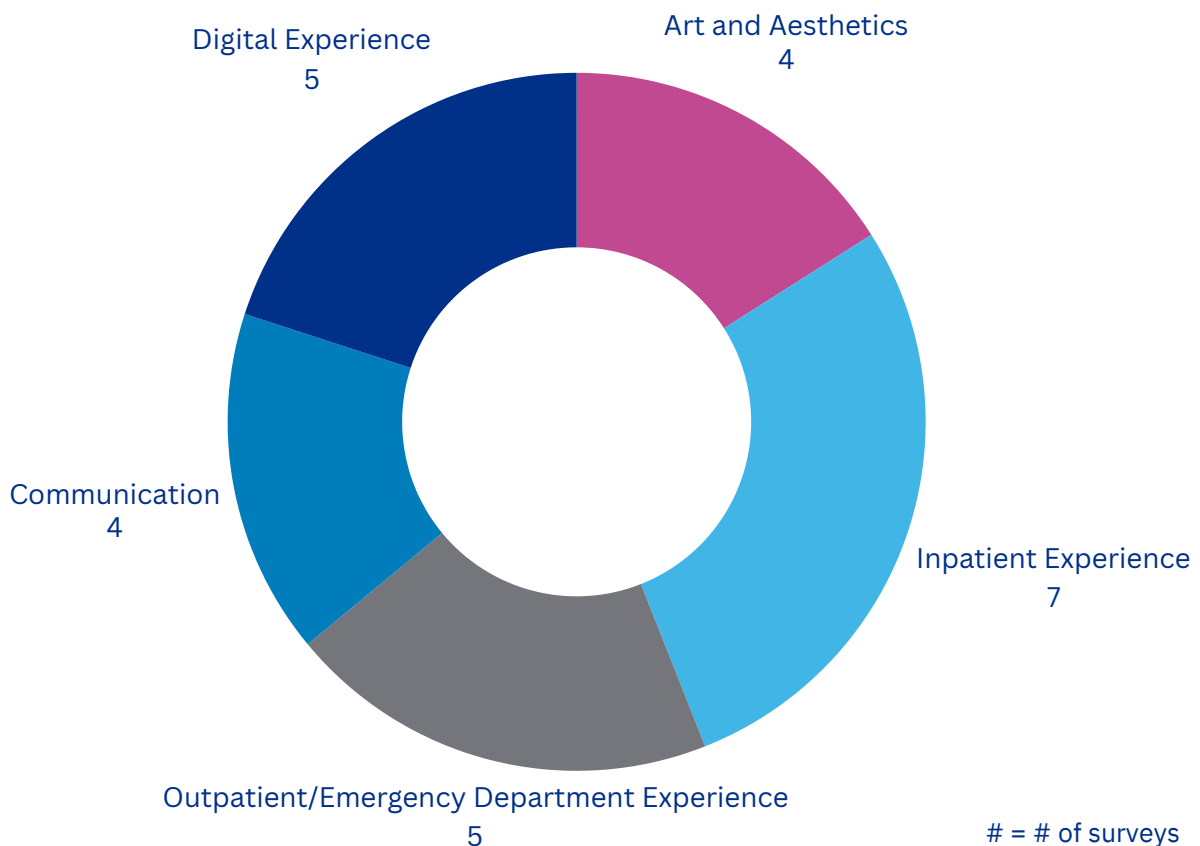
Current and former patients, aged 16+

Complete electronic surveys to guide strategic decision-making and improvement efforts

Parents/guardians/caregivers of current and former patients

2023-24 Review

During FY23-24, E-Advisors participated in approximately 30 feedback opportunities. Some of the most popular topics include:



Insights and feedback collected from E-Advisors has been actively used in a variety of ways from informing live conversations for our Hospital-Wide Family Advisory Council to validating next steps for individual workgroups and committees seeking to improve aspects of the patient and family experience at Boston Children's.

Impact Story

Medical Education

Patient and family voices bring *connection* to medical education for learners and educators alike.

Over 100 E-Advisors contributed to the creation of a take-away resource for medical learners (medical students) at Harvard Medical School, Harvard School of Dental Medicine, and the Massachusetts College of Pharmacy and Health Sciences. The resource highlights **what matters most** to patients and families when working together with care team members in pursuit of optimal health outcomes.



*"Our goal in training medical students to collaborate is that they become physicians who deliver person-centered care. As a teaching team, we felt like we took a huge step towards that goal by collaborating with the e-advisors to learn identify what aspects of interprofessional collaboration are most important to patients and caregivers. **By partnering with the E-Advisors** to transform that input into a teaching resource, we were able to give students tangible ways that they can interact with other health professionals to improve the care we give to our patients and their caregivers."*

Kelsey Miller, MD EdM
Co-Director of Interprofessional
Collaborative Care Theme
Harvard Medical School

Interprofessional Collaboration

*What Matters to Patients and Families**

As future care team members, these are things that patients and families want you to know are *extremely important* to them:

	Review patient information before walking into the room	<i>"It signals you are prepared, competent, and value the interaction with your patient. It also decreases the chance of medical errors relevant to treatment."</i> Tell the patient/family if you've been able to review information. If not, say so and apologize. Share relevant patient information with team members.
	Recognize your patient/their family members as "experts"	<i>"I bring insight and experience as the one living with the condition that a doctor can not. I also have care experiences with other providers that may be important for me to share."</i> Take time to ask questions about what the patient usually looks like at home and what is different today. Communicate to team members the expertise of patient/family.
	See your patient as an individual	<i>"Recognizing a patient's individuality, emotions, and unique needs helps a provider build trust and rapport, which leads to better communication."</i> Ask what is most important for you to know about the patient. Ask what the patient's/family's goals for their health are.
	Patients and caregivers are valued care team members	<i>"Patients and families have a wealth of information that may influence both the care you want to provide and the care the patient/family is able to execute or sustain."</i> Ask about patient priorities for health outcomes and what keeps your patient from achieving good health. Include team members to create solutions that work for your patient.
	Communication between care team members is essential	<i>"A cohesive medical team is very important. A doctor should be able to easily communicate with all individuals involved in a patient's care."</i> Pass along patient/family member questions and/or concerns. State if, and how, you've communicated with the patient with your team members.

Impact story

Phlebotomy Visit Time Improvement Project

Average visit time
REDUCED by



Project overview

In early 2024, the main Phlebotomy clinic observed that **only 41% of patients** were completing lab appointments in under 20 minutes. Recognizing an opportunity for improvement, Laboratory medicine leadership partnered with the Boston Children's Enterprise Project Management Office (EPMO) to address this.



Partnership

The project team partnered with staff, patients and families. Their feedback validated the need to improve wait times and highlighted areas where communication and clinic processes could be improved. Patient/family insights were gathered through an E-Advisors survey, a live conversation with the Family Advisory Council and collaborating directly with a family advisor.



Results

As of September 2024, **77% of patients** are completing their visit in under 20 minutes. Key changes include a more efficient registration process, clear/concise staff roles and a new room management process. A new patient registration form was introduced based on family feedback, giving families the opportunity to share their child's individual needs.

"By gathering insights through an E-Advisors survey, attending a Family Advisory Council monthly meeting, and collaborating with an advisory member, our team gained valuable input that significantly influenced our approach to the work."

– Enterprise Project Management Office

Impact Story

Boston Children's iconic sculpture

After much consideration and not one, but two E-Advisor surveys, STAR, the adult whale and calf, were selected to be Boston Children's iconic sculpture featured in the valet circle of our 300 Longwood Avenue campus.



Click [HERE](#) for the Boston Children's Arts Program

Insights from E-Advisors:

- Influenced the Art Committee's decision to consider additional options for finalist submissions after the first E-Advisors survey.
- Assisted and supported committee members in ultimately choosing STAR as the winning design.



"We so appreciate all of the feedback that the E-Advisors gave. It was essential to our decision-making process."

Elisabeth Gordon
Art Program Manager

Partnership Spotlight

Virtual Visits Team

During the summer of '24, Boston Children's celebrated its one millionth completed Virtual Visit. To celebrate this milestone, a social media campaign featuring E-Advisor voices was created.

Patient and family voices continue to serve as 'north star' guidance for the Virtual Visits Team's ongoing work.

"Findings gathered through an E-Advisors survey helped our team understand the current state of virtual visits and guided our hybrid care optimization efforts in thinking about scheduling offerings, patient preference, and other areas of improvement."

-Virtual Visits Team

Christina Brown
Director, Patient Virtual Care
Katie Finn
Product Manager
Sara Canoy
Product Associate

[Click here](#) for more about Virtual Visits at Boston Children's



Acknowledgements and Next Steps

We are grateful for the time and thoughtful consideration that our E-Advisors contribute to strategic-decisions and improvement efforts at Boston Children's! The consistent and thoughtful contributions of our E-Advisors led to increased demand for their perspectives from both long-term and new stakeholder groups. We are so proud of this program and its membership.

"Being an E-Advisor for Boston Children's has been an incredibly rewarding experience. Contributing to innovative solutions that improve children's healthcare is both humbling and inspiring. Grateful to be part of such an impactful mission!"

-Michelle, E-Advisor

"As a parent of a child with complex medical needs, E-Advisors provides the opportunity to share our unique perspective and make a meaningful impact for other families."

- Danielle, E-Advisor

Next Steps

Maintain member engagement:	In an effort to retain our valued members and attract new members, we will continue to bring feedback opportunities to the E-Advisors Program that will have direct impacts on important decisions and work being done to improve aspects of patient and family experiences at Boston Children's.
Increase membership:	We welcome patients/former patients ages 16+ and parents/guardians/primary caregivers of current/former patients. Click here to join us!



Contact Us

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www.childrenshospital.org/patient-resources/partner-us/lend-your-voice

For more information, or to contact us for a casual conversation about weaving patient/family perspectives into your work, email Katie Litterer, Program Manager for Family Partnerships at the above email address.

