



Session Title: Creating a Culture of Safety Together
Presenters: Donna Provenzano, Patricia O'Hanlon, Linda Waddell
Children's Specialized Hospital

Kellie Goodson : Love including the security team! Fantastic.
Lindsey Galli : Inspiring videos that illustrate the engagement of patients and families in the culture of safety
Lindsey Galli : Any questions for the presenters?
Kellie Goodson : Sorry if I missed this, but how long have you been on your HRO journey?
Kellie Goodson : Do your family faculty speak to medical students or trainees?
Bill Adams : Do any patients serve on the Hospital or parent organization board of trustees?
Kellie Goodson : Totally agree! They can help us in so many ways.
Kellie Goodson : So great! Get 'em hooked while they're young. :)
Bill Adams : EXCELLENT!
Norma Ruiz : How long do families tend to hang around, if not employed by the hospital? How active are they?
Norma Ruiz : How
Bill Adams : Very impressive work. Spread it to all of healthcare!
Kellie Goodson : I have to jump off. Great session - thank you!
Lindsey Galli : Thanks Kellie!
Lindsey Galli : What is one specific idea or insight that you are taking away from this presentation?
Bill Adams : They are living their mantra: Don't harm me. Help me. Be nice to me.
Brittany Wilson : safety hero monthly spotlights! love that idea
Norma Ruiz : Did I misunderstand, are some hospitals not allowing a parent to be in the patient's room during hospitalization during Covid?

Just to clarify we have various service lines at our hospital which include Inpatient, Outpatient and Long Term Care. For our Inpatient unit, one parent/guardian/caregiver is welcomed bedside at any given time and may stay overnight with their child. For our outpatient services, one parent can accompany their child to their visit. For our Long Term Care facilities, initially parents were not permitted to visit due to regulations from the Department of Health (DOH). Our LTC staff created ways to keep our families connected with their loved ones utilizing FaceTime and Skype virtual visits and window visits. As New Jersey moved into new stages of reopening, again our staff continued to find opportunities to connect our families by providing outdoor social distance visits and currently according to the DOH we can now offer indoor visits with masking and social distancing guidelines.