Parents Co-Facilitating Staff Helpfulness Trainings at MassGeneral Hospital for Children
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Objectives of the Program
- To increase patient/parent participation in the hospital’s initiatives
- To improve patient experience by including parents from the MGHfC’s Family Advisory Council in staff helpfulness and courteousness initiatives

What Our Patients Are Asked:
CGCAHPS and Staff Communication Domain

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<tr>
<th>CGCAHPS Domains</th>
<th>How often were clerks and receptionists as helpful as you thought they should be?</th>
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<tr>
<td>Physician Communication</td>
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<td>Responsiveness of Staff</td>
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<td>Access/Wait Times</td>
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<td>Staff Communication</td>
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<td>Overall Impression</td>
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<th>Staff Helpfulness</th>
<th>How often did the clerks and receptionists treat you with courtesy and respect?</th>
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Description of the Program
- Three parent members of the hospital’s Family Advisory Council co-facilitated staff helpfulness and courteousness trainings with a member of the Office of Patient Experience team.
- Parents and staff (physicians, nurses, patient service coordinators, medical assistants) shared stories related to interactions with each other.
- Parents and staff participated in break out role-plays around three clinical encounters.

Outcomes
- In total, 60 staff members participated.
- Of 29 surveys completed, 24 endorsed parent participation in future training sessions.
- After implementation of the program there was a significant improvement in the staff helpfulness communication measure on the CG-CAHPS survey scores in the MGHfC practices pre and post implementation of the program.

Trainings Delivered in July 2015 Resulted in Higher Scores on the Staff Helpfulness CG-CAHPS Question

How has Helpful Staff (Top Box %) been evolving over time?

Lessons Learned
- Family Advisory Council is a good source of parent participants for staff helpfulness trainings.
- Hospital PFACs and Quality and Safety/Service Excellence efforts should be well-aligned.
- Prepare parents before the sessions by explaining hospital’s helpfulness and courteousness initiatives.
- Have physicians and nurses at staff helpfulness trainings - they are often leaders of the team.
- Well structured constructive dialogue between staff and parents leads to improvements!!

“It’s helpful to hear the parent perspective and to imagine what it must be like to be in their situation.”

“Parents should participate, because we sometimes forget what it is like for them when we are doing our jobs.”

“Having the parents there made the role-plays more real.”

“It was satisfying to have the opportunity to let parents know how much we do behind the scenes to make sure their appointments go smoothly.”