

# AWCH Report 2006-07

## Brief Project/Service Description

The Association for the Wellbeing of Children in Healthcare advocates for a holistic, family oriented approach to child and adolescent healthcare, and works to ensure the unique and specific non-medical, psychological, social and behavioural needs of children and their families in the Australian health care system are recognised and met.

A number of key goals have been identified which build on the recommendations of the AWCH 2005 Survey Report [http://www.awch.org.au/2005\\_AWCH\\_National\\_Survey\\_Report.htm](http://www.awch.org.au/2005_AWCH_National_Survey_Report.htm)

## Goals

- use the recommendations identified in the AWCH 2005 report to develop a project about the standard of care of children and young people in Emergency Departments further develop and promote the Paediatric Support Link Service and the AWCH Library
- evaluate, make recommendations and develop an action plan for the AWCH Hospital Ward Grandparent Scheme
- hold a national conference in 2008
- advocate for national standards for children and young people in healthcare
- consolidate AWCH corporate governance structure

## Objectives

- Promote change and maintain policy and practice to minimize the distress for children and young people in health facilities
- Provide information and resource services to families, health professionals, community members and students
- Provide appropriate planning of continuum of care of children and young people who use the health system
- Provide national advocacy, consultations on policy, practice and facility development in child health
- Ensure health facilities are family and child friendly

## Major Achievements 06-07

- New name, logo and office re-location and development of AWCH promotional materials
- Re-location of the AWCH Library to the Children's Hospital at Westmead and funding for AWCH Librarian position
- Planning and development of Emergency Department Waiting Area Project
- Development of collaborative partnership around Co-location Standards for children and young people in healthcare
- National Telephone Enquiry Service: 875 answered enquiries



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of children in healthcare

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## Feedback

WOW - thank you so much! I will enjoy wading through all this rich information and will get back to you when I've narrowed down the material I'm most interested in retrieving. Thanks again.

**Health Professional**

On behalf of our young patients, their families and our staff, I would like to thank you for your contribution to the inaugural George Gregan Foundation Play Ground at The Children's Hospital at Westmead. Your support and contribution in clinical and design matters during the project has been invaluable, and helped us build not only an excellent playground, but an invaluable therapy facility, classroom and research laboratory, which will contribute enormously to the treatment and wellbeing of our patients and families.

**Tony Penna, CEO  
The Children's Hospital at Westmead**

I found these resources and the copies of papers you sent through later to be very useful in our quest to better understand the needs of seriously ill and hospitalised children.

**Health professional**

Thank you so much for this information. I have scanned over some of the articles and I am sure they will be of great help to my friend. I am sure that just seeing comments from other parents and knowing to trust her own feelings will give her the confidence that she is looking for, to press forward.

**Parent**

Thank you again for your time on this, it is great to know that there is so much help and support there if you know where to look.

**Parent**

AWCH website is impressive, very professional and user friendly. I feel that AWCH is a wonderful organisation to be working for.

**AWCH Volunteer**

What you sent me was fantastic!!!! I can't say thank you enough for all your efforts!!! Once again a big thankyou - you have helped me a lot!!!

**Student**

The Neutropenia support website is up and running and I have already had 12 families from around Australia contact us. I am meeting with 2 families in the next few weeks ! So all in all it has been a wonderful opportunity to provide support for families. Thank you, what a wonderful service you offer.

**Parent**

Thanks a million for that article you sent about school toilets. It will be of great help to me.

**AWCH Member**

Thank you very much for your comments on the Cochrane review "Family-centred care for children in hospital" by Linda Shields and colleagues. I take this opportunity to thank you for your involvement in the Consumers and Communication Group's refereeing process and to express our sincere appreciation for your time and expertise.

**Megan Prictor, Coordinator  
Cochrane Consumers & Communication Review**

### Priorities/key issues for 07-08

- Emergency Department Waiting Area Project
- Development of standards relating to co-location of children and adults in hospital
- National Conference in 2008
- Consolidation of AWCH corporate governance systems
- Increase membership and donations
- Adopt Standard Chart of Accounts Financial Reporting System
- Securing additional funding for:
  - AWCH Library position
  - Coordinator AWCH Ward Grandparent Scheme
  - Development of relationships with major stakeholders

### Activity - Auspice educational programs for health professionals including an 11<sup>th</sup> National Conference in 2008

- Displays with 1200 people in attendance:
  - Children's Hospital at Westmead Nurses Orientation
  - Northern Sydney Central Coast Paediatric Conference
  - International Youth Conference held in Sydney in November 2006
  - Health and Ageing Expo Sutherland Council to promote AWCH Hospital Ward Grandparent Scheme
  - Youth Health Forum Youth week at Parramatta in April 2007
- Preliminary discussions held with Children's Hospitals Australasia to share convening AWCH/CHA 2008 Conferences

### Activity - Maintain policy development through committee work, including regular and ad hoc consultation

- NSW Early Childhood Oral Health Strategy Advisory Committee
- Health Advisory Council The Children's Hospital at Westmead
- Parent Council The Children's Hospital at Westmead
- Parent Council Sydney Children's Hospital
- Children and Young People Health Priority Taskforce – NSW Health
- Children and Young People Health Priority Consumer Scoping Group
- Child Health Advisory Committee SSWAHS
- Personal Health Record Review – NSW Health
- Disability Action Plan The Children's Hospital at Westmead
- Royal Australian College of Physicians Child Health Policy
- Co-location Partnership: RACP, ACPCHN, AMA, ACHS, Rural Doctors Association
- NSW Mental Health Act – review
- Greater Eastern & Southern Child Health Network, Northern Child Health Network, Western Child Health Network Planning
- Development George Creegan Playground at The Children's Hospital at Westmead

**Activity** - Maintain information, referral and support services, and further promote and develop AWCH Library and the Paediatric Support Link

- Enquiry numbers where AWCH has acted as a resource: 875
  - ✚ Enquiries:
    - Library 59
    - Advocacy/consultation 82
    - Support groups/illness 17
    - Information distribution 140
    - AWCH information/services 115
    - Publications/policies 34
    - National board 72
- Website used as a resource
  - ✚ 1546 unique IP's visits with over 85266 pages served (snapshot period May-Sept 07)
  - ✚ Most used pages:
    - <http://www.awch.org.au/about.html>
    - <http://www.awch.org.au/publications.html>
    - <http://www.awch.org.au/services.html>
    - <http://www.awch.org.au/resources.html>
    - [http://www.awch.org.au/fact\\_sheets.html](http://www.awch.org.au/fact_sheets.html)
- Journal articles from old AWCH database and new material continuously added to and available online at [http://www.chw.edu.au/parents/journal\\_articles/](http://www.chw.edu.au/parents/journal_articles/)

**Activity** - Maintain the AWCH Hospital Ward Grandparent Scheme, and seek funding for a coordinator for the Scheme by December 2008

- 19 telephone enquiries about volunteering for the scheme
- 24 information packs sent out
- 28 information packs handed out at a seniors expo
- 19 applications returned
- 19 new ward grandparent volunteers commencing duty
- 59 active volunteers
- 708 Children seen
- 4083 volunteer hours
- 2 new schemes

### Feedback for hospital coordinator

This year the ward grandparent statistics reflect the number of children who are long term patients in our hospital, with 7 children accounting for 55.5% of visits and 57.3% of hours. The ward grandparents are a wonderful support for children and families coping with very long term admissions. Two ward grandparents worked in tandem with one child for more than a year, a huge commitment which was quite draining for them but of enormous benefit to the child.

One new ward grandparent was recruited and a mentor system was introduced, with three experienced ward grandparents volunteering to act as mentors. On rotation, each mentor will attend new applicant interviews, orient new ward grandparents to the hospital, have a new ward grandparent with them as they work with a child for a minimum of 3 x 4 hour sessions, and be available to new ward grandparents for support and advice for 6-12 months.

A Ward Grandparent Information Booklet was compiled by one of our very experienced grandparents, in consultation with the other ward grandparents and the social work coordinators. This has been printed and a copy given to all ward grandparents. It will be particularly useful for orienting new ward grandparents.

Tertiary Paediatric Hospital

## Feedback for hospital coordinator

Over the year our Ward Grandparents continued to provide a much needed and appreciated service to our families and staff. The year also saw a number of exciting changes to our Ward Grandparent Program. It all began with an increase in Ward Grandparent Volunteers from three to eight and their strong desire to be used and more involved. Changes were also influenced by the changing needs of our families including the trend for shorter hospital stays. After much consultation with various interested parties changes were implemented in mid April 2007. These included the addition of a Roaming Ward Grandparent each weekday to the wards and two Grandparents going to Outpatients on a Monday and a Wednesday (busiest days) to do craft and other activities with children (and their siblings) while they waiting for their appointments. Both these additional services have been implemented on a roster basis. They have been very well received and enable volunteers who can only provided a day a week or fortnight to be involved.

The idea behind the Roaming Ward Grandparent was to provide opportunity for short respite breaks for families and a Grandparent on site for times when they are needed with little or no notice. Since starting, the roaming grandparent has had 9 out of 53 days (17%) where they have had no children who needed visiting. This is not surprising for a new service, which will require time for staff and families to know about their existence. On the other hand there has been days where the roaming grandparent has been in high demand and we have needed to provide them with a pager to be able to locate them as needed.

The Outpatient Ward Grandparent days were introduced after a need was identified. There is a Volunteer who provides a service (and has done so for a number years) on a Thursday and we have stepped in to fill a gap on two other busy days of the week. **In addition to the above statistics** our Ward Grandparents provided 20 days visiting the outpatient area, have interacted with 514 children, and spent 174 hours in the outpatient area. On a day in the outpatient area the Grandparents interacted with between 12 and 40 children (an average of 26). I have found the Grandparents love their time in the outpatient area and interacting with the children.

This year has also seen the introduction of a Ward Grandparent shirt, which has been well received by the grannies. Recently we had another three Ward Grandparents start including our first Ward Grandad (bring the total to 11). I continue to be very impressed by our Ward Grandparents level of commitment, child centred approach and dedication to our children and families. It has been a pleasure to see the enjoyment they receive from part of OUR Ward Grandparent Volunteer Team.

Tertiary Paediatric Hospital

## Feedback for hospital coordinator

December 2006 introduced ward grandparents to the Paediatric unit. We had 3 volunteers that were very keen to be involved with children who required support throughout their stay in hospital.

Over the next few months we found that only one ward grandparent was being utilised, as she was dedicated to one child who required many hospitalisations. Our length of stay for the majority of children was one to two days. We found that our grandparents were not usually required for this short length of time. My social worker and I discussed options of how to retain the other grandparents. Our outcome was to offer regular time slots and days for each of the grandparents. The grandparents loved this idea and currently this is our practice. They regularly come to the ward and work with all children so that the parents can have that much needed break if required.

In addition to these regular days we are able to call on the grandparents to assist with children that need their own ward grandparent. We have found these grandparents are most often utilised when the parent needs respite.

We have found the ward grandparents to be valuable members of our team and often we can't wait for them to arrive to assist us with the babies and children.

Rural Hospital

**Activity** - Conduct further research on the views of parents children and young people on current health care facilities and practices by 2007-08, including the co-location of children and young people with adults in inpatient facilities

- Emergency Department Waiting Area Project planning session held November 2006
- Emergency Department Waiting Area Project AWCH Youth Advisory Group planning sessions held early 2007
- Emergency Department Waiting Area Surveys conducted at:
  - ✿ Northern Sydney Central Coast Paediatric Conference
  - ✿ Health and Ageing Expo Cronulla
  - ✿ Youth Health Forum Parramatta

**Activity** - Attract funding and/or in kind support for national office by 2008

- Partnership to address co-location established: RACP, ACPCHN, AMA, ACHS, Rural Doctors Association

**Activity** - Develop and implement an annual strategic plan

- AWCH Action Plan for 2006-07 including:
  - ✿ Planning for 11<sup>th</sup> national conference in 2008



**Psychosocial cause to champion**

- Continuity of care - Gaps
- Transitional care - child - adult
- Hospital/healthcare environment
- Headline indicators -standard of health
- Voice of children and families in planning of health care delivery
- Cultural diversity - meeting needs
- Mental health

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**To do**

- Steering committee - exec initially
- Conference organiser
- Sponsorship - finance committee
- Flyer and design
- Keynote - drawcards
- Patron
- May/?link with CHA - Nov

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**Themes**

- Healthcare Environment for children and young people
- Voice of children and family
- Continuity of care

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Development of Emergency Department Waiting Area Project



**Project Plan**

Smart  
Measurable  
Achievable  
Reproducible  
Timely

1. Define aims and desired outcomes
2. Measure what outcomes can we measure
3. Scope what are we going to do, what are we not going to do
4. Implement who, where, resources, timeline
5. Evaluate did we achieve our outcomes

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**Define**

- Aims
  - To develop a model for creating a safe and developmentally appropriate emergency department waiting area for children and young people in general hospitals.
- Outcomes
  - To partner with one general hospital emergency department to create a space that is welcoming, safe and supportive for children and young people

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**Measure**

- Metrics
  - Physical environment: safety standards; IIMS(NSW); risk assessment; space
  - Person dimension: staff attitudes
  - Light, colour
  - Amount of things to do
- Data source
  - General hospital with lots of kids-paediatric ED presentations
  - Waiting times
  - Studies of how the space looks
  - Studies currently done
  - Consumer voice - staff, kids, siblings, parents and carers
  - Other user groups voice eg adults waiting, cleaners, etc
- Data collection (who)
  - Funding source needed
- Data analysis
  - Used our friends

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Development of AWCH Youth Advisory Group



Michelle helping out at an AWCH display



Harry with Noreen Hay, Parliamentary Secretary, NSW Health at AWCH Launch



Harry and David plotting and planning

AWCH is a non-government organisation funded by NSW Department of Health