Parents Serving Families: 
Impacting Day to Day Hospital Activities and Practices

At Arkansas Children’s Hospital (ACH), our goal is to provide patient and family-centered care. One of the best ways to do this is by listening to what our patients and their families have to say. That’s why we have the Family Advisory Board (FAB). The FAB consists of parents of ACH patients from all parts of Arkansas. Key hospital leadership also participate on the Board in an advisory capacity. The FAB serves as an advisory resource committee to ACH Administration and provides constructive input to assist in the advancement of the Hospital’s goal of becoming a model of excellence in family-centered health care.

Some of the goals of the FAB are:
- To offer ideas and suggestions regarding policy and practice that effect family-centered care
- To review recommendations and concerns referred to the board by parents, staff, physicians or administration
- To serve in an educational role, as needed or requested, regarding patient/family perceptions of care and services
- To assist in promoting good relations between ACH and the members of the community

We want to hear your ideas and suggestions. There are several ways you can be heard.

- Call the Patient and Family Representative office, 364-1198
- Find us on the ACH website or ACH Facebook page
- Attend a FAB meeting (contact the Patient Representative for details)

FAB Activities and Accomplishments:
The Family Advisory Board has provided input regarding several initiatives at ACH such as:

- Tobacco Free Campus
- Lobby and Facilities Design
- Increased Handicapped Parking
- Family Bathrooms
- Website Redesign
- Family-Centered Care Initiatives
- Parent Handbook
- Carehub
- Staff Education on Numerous Topics
- Wayfinding
- Representation on Various Hospital Committees
- Monthly Parent Dinner