

# Kaiser Permanente Santa Clara Pediatrics Department Parent Advisory Committee Newsletter

Issue I – Summer (July – Sept) 2009



## What is the Parent Advisory Committee?

The Kaiser Permanente Santa Clara Pediatric Parent Advisory Committee (PAC) was formed in the spring of 2008 and is comprised of four parents, members of the KP Santa Clara Pediatric Staff, Administrators and a Pediatric Physician. Our mission is to ensure the best experience possible for all Kaiser Permanente Pediatric patients by addressing any issues relating to the current operation of the Pediatric department and any connected departments (i.e. pharmacy, laboratory, etc.) and by developing future Kaiser Permanente Santa Clara Pediatric offerings, such as classes, tours, etc. We are bound together with the hope of making the Kaiser Santa Clara Pediatric department a better place for all.

### ***PAC Accomplishments:***

- Worked with the Education department to introduce a baby sign class
- Developed a new members tour and welcome packet
- Created a fun magnet containing important Pediatric phone numbers
- Influenced patient visit summary and rooming processes.

### ***PAC Future Projects:***

- Introduce additional education classes and support groups
- Create a smoother transition process for a child when they turn 18 and how to manage health care for patients over 18 who still require assistance in making health care choices.
- Improve the Pediatric Homepage
- Create a Parent Guide of common concerns

## A Message from Dr. Mehra...

"Our vision for the PAC is to have an organization where physicians and staff could work jointly to make changes in health care within Kaiser Permanente, Santa Clara Homestead. The whole purpose is to genuinely understand what parents feel would help to make their visits flow smoother and to be able to contact us efficiently with questions. We are also here to provide health education and want to know from the parents what classes would be of interest to them and what information should readily be available to them. We feel these changes would not only make the parents happy, but us as health care providers as well, since communication between us would be improved." – Dr. Mehra

## Getting Involved

***Please get involved and share your perspective and experience***

The Kaiser Pediatric PAC group welcomes input from all parents:

- Where you feel we have an opportunity to improve the processes or efficiency of the Pediatric department.
- Any topics on which you are experiencing difficulty and would welcome extra information and support.
- Any stories you would like to share about doctors, and/or pediatric staff that have provided outstanding care.

Contact the PAC by completing a suggestion/comment card located at Dept. 190 check-in desk or by contacting Erin McCroskey, RN at (408) 851-1127.

## Summer Safety

Keep your family safe this summer by following these tips from the American Academy of Pediatrics (AAP).

### ***Fun in the sun:***

- Babies under 6 months -- avoid sun exposure. Dress in lightweight long pants & sleeves. Wear a brimmed hat.
- Young Children – Apply SPF 30+ at least 30 minutes before going outside, even on cloudy days.
- Older Children – Best protection is to cover-up. Wear a hat with a 3-inch brim facing forward. Wear sunglasses. Find shade whenever possible. Wear SPF 30+ - apply 1 ounce per application. Reapply sunscreen every 2 hours or after swimming / sweating.
- Children regardless of age should stay hydrated.

### **Exercise in warm weather:**

- Intensity of activities that last 15 minutes or more should be reduced whenever high heat and humidity reach critical level
- Before prolonged physical activity, the child should be well-hydrated. During the activity, periodic drinking should be enforced, even if the child does not feel thirsty.

### **Pool Safety:**

- Install a fence at least four-feet high around all four sides of the pool
- Never leave children alone in or near the pool, even for a moment.
- Avoid inflatable swimming aids such as "floaties." They are not a substitute for approved life vests and can give children a false sense of security.
- Children may not be developmentally ready for swim lessons until after their fourth birthday. Swim programs for children under 4 should not be seen as a way to decrease the risk of drowning.
- Whenever infants or toddlers are in or around water, an adult should be within arm's length, providing "touch supervision", which requires the caregiver to be within an arm's reach or able to touch the swimmer at all times.

### **Bug Safety:**

- Don't use scented soaps, perfumes or hair sprays on your child.
- Combination sunscreen/insect repellent products should be avoided because sunscreen needs to be reapplied every two hours, but the insect repellent should not be reapplied.
- Insect repellents containing DEET are most effective against ticks, which can transmit Lyme Disease, and mosquitoes, which can transmit West Nile Virus and other viruses.

For a complete list of Safety Tips log onto

<http://www.aap.org/advocacy/releases/summertips.cfm>

## Family Travel Clinic

Did you know that the Santa Clara Medical Center now has a Family Travel Clinic? The best way to stay healthy on your trip is to plan before you go. If you are planning to travel to another country, see one of our travel nurses at least six weeks before you leave so you will have time for shots (immunizations) that you may need ahead of time.

The Family Travel Clinic is open Monday – Friday from 8:30am-5:00pm for Kaiser Permanente Members. You may have a co-pay for this visit depending on your coverage. Please call 408-851-3495 up to six weeks before you leave to make an appointment.

## Preparing for the New School Year

Take advantage of the school year break to prepare for the upcoming school year.

- Children should have an annual well-check. Children who need special medications for school (i.e. asthma medication) should work with their physician to obtain them.
- Children who play sports need a sports related physical
- Make sure your child is up to date on vaccines. Visit <http://www.permanente.net/homepage/kaiser/pages/d11015-52283.html> for detailed information by age.
- Children entering kindergarten will need up to date vaccinations and possibly a TB test.