



C.S. MOTT CHILDREN'S HOSPITAL
MICHIGAN MEDICINE



VON VOIGTLANDER WOMEN'S HOSPITAL
MICHIGAN MEDICINE

NOVEMBER 20, 2014

Evan Newport Annual HOPE Award Winners

HOPE stands for “Helping Our Patients Everyday” and is awarded to individuals and teams that place our patients and their families in the center of all that they do

Congratulations to our 2014 winners of the Evan Newport Annual HOPE Award

Nicole Figureoa, RN, BSN - Clinical Nurse Supervisor, Child & Adolescent Psychiatry

As the nursing supervisor for Child and Adolescent Psychiatry, Nicole seeks to decrease the stigma associated with mental illness and challenges her staff to empathize with the patients and their families to better understand how to provide care. She has also been instrumental in starting the department of Psychiatry's PFCC program which has incorporated the patient and family voice into new unit design and current operations. In Nicole's words, "We are not a fully functioning team unless we involve our patients and families, and we would be foolish to ignore the vast amount of information and insight that our families have to offer."

Children's Emergency Services

Children's Emergency Services is committed to creating a patient and family centered culture that welcomes and supports family presence and participation in what is often very traumatic and emotionally-charged situations. They are a national pioneer in their support of families remaining at bedside during traumas and codes, and they are dedicated to creating a supportive space for families who are frightened, anxious and grieving. Through efforts of leadership and the Patient and Family Advisory Council, CES engages the patient and family voice to understand best practices as well as opportunities for improvement and welcomes open discussion to work through solutions.
