

# ASSOCIATION OF CHILD LIFE PROFESSIONALS **2018 YEAR IN REVIEW**

# Our Mission

ACLP fosters child life professionals through:

- Standards and Credentialing
- Connection, Collaboration and Community
- Evidence-Based Practice
- Professional Development
- Championing the child life profession

# Our Vision

ACLP advances psychosocial care and the emotional safety of children, youth and families impacted by healthcare and significant life experiences.

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## ACLP LEADERSHIP

### 2018 Board of Directors

PRESIDENT	Stephanie Hopkinson, MA, CCLS
PRESIDENT-ELECT	Jill Koss, MS, CCLS
PAST PRESIDENT	Eileen Clark, MSM, CCLS
SECRETARY	Jenaya Gordon, MA, CCLS, NCC
TREASURER	Kim Stephens, MPA, CCLS
CANADIAN ASSOCIATION OF CHILD LIFE LEADERS LIAISON	Lois Wolgemuth, CCLS
CHILD LIFE CERTIFICATION COMMISSION CHAIR	Bindy Sweett, CCLS
DIRECTOR	Jen Sciolla, MS, CTRS, CCLS
DIRECTOR	Cara Sisk, PhD, CCLS
DIRECTOR	Divna Wheelwright, MA, CCLS
DIRECTOR	Janet Cross, MEd, CCLS, CPXP
CEO	Jennifer Lipsey, MA
COO	Bailey Kasten

### 2018 Child Life Certification Commission (CLCC)

CHAIRPERSON	Bindy Sweett
CHAIR-ELECT	Sherwood Burns-Nader
PAST CHAIR	Nancy Ramhap
ACLP PAST PRESIDENT	Eileen Clark
COMMISSIONER	Leslie Brown
COMMISSIONER	Katie McGinnis
COMMISSIONER	Geri Sehnert
COMMISSIONER	Sara Reynolds
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Cover photo: Corinne Joplin, CCLS, works in pediatrics and ICU at the Women's and Children's Hospital at the University of Missouri.



## MESSAGE FROM THE PRESIDENT OF THE BOARD AND ACLP CEO

### Dear ACLP Community,

This has been a dynamic year at ACLP. We're proud to share this Year in Review with you to highlight 2018 activities including an overview of our fiscal health by our Board Treasurer, Kim Stephens. The ACLP staff, Board of Directors, and membership continue to move the association forward in our quest to support the members of the association and the community, position ourselves to speak on behalf of child life, increase the public's understanding of the value and expertise of child life, and continue to be the leading voice and experts in psychosocial care and emotional safety for children, youth, and families across settings.

Next year provides the opportunity to continue improving member benefits based on 2017 and 2018 feedback. Sneak previews include the launch of a new learning management platform that allows for more robust online education formats and content and a new ACLP app to improve communication timeliness as well as provide greater networking amongst the community. We encourage you to stay engaged with ACLP by reading ACLP Notes, attending a webinar, listening to a #ChildLife podcast, attending conference, reading the *ACLP Bulletin*, submitting a Focus abstract, entering data into the CLPDC, following ACLP on social media, sharing posts, and submitting stories, insights, and expertise.

We became...we grew...and we thrive together. We are your ACLP and now present this 2018 Year in Review as a means of highlighting the value of your membership in the ACLP community and the impact of your engagement.

Please take time to review ACLP's new mission and vision on the preceding page and stay tuned for the final 2019–2021 strategic plan that will map out our next phase of evolution.

Respectfully,



**Stephanie Hopkinson, MA, CCLS**  
President, ACLP Board of Directors



**Jen Lipsey, MA**  
ACLP CEO



**Stephanie Hopkinson,**  
MA, CCLS



**Jen Lipsey, MA**



[Child Life in Action in Radiology with Rachel Kinsinger, CCLS](#)

# Nurturing Connections and Creating Community

The Association of Child Life Professionals (ACLP) exists to support and serve our 5,500+ members in clinical settings and academia as they contribute invaluable expertise to the psychosocial support and care of ill children and their families. Child life specialists who work in hospitals are members of interdisciplinary healthcare teams who frequently collaborate with nurses, physicians, social workers, and patient care technicians.\*

ACLP strives to create incalculable benefits for our members—to empower them with the tools they need to succeed and to create an environment for professional relationships to flourish.

\*2018 ACLP Member Survey

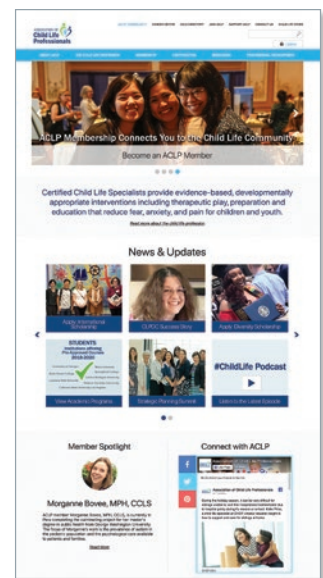
## Improving Communications and Increasing Awareness of Child Life

After reviewing 2,215 responses to the 2018 member survey, which represents a participation rate of 40%, ACLP embarked on a digital transformation to improve communications with members and to increase awareness of the child life profession.

### ACLP Website

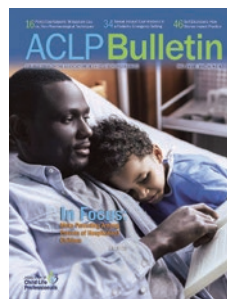
The [ACLP website home](#) and member profile pages were redesigned, new web content was added, some sections were reorganized, and site navigation was simplified to improve the user experience.

Members may now use their dashboard to assess where they are in the process of an eligibility assessment; accruing PDUs for recertification; open invoices and former payment history as well as the last emails that were sent to them from ACLP.



### ACLP Bulletin

The [ACLP Bulletin](#), produced by the Bulletin Committee and Subcommittees in collaboration with ACLP staff, is consistently one of the most highly rated member benefits. It is the foremost professional resource focusing on the unique knowledge and skills of the child life community. Its aim is to provide content that encourages the continued clinical development of child life professionals and is a forum for highlighting their milestones, challenges, innovations and successes. *ACLP Bulletin* is a quarterly digital publication with a







**2,215**

Responses to the  
2018 member survey



**8,900**

unique listens to  
#ChildLife podcasts



**178%**

Increase in engagement  
on LinkedIn

**522%**

Increase of impressions  
on Facebook

**744%**

Increase of impressions  
on Twitter



circulation of more than 5,500 child life professionals throughout the United States, Canada, and across the globe.

We increased visibility of the *ACLP Bulletin* by more prominently promoting the latest issue, past issues, and specific articles on the ACLP website. We made a limited number of articles accessible to the public to increase awareness and understanding of the child life profession. The featured *Bulletin* articles were chosen collaboratively with the Bulletin Editors Committee for their appeal beyond child life specialists.

#### **NEW #ChildLife Podcast**

Jen Lipsey, CEO, and Bailey Kasten, COO, began hosting [#ChildLife](#), ACLP's new podcast, to connect you to all that's happening at the Association of Child Life Professionals and the professional world of child life. As of November 2018, #ChildLife had 8,900 unique listens, on target for the goal of 10,000 unique listens by end of year! Connect with professional opportunities, stay informed about child life news, and learn about what's new in child life.

#### **NEW Member Spotlight—Child Life in Action**

We evolved the Member Spotlight into the *Child Life in Action* campaign. Members are in the spotlight on the ACLP website home page, and their interviews form the basis for more in-depth storytelling that shares their accomplishments with their peers and conveys the value of child life to external audiences.

The [Child Life in Action](#) campaign conveys the depth and breadth of the value of child life through engaging content that will appeal to parents, caretakers, other healthcare professionals, and administrators. We will expand the content to include stories from the perspective of parents/families, healthcare professionals, and administrators.

#### **ACLP on Social Media**

To increase awareness of child life and to elevate the perceived professionalism of the profession, ACLP staff worked collaboratively with the WONAC Committee to direct more attention to our LinkedIn social media presence, which resulted in a 19% increase in followers, a 178% increase in engagement, and a 241% increase in impressions. We also realized more than a 30% increase of engagement on Facebook and Twitter, a 522% increase of impressions on Facebook, and a 744% increase of impressions on Twitter.

## Creating Supportive Learning Communities



### NEW ACLP Child Life Annual Conference App

The Child Life Annual Conference, produced by the Professional Development Committee and Subcommittees in collaboration with ACLP staff, provides attendees with incomparable accessibility to child life leaders and a multitude

of opportunities to engage with more than 1,000 colleagues with varying levels of experience. It is the world's largest gathering of child life professionals and the highest-rated member benefit. It is an unsurpassed opportunity for attendees to enhance their professional development, gain fresh perspectives, and form new and lasting relationships within the child life community. We developed a new event app for the [2019 Child Life Annual Conference](#) to create an even more robust attendee experience.

### NEW Learning Management System (LMS)

ACLP launched a [new learning management system \(LMS\)](#) in mid-December. This robust new platform provides members access to on-demand webinars and conference session recordings, and also provides enhanced and accessible live professional development opportunities. We're eager to leverage this new system to provide relevant, comprehensive, and targeted professional development for all members.

### Mentor Program

The Mentor Program provides ACLP members with a structured, six-month program designed to support the career development and growth of child life specialists. The program welcomes both mentors and mentees, and applicants are matched based on interests and experiences, creating the optimal foundation for joint learning.

Mentees are child life specialists who would like support in reaching their professional goals, while mentors use their experience, knowledge, and leadership skills to provide this support. The Mentor Program Sub-Committee matches the mentor/mentee pairs.

Certified Child Life Specialists working in all areas (including clinical environments, academic settings, or in formal leadership roles) are welcome to participate in the [ACLP Mentor Program](#). Mentees can earn up to 4 PDUs for participating in the program; mentors can earn up to 6 PDUs for participating.

### Member Engagement

ACLP has increased its support of regional child life groups. We had a booth presence at 4 regional child life conferences in 2018: Florida Association of Child Life Professionals, Southeastern Association of Child Life Professionals, Midwest Child Life, and Child Life of Greater New York. In addition, we took the opportunity to visit 10 programs in the vicinity of the events.

These visits allow ACLP to hear from members directly—to better understand their day-to-day experiences, what's going well, where there are challenges, and how ACLP might be able to provide more support.

ACLP's headquarters staff won't always have all the answers, but by making stronger connections with [regional child life groups](#) and programs, we hope to be better at connecting members with similar needs/goals with members who have already found a solution to a similar challenge.

#### Florida

- Arnold Palmer Hospital for Children
- Florida Hospital for Children
- Johns Hopkins All Children's Hospital
- Tampa General Hospital
- Community PedsCare
- Wolfson Children's Hospital

#### Alabama

- Huntsville Hospital for Women and Children
- Children's of Alabama

#### Missouri

- St. Louis Children's Hospital
- Mercy Children's Hospital – St. Louis



Meagan Roloff, MA, CCLS, ACLP Director of Member Engagement & Partnerships with ACLP booth at SEACLP conference





*Child Life in Action in the ICU with Jessie Gordon, M.Ed., CCLS, CIMI*



# Setting Standards, Promoting Best Practices, and Recognizing Excellence

ACLP establishes and maintains professional standards and advances the credibility of the child life profession through its certification, endorsement, and accreditation programs; research and benchmarking initiatives; and awards.

## Child Life Certification

### The Certified Child Life Specialist (CCLS) Credential

ACLP is the sole provider of the CCLS credential. Child life specialists that earn this credential demonstrate their commitment to the profession and instill trust that the care they provide meets the highest standards.

In 2018, 514 child life specialists earned the CCLS credential. There are now 6,033 Certified Child Life Specialists, an increase of 22% in the past five years.

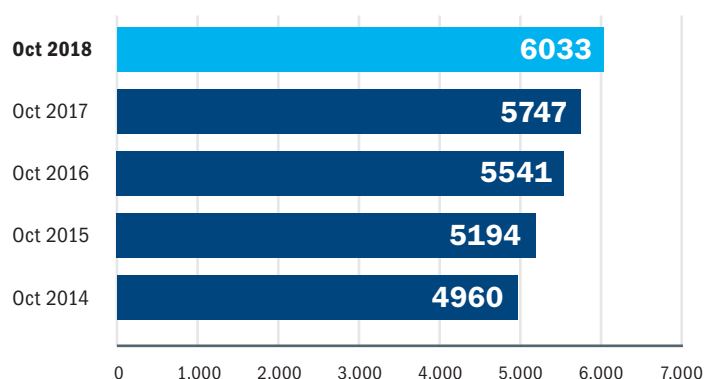
As one of its strategic goals, ACLP has set its sights on the National Commission of Certifying Agencies (NCCA) accreditation of the certification program. The NCCA is the accrediting body for the Institute for Credentialing Excellence, which promotes standards for the credentialing industry. Their standards require accredited certification bodies to have ultimate authority over essential certification activities.



**87%**

of employers require certification\*

Growth of Certified Child Life Specialists, 2014 to 2018



**82%**

The CCLS designation allowed me to become employed/keep my job\*

\* 2018 ACLP Member Survey

### **NEW Child Life Certification Commission (CLCC)**

To move ACLP closer to its goal of achieving NCCA accreditation, the Child Life Certifying Committee became the [Child Life Certification Commission \(CLCC\)](#) after revisions to the bylaws were approved by the ACLP membership in May 2018. CLCC remains part of ACLP with different authority.

CLCC now has authority for making decisions regarding all essential certification activities including policies related to eligibility requirements, certification standards, exam development and administration, selection of subject matter experts, and disciplinary actions for certification-related matters.

### **NEW Job Analysis**

A job analysis is conducted on a recurring basis to link the exam content to the practice of child life. The exam must be job-related and the job analysis ensures that relationship. A job analysis is required for NCCA accreditation as a crucial element of any certification program. Without a job analysis, it is difficult to defend the exam legally.

The CLCC completed a [child life job analysis](#). An email announcement of the results was sent to all ACLP members and non-member CCLSs in August, and information was shared during a podcast in October.

### **Revised Certification Exam**

A result of the job analysis is new item development, based on a revised content outline, for the certification exam to be administered in March 2019. Four item review sessions occurred in October/November.



*[Child Life in Action in Bereavement and Pregnancy Loss](#)  
with Heather Eppelheimer, CCLS*



*[Child Life in Action in Special Needs with](#)  
Emily Onderick, BS, CCLS*

## **Academic Program Endorsement**

### **NEW Academic Review Committee**

The Academic Review Committee (ARC) launched in June, and its members worked collaboratively with ACLP staff to operationalize endorsement processes and to provide support to academic programs interested in pursuing endorsement. They quickly and effectively addressed key priorities, while maintaining the integrity and rigor of the process.

### **NEW Undergraduate Program Endorsement**

The Academic Review Committee (ARC) has reviewed five applications since ACLP opened the undergraduate endorsement portal in fall 2017. To date one program, Syracuse University's Bachelor of Science in Human Development and Family Science, has earned [undergraduate endorsement](#).

### **NEW Graduate Program Endorsement**

Graduate endorsement launched as anticipated in June and received the first applicant for graduate endorsement in July. In October, Boston University Wheelock College of Education and Human Development became the first program to earn [graduate endorsement](#).



## Internship Accreditation

[Internship accreditation](#) is managed through a close partnership between ACLP staff and the Internship Accreditation Oversight Committee (IAOC). Eleven applications were received and processed in 2018. To date 58 programs have earned accreditation. The committee is looking forward to continuing to support accredited programs through their first ever accredited program call, updating the internship curriculum modules, and other important projects.



58

Accredited Internship Programs



*Child Life in Action in a Pediatric Health Brigade with Mary Noe, MPH, CCLS, and Ashley Kilpatrick, CCLS, CIMI*

## Research and Benchmarking— Child Life Professional Data Center (CLPDC)

by Danielle (Dani) Blackburn, CCLS

Healthcare decision makers continue to demand more data and evidence to inform hospital budgeting and staffing decisions. While child life specialists have a wealth of qualitative and anecdotal evidence at their disposal, they have often lacked the productivity metrics needed to establish patient ratios or create reports that are meaningful to administrators and decision makers.

ACLP created the [Child Life Professional Data Center \(CLPDC\)](#) in order to track productivity and hospital information for any hospital with child life specialists. The CLPDC has been open for users to enter data since July 2017. ACLP seeks to understand whether there are differences in productivity among hospitals based off of a variety of hospital and department variables.

In order for this analysis to be statistically significant and therefore representative of any hospital with child life, an analysis was completed to determine the necessary number of hospitals (i.e., the critical mass) that will need to input productivity data into the CLPDC. In addition, this critical mass will need to be representative of the types of hospitals, and thus the types of child life departments, seen within the larger field of



[Child Life in Action in Sedation with Laura Mitchell, MS, CCLS](#)

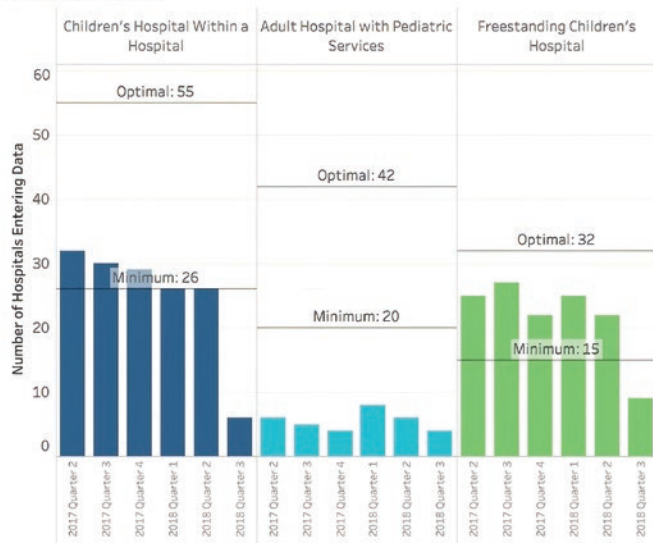
child life. When this critical mass is met, ACLP can confidently state that the data analysis results are representative of the field of child life.

The power analyses define the number of hospitals that need to participate in the Child Life Professional Data Center in order for data analysis to produce statistically significant results. In order to find generalized differences between hospitals in the data center, a total of 60 hospitals need to enter productivity data into the data center, spread amongst the three facility types. To find more nuanced and minute differences between productivity measures, a larger sample of 130 hospitals is needed, again spread out proportionally between the facility types.

Despite being close to the minimum sample size determined by the power analysis, these hospitals are not representative of the larger child life field, as seen in the visualization to the right. The current hospital sample is heavily skewed toward freestanding children's hospitals, with very low representation from adult hospitals with pediatric services.

As more hospitals enter productivity data into the Child Life Professional Data Center, we will gain a better understanding of the variations in Capacity for Patient and Family Impact.

Quarterly CLPDC Usage  
As of November 11, 2018





ACLP engaged Danielle (Dani) Blackburn as a consultant data scientist. Dani is a Certified Child Life Specialist and has served on the Benchmarking Subcommittee for several years. She also recently completed her Master of Science degree in Business Analytics. Dani has already produced reports that will influence how we move forward with the CLPDC.

The completed data analysis reports can be viewed here:

- [Determining Critical Mass](#)
- [CLPDC Analysis Final Report](#)

As we continue to enhance the metrics collected in the data center, child life professionals will be able to measure and report the impact their services have on pediatric patients and their families and advocate more effectively for the valuable child life services that improve the hospital experience for children.

## Honoring the Legacy of Rosemary Bolig, PhD

In 2017, the child life community lost a steadfast advocate, Rosemary Bolig, PhD. Throughout the course of her long career, Rosemary worked in many settings, including child life, but the thread running through all of them was a constant focus on improving the lives of children. Her contributions to child life were recognized when she was honored in 1988 with the Distinguished Service Award, ACLP's highest honor. Among child life professionals, she is widely known, along with coauthors Judy Rollins and Carmel Mahan, for her contribution to a seminal text in our field, *Meeting Children's Psychosocial Needs Across the Healthcare Continuum*. In keeping with her dedication to children, Rosemary bequeathed \$50,000 to ACLP. The association is grateful for her generous donation and honors her legacy.



*Child Life in Action in Cardiology with Leslie Scott, CCLS*

## Awards

ACLP recognizes talent and honors achievement by presenting awards to leaders, innovators, and researchers in the child life community and merit-based scholarships to students and international professionals.

### Distinguished Service Award

Joan Turner, Ph.D., CCLS, received the [Distinguished Service Award](#) for her outstanding contributions to the field of child life. Joan is an Associate Professor of Child and Youth Study at Mount Saint Vincent University, Halifax, Nova Scotia, Canada. Prominent contributions to the profession include *The Pips of Child Life: Early Play Programs in Hospitals* (2014) and *The Pips of Child Life: The Middle Years of Play Programs in Hospitals* (2016) both co-edited with Civita Brown of Utica College, New York. Varied contributions to the child life profession have been substantial and include Associate and Executive Editor of the *Child Life Focus/Bulletin* (2006–2008/2010), Child Life Focus Review Board (2010–2015), Member and Chair of the Child Life Archives Management Group (2010–2017/2018), Chair: Task Force on Scholarship and Research (2010–2011) and member of the Evidence-Based Practice Committee (2005–2007). She supervises both undergraduate honors and graduate thesis research at Mount Saint Vincent University where students often explore topics closely related to child life interests. Joan is particularly proud of establishing the Child Life Alphabet column in the *Child Life Bulletin* (2008) which continues today as the Child Life Alphabet 2.0. She is the author of numerous journal articles, book chapters and often presents at the child life and related conferences.



Eileen Clark presents the Distinguished Service Award to Joan Turner (right).

### Mary Barkey Clinical Excellence Award



Renee Savic, BS, CCLS, received the [Mary Barkey Clinical Excellence Award](#), an award that honors child life specialists who have demonstrated exemplary child life care and a high level of clinical skill. Renee has been providing child life services at Johns Hopkins All Children's Hospital in Saint Petersburg, Florida for nearly six years, where she was brought in to develop a child life program in the radiology department. During Renee's tenure, the radiology department has had a tremendous reduction in sedation used for MRIs with the support and preparation of child life.

### Research Recognition Awards

[Research Recognition Awards](#) celebrate research initiatives that contribute to theory and practice within the field of child life. The Professional Research Recognition Award, which honors significant work by a child life specialist, was given to Sherwood Burns-Nader. The Student Research Recognition Award acknowledges valuable research conducted by a student, was given to Cara Sisk.



Cara Sisk (left) and Sherwood Burns-Nader (right)





In 2018, Hsin-Ju Hsiao from Taiwan and Karen Jolly from Australia received two of the five international scholarships.



Bria Bonner and Ben Haan received two of fourteen ACLP Diversity Scholarships in 2018.

*“The enthusiasm and warmth from everyone attending the conference radiated throughout the venue. I felt a sense of belonging for joining a big family with people speaking the same ‘language’, which was totally different on the other side of the globe where child life are known by only a handful of people.”*

— HSIN-JU HSIAO

*“I have had the opportunity to focus solely on my internship and take full advantage of the learning opportunities that I continue to gain without concern of financial burdens or anxieties that could have potentially hindered this experience.”*

— BRIA BONNER

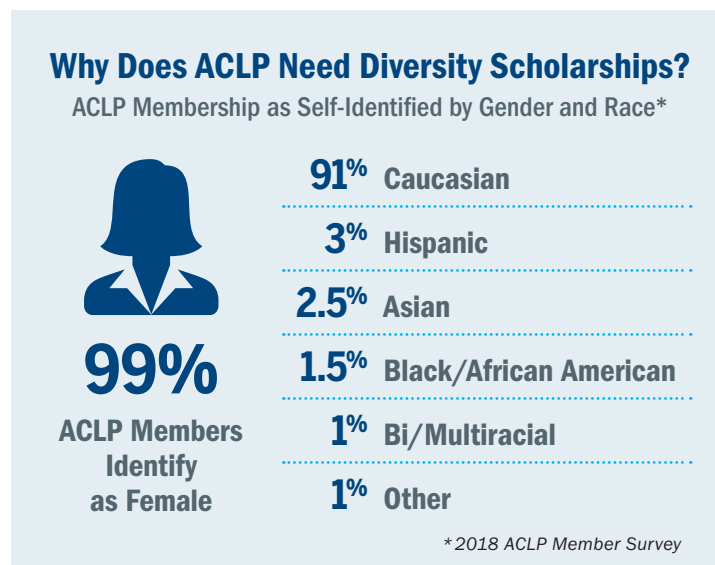
### International Scholarships

ACLP provided five [international scholarships](#) to enable recipients to attend the 2018 Child Life Annual Conference in the Washington D.C. Metro Area.

### Diversity Scholarships

Professionals in the field of child life are very homogeneous (predominantly white and female)\*. Expanding diversity amongst practicing Certified Child Life Specialists is important because the effectiveness of many interventions is linked to a child life specialist’s ability to create a relationship that engenders trust with the patient. Having more diversity in our workforce would benefit the children we are serving, as they typically are part of a diverse population.

Many students who have begun preparation to enter the field of child life abandon their pursuit because their families cannot afford to support the financial requirements of the mandatory 600-hour clinical internship. ACLP provides [diversity scholarships](#) to offset the costs incurred by internship candidates and encourages and supports students from a range



of underrepresented populations. This will create a field that includes more gender and ethnic diversity.

Fourteen diversity scholarships were awarded in 2018 to support students from diverse backgrounds who may otherwise have struggled to complete an internship as well as students who were uniquely qualified to work with diverse populations.





The 2018 Child Life Annual Conference was held in the Washington DC metro area



# Creating Opportunities for Career Development and Professional Growth

ACLP develops learning opportunities that support members at different levels throughout their careers and affords them opportunities to earn PDUs towards their recertification.

## Opportunities to Learn and Earn Professional Development Units (PDUs)

### Child Life Annual Conference

The 2018 [Child Life Annual Conference](http://www.childlife.org), held in the Washington, DC Metro Area, provided an opportunity for more than 1,000 attendees to learn from 163 dynamic speakers presenting 65 sessions/workshops and 14 poster presentations and to earn 15.5 PDUs. Attendees could earn up to 6 additional PDUs by attending full or half-day intensives. There was also an opportunity to visit the child life program at Inova Children's Hospital.

### Live Webinars

A series of 18 live webinars was presented in 2018. Participants were able to submit questions during the presentations and earn more than 25 PDUs throughout the year. ACLP had more than 1,100 registrants for live webinars in 2018, demonstrating the commitment of child life specialists to continuing education.

In response to requests for more affordable PDU opportunities, ACLP debuted its inaugural Pop-up Webinar Series in 2018. Pop-up webinars are free to ACLP members, and the response to this new offering has been enthusiastic. Stephanie Hopkinson, ACLP Board President, presented a pop-up webinar about how to be engaged globally in child life, which was watched by more than 250 ACLP members from all over the country and world. To date, over 520 ACLP members registered for our new free members-only pop-up webinars.

### Online Learning

ACLP offers for purchase recorded conference sessions for those unable to attend the Child Life Annual Conference. Recorded sessions and recorded webinars provide another opportunity for child life professionals to learn and earn PDUs. Members may also earn free PDUs by reading Focus articles and passing the quiz at the end and by attending occasional free webinars.



[www.childlife.org](http://www.childlife.org)

Gaylord National Harbor Resort  
Washington, DC Metro Area



**1,003**  
Attendees

**163**  
Speakers

**65**  
Sessions

**14**  
Poster  
Presentations

## Providing Resources

### The Beryl Institute White Paper

The Patient Experience Committee collaborated with The Beryl Institute on the creation of a white paper entitled *What Patient Experience Can Learn from Child Life Professionals*. Committee members helped nominate teams consisting of a child life specialist, a patient experience administrator, and a parent from six hospitals. The Beryl Institute interviewed these teams and used the interviews as the foundation for the white paper. There was

also a webinar covering the same themes as the white paper. The white paper is available to ACLP members for free with the use of [coupon codes](#).

### Mentor Program

In 2018, the [Mentor Program](#) supported 65 mentee to mentor matches, an increase of 21 matches from 2017. Feedback from the Mentor Program evaluation indicates 90%



*Child Life in Action in a Child Advocacy Center with Annie Drehkoff, MS, CCLS*



of participants agree or strongly agree that they would recommend the Mentor Program to other CCLSs. Ninety-seven percent of respondents agree or strongly agree this program helped them self-reflect. Eighty-eight percent of respondents agree or strongly agree that the program improved their communication and leadership skills. The matching process is currently underway for the 2019 Mentor Program. The Mentorship Subcommittee will also facilitate within the Collaborative Series at the 2019 Child Life Annual Conference with a focus on leadership development.

### Career Center

ACLP launched an enhanced [Child Life Career Center](#) that offers job seekers extensive listings of child life positions, job alerts based on custom search criteria, career coaching, resume writing, and reference checking. Employers can now post open positions at significantly reduced prices and take advantage of state-of-the-art services such as resume databases, employer branding, and statistics/reports.

### Child Life Store – Books

The online [Child Life Store](#) provides a comprehensive selection of texts that cover the knowledge and practical application of child life theory. The store is a valuable resource for prospective child life specialists preparing for the Child Life Professional Certification Examination as well as for experienced child life professionals who would like to add the most current editions to their child life libraries.

At the 2018 Child Life Annual Conference, ACLP hosted three popular books signings: *The Handbook of Medical Play and Child Life*, by Lawrence Rubin; *The Handbook of Child Life, 2nd Edition*, by Dick Thompson; and *Meeting the Psychosocial Needs of Children Across the Healthcare Continuum, 2nd Edition*, by Judy Rollins.

### Resource Library

The [Resource Library](#) re-launched in January 2018. ACLP members can now filter results by diagnosis/keyword and age group to see relevant websites, references, and samples vetted by the Professional Resources Committee.



65

Mentee to Mentor Matches

88%

Mentor Program Improved  
Their Communication  
and Leadership Skills\*

90%

Recommend Mentor Program\*

\* 2018 Mentor Program Evaluation



***Child Life in Action in a Cardiac Unit***  
*with Hanna Bratt, CCLS, CTRS*





*Jen Lipsey, ACLP CEO, and Bailey Kasten, ACLP COO, on Capitol Hill*



# Representing Child Life and Creating Collaborations

ACLP leadership, staff, and members promote child life at events throughout the year. Whether advocating for child life services on Capitol Hill or collaborating with organizations that share our mission and goals, we represent the voices of ACLP members.

## Broadening Child Life Connections

### Capitol Hill Day

Jen Lipsey, ACLP CEO, and Bailey Kasten, ACLP COO, met with the staff of Representative Rosa DeLauro (CT) with the intention of increasing DeLauro's knowledge of the work our members do, and their limited funding. They also inquired about future opportunities to engage DeLauro, given her visibility as an advocate for matters centered around child and family advocacy and her connections to the National Child Traumatic Stress Network (NCTSN).

### National Organization for Arts in Health (NOAH) Strategic Planning Summit

NOAH brought together representatives of various creative and expressive arts therapies and governance bodies to discuss the current landscape for each profession. Mutual pain points, opportunities, and resources were shared in a collaborative space designed to encourage leaning on one another's expertise, membership, and resources to identify ways in which to keep the arts relevant in the healing and health arenas. It presented an opportunity to join others in efforts designed around person-centered, humanistic approaches to providing care and to strategize a shift in focus away from medical, diagnosis-specific treatment of individuals seeking care.

### The Beryl Institute's Conference on Patient Experience

ACLP was invited to join The Beryl Institute's PX Collaborative at their conference on Patient Experience. Provided with a complimentary registration and exhibit hall space, Jen Lipsey, ACLP CEO and Eileen Clark, President, ACLP Board of Directors attended the conference to learn more about the CPXP credential, The Beryl Institute's efforts in Patient Experience and how ACLP might further engage The Beryl Institute in mutually beneficial opportunities to further highlight child life's impact on patient experience and keep apprised of what is trending in the world of Patient Experience.

The CEO of The Beryl Institute, Jason Wolfe, will open the Child Life Annual Conference in 2019 and will share the results of their Patient Experience, consumer study that reinforces the Providers (people) as being the most influential factor in determining whether a patient will return for continued care and how such research outcomes can reinforce child life specialists as central, essential players in patient experience, satisfaction, and ongoing care.

### Next Generation Patient Experience Conference

The Next Generation Patient Experience provided time and space for senior level patient experience executives to gather and exchange opportunities, ideas and insights on how to disrupt the current healthcare paradigm and develop strategies towards an improved patient experience. Offered annually, this year's conference content was focused on the current, informed and empowered patient and his/her expectations for care; patient and family advocacy; employee engagement in the patient experience strategy and how to transition from profit-driven models of care to a patient and family-centered focus. The culture of the NGPX conference reinforced trends in providing systemic care to the entire family system, viewing the patient within a greater context of his/her treatment plan and emphasizing compassionate communication between caregiver, patient, family and colleagues.

While each opportunity presented a single-engagement, ACLP made significant connections with other associations and healthcare bodies that can support one another's future efforts. Each engagement provides ACLP with another opportunity to expose a diverse makeup of

professionals to the field of child life. Whether any concrete, immediate steps are taken after an engagement is not as important as having made an individual impact so that each attendee now knows that ACLP exists and understands the value of our membership is an asset to others' missions, visions, and goals.

### FACLP Regional Conference

Jill Koss, President-Elect of the ACLP Board of Directors, gave the closing keynote at the FACLP Regional Conference. Her keynote address focused on Fostering a Resilient Workforce. Jill also shared updates from ACLP headquarters.

### SEACLP Regional Conference

Representatives from the ACLP Board of Directors, Child Life Certification Commission, and ACLP staff participated in a panel session at the SEACLP Regional Conference. They shared updates and answered questions on strategic planning activities, the most recent certification job analysis, partnership activities, and the Child Life Professional Data Center.



*Child Life in Action in a Tribal Hospital with Joanna Davis, CCLS*





[Child Life in Action in Dialysis Nutrition with Doreen Evans-Yorke, MA, CCLS](#)

Participants included Janet Cross, ACLP Board of Directors; Cara Sisk, ACLP Board of Directors; Sherwood Burns-Nader, Child Life Certification Commission; and Meagan Roloff, ACLP Staff.

### **Association for Vascular Access (AVA) Conference**

Katherine Bennett and Kimberly Kuehnert represented child life/ACLP at the Association for Vascular Access conference. This is the second consecutive year that ACLP facilitated having a member presence at this meeting. Katherine and Kim co-wrote the child development and child life section of a new PICC training manual and presented with vascular access nurses on best practice in pediatric PICC insertion. We're pleased that this group of talented nursing professionals has recognized the value child life adds to their work with pediatric patients.

ACLP staff have built a relationship with AVA over the last one and a half years and collaborated with the Partnership Development Committee when we were invited to participate in the development of a pediatric PICC insertion guide and course.

### **The Beryl Institute Pop-up Events**

Program leaders from Texas, New York, California, and Florida represented child life/ACLP at four Beryl Institute pop-up events across the country and reported back the major themes from those meetings.

Some of those themes include:

- Healthcare is seen as a series of transactions when it should be viewed as a series of relationships.
- Consumers remember a positive healthcare encounter twice as much as a bad healthcare encounter.
- There was a resounding message that hospital wide, staff and physicians need to understand the importance of patient experience and how it should be part of an organization's culture and intrinsic to everyone's role. While child life specialists have a unique skill set that translates seamlessly to patient experience, other staff need to be educated, trained, and held accountable to providing this care.
- Employee engagement is key to patient experience. Engagement requires a change of culture, and needs to be seen as a natural part of how we serve, not something above and beyond.

### **Participating members:**

#### **Houston, TX**

- Jill Konieczny, Texas Children's Hospital
- Nicole Rosburg, MD Anderson Children's Cancer Center

#### **New York, NY**

- Meghan Kelly, Children's Hospital at Montefiore
- Barb Romito, Bristol-Myers Squibb Children's Hospital

#### **San Francisco, CA**

- Divna Wheelwright, UCSF Benioff Children's Hospital Oakland
- Michael Towne, UCSF Benioff Children's Hospital

#### **Tampa, FL**

- Kristin Maier, Johns Hopkins All Children's Hospital
- Sheri Mosely, Arnold Palmer Hospital for Children

## Joining Forces & Collaborating

### ACLP and Disney

ACLP has been fortunate to receive continued support from Disney for the past eight years. Grant funds from Disney have allowed us to embark on numerous strategic projects over the years that we would not have been able to do out of our operating budget, including international outreach and internship development, diversity scholarships, international scholarships for conference, launching the CLPDC, and engaging with partners in the broader healthcare community.

### Disney Team of Heroes Advisory Group

Disney is working with a panel of medical experts, including doctors, nurses, hospital administrators, parents, and child life professionals from around the world, to advise on the best ways Disney can help hospitals create a more personalized and comforting experience for patients and families. This initiative to transform the children's hospital experience is part of Disney's "Team of Heroes" community outreach and philanthropy efforts.

Jen Lipsey served as lead convener, with co-convener Amy Stillion of Starlight Children's Foundation, for a group of multidisciplinary healthcare providers and parents who gathered to provide Disney with insight into ways in which to impact the patient and family experience through uniquely Disney resources. Leveraging Disney's resources (materials and creative imagineer team) and strengths (storytelling, wonder, and enchantment), the panelists worked with the Walt Disney Imagineers, Walt Disney Executive team, and Walt Disney Institute to identify opportunities and challenges impacting the hospital environment and the child and family's experience through means specific to Disney.



Representatives from the Disney Team of Heroes Advisory Group at Texas Children's Hospital.



## Supporting International Child-Centered Healthcare

### Train the Trainer (TOT), Second Visit to Kuala Lumpur, Malaysia

University of Kebangsaan Malaysia (UKM)  
[National University of Malaysia]

The return trip to Kuala Lumpur in October created a unique opportunity to support the continued implementation of child-centered healthcare practices, introduced to physicians and nurses in 2016 who completed a course, conducted over five days, on this topic. In the past two years, the medical and nursing leadership have made progress towards their goals, yet still struggle with how to move this practice forward.

Dr. Dayang Anita Abdul Aziz, Chief of Pediatric Surgery, Dr. Zarina Abdul Latiff, Chief of Pediatrics, and Hernawati Daramin, Pediatric Nurse Manager, in collaboration with Jill Koss, MS, CCLS, and Patrice Brylske, MPA, CCLS, structured a novel learning experience that combined real time interventions with patients and families and didactic and interactive education. As with the training in 2016, the attendees were from large children's hospitals in Kuala Lumpur. Importantly, hospital staff who attended the 2016 TOT were also part of the full week of education and training.

Participants were selected such that hospital-based teams could apply what they learned directly to their setting and to hear about the challenges and successes in local hospitals while creating a network of colleagues to collaborate with going forward.

Thirty attendees, including pediatricians, surgeons, residents, nurses, child psychologist's, and School of Nursing faculty, participated in three days of ward rounds and shadowing on the inpatient and critical care units. Three groups were formed and assigned work to complete and present to each other:

- Create developmentally appropriate preparation tools for common procedures
- Establish developmentally appropriate protocols for non-pharmacologic pain management and coping skills development



Participants at the second Train the Trainer visit in Kuala Lumpur, Malaysia.

***"It was another eye opener. Children as young as 4 years old can already understand what is happening to their own body. We should really involve the patient more in discussion of their diagnosis and treatment, not only the parents."***

**– Pediatric and Surgical Resident after the experience of Ward Rounds with Child Life Specialist**

- Complete a survey related to Family-Centered Care practices and write recommendations for improving those practices in your setting

These attendees, and an additional forty-five attendees, participated in a two-day workshop focused on child friendly healthcare practices. Topics included:

- Preparation/Procedure Support and Coping Skills, and Non-pharmacologic Pain Management
- Medical and Therapeutic Play
- Patient- and Family-Centered Care Practices
- Grief and Bereavement Support

### International Internship Support

ACLP partnered with the Children's Cancer Foundation (CCF) in Hong Kong with grant funding to support the development of a child life internship abroad.

In August 2017, Tammy Loy, Keynes Wong, and Karen Leung from Children's Cancer Foundation visited the internship programs at Huntsville Women's and Children's Hospital, St. Louis Children's Hospital, and Cook Children's Medical Center. The CCF team had the opportunity to learn about running an internship and gain resources for the development of their own internship. They also learned about the various services the child life programs offer and are using this knowledge to consider the expansion and enhancement of their own program. They implemented their first internship in January 2018.

In April 2018, ACLP sent program leaders Kristin Maier, Jill Koss, and internship coordinator Jennifer Brandt to conduct a program review and continue to support the development of CCF's internship program. They also were featured speakers at the Asia Child Life Symposium.

The program review report was delivered to the Children's Cancer Foundation team in Hong Kong. Their second intern successfully completed her internship and passed the November certification exam.



*The CCF team meets with the child life staff at Huntsville Women's and Children's Hospital in Huntsville, AL.*



*Participants at the 2018 Asia Child Life Symposium in Hong Kong, including ACLP representatives Jill Koss, Kristin Maier, and Jennifer Brandt.*



# Financials

## Greetings from your ACLP Treasurer

The leadership of ACLP along with our Finance Committee continue to collaborate to ensure the financial health of our organization. We continue to focus on good, effective stewardship of our resources, enabling us to continue meaningful support to our members as well as continued advancement of our profession. Some key action items during FY18 included:

The ongoing monthly review of the YTD financial reports by the CEO, COO, Treasurer, and the Finance Committee to identify trends and unexpected revenue or expense items; we also review forecast projections to ensure adequate resources are in place to support our members.

The completion of our annual audit by external auditors and submission of the Form 990 that provides information on our organization's mission, programs, and finances to the IRS.

The updating of our ACLP Accounting Policies and Procedures Manual and the Finance Committee Charge to ensure we are compliant with best practice regarding all accounting and budget processes as well as finance committee roles and responsibilities.

The review and approval of technology purchases and contracts associated with our digital transformation to improve the member experience.

The participation of the Finance Committee in a strategic planning focus group to allow committee members to share their input based on their knowledge of the financial position of the organization.

As we work towards the approval of our 2019 budget, I would like to assure all members that your ACLP leadership team, directors, and finance committee continue to work hard to ensure a strong financial position for our organization. We will continue to provide regular updates and are happy to serve our membership.

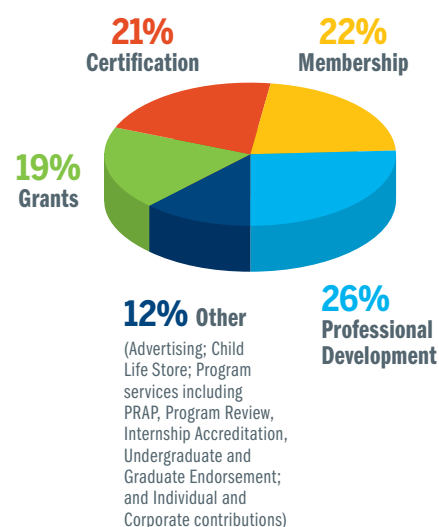
Warm Regards,

**Kim Stephens, MPA, CCLS**  
Treasurer, ACLP Board of Directors



**Kim Stephens,**  
**MPA, CCLS**

## Sources of Revenue





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WEB [www.childlife.org](http://www.childlife.org)