



Children's of Mississippi depends on feedback from our patients and their caretakers. Help us continue to improve the quality of care for kids today and into the future by joining the Family Advisory Support Team.



If you have questions or are interested in the Family Advisory Support Team (FAST), please email ChildrensFAST@umc.edu.



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Family Advisory Support Team



Be a voice for patients and families.

Part of the University of Mississippi Medical Center, Children's of Mississippi includes all UMMC pediatric healthcare services, including Batson Children's Hospital in Jackson and clinics throughout the state. The administration and medical professionals of Children's continuously work to improve the care we provide Mississippi's children. But we can't do it alone.

The Family Advisory Support Team (FAST) is a way for parents and caretakers of Children's of Mississippi patients to help shape and improve our pediatric services.

How does FAST help improve patient care?

FAST members are the parents and other caretakers of children who have recently been Children's of Mississippi patients. By providing feedback and sharing stories, FAST members provide insight to the needs of pediatric patients and their families.

Our purpose is to:

- Ensure healthcare services and delivery are focused on the patient and family
- Support the unique needs and perspectives of each family
- Inspire staff to sustain and strengthen our patient-family centered approach to care
- Involve patients and families in decisions that impact quality of care, safety, and the patient experience

What does FAST do?

FAST members work in partnership with healthcare professionals—from care providers to administrators—to promote the highest quality of care centered on the needs of patients and their families.



FAST members participate in:

- Volunteer training
- Monthly meetings
- A year of mentorship, followed by a year of leadership
- Projects, focus groups, and committee work

FAST members improve the patient-family experience by:

- Seeing the “big picture” beyond personal experiences
- Having concern for more than one issue or plan
- Listening to and respecting the perspectives of others
- Speaking honestly and comfortably in a group
- Working in partnership with others
- Sharing personal stories in meaningful ways

What do I need to do to become a FAST member?

- Be a family member or caretaker for a child who has been a Children's of Mississippi patient within the past year
- Provide a letter of recommendation from a Children's of Mississippi healthcare provider
- Complete the interview process

If accepted to FAST, members will also need to:

- Complete mandatory Volunteer Services training and health requirements*
- Attend monthly meetings (6–8 p.m.)
- Complete a year of mentorship, after which members can commit to a two-year term
- Be willing to contribute time outside of meetings for occasional projects, focus groups, and committee work

**Includes annual flu shot (health permitting) and TB skin test. UMMC will provide these services free of charge for FAST members.*