

# Family-Professional Partnership

American Academy of Pediatrics

Family Voices

Maternal and Child Health Bureau

National Association of Children's Hospitals and Related  
Institutions

and

Shriners Hospitals for Children



# Learning Objectives

- Promote family-professional partnerships as a natural part of establishing a medical home.
- Understand family-centered care.
- Define 9 elements of family-centered care.
- Identify applications for applying family-centered elements in daily practice.

# Family Centered Care is Best Practice



Families are big, small, extended, nuclear, multigenerational, with one parent, two parents, and grandparents. We live under one roof or many. A family can be as temporary as a few weeks, as permanent as forever. We become part of a family by birth, adoption, marriage, or from a desire for mutual support.... A family is culture unto itself, with different values and unique ways of realizing its dreams; together, our families become the source of our rich cultural heritage and spiritual diversity.... Our families create neighborhoods, communities, states, and nations.

Polly Arango, Family Voices, Algodones, NM

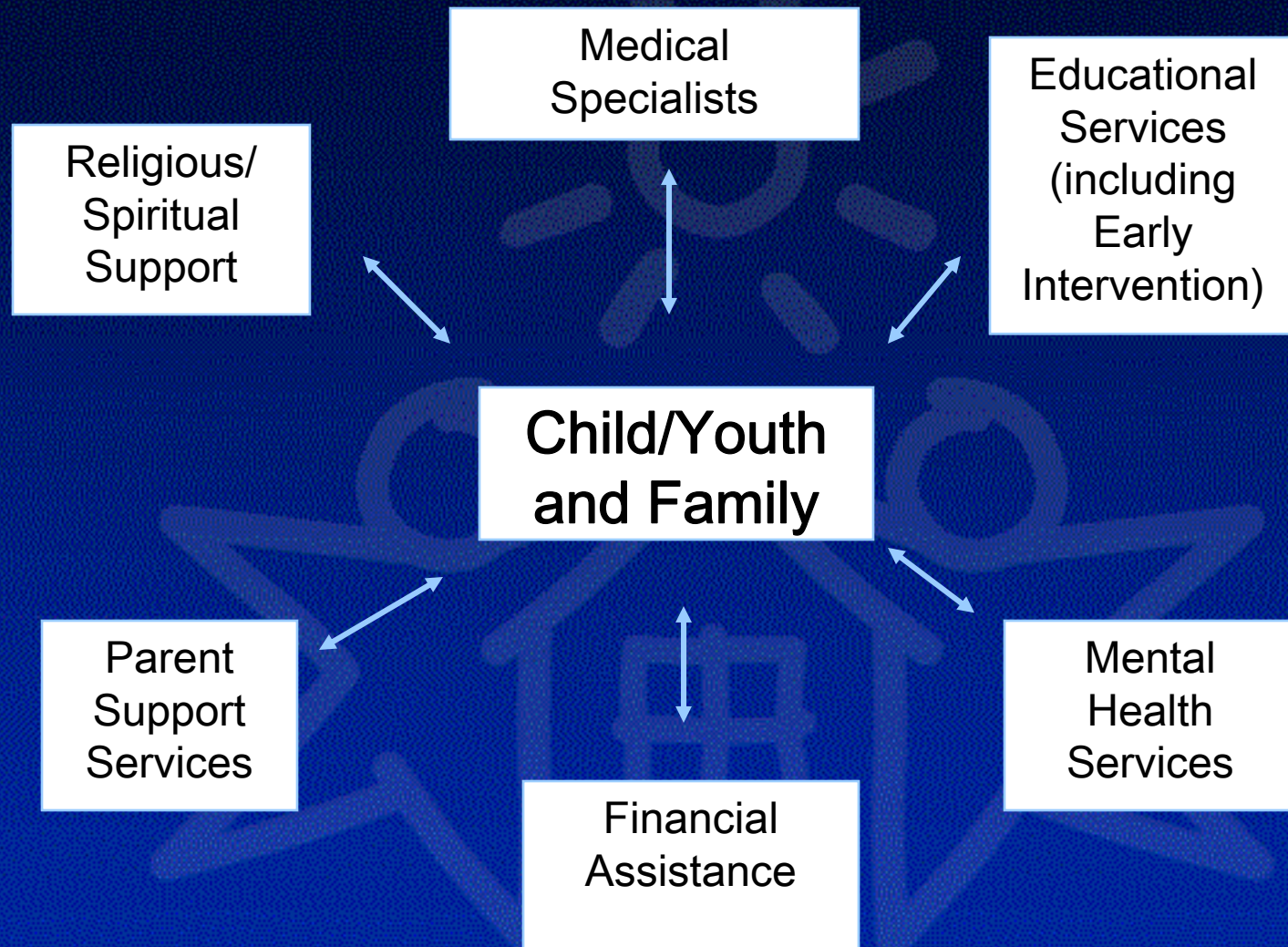


# Why Is a Medical Home So Important to Families?

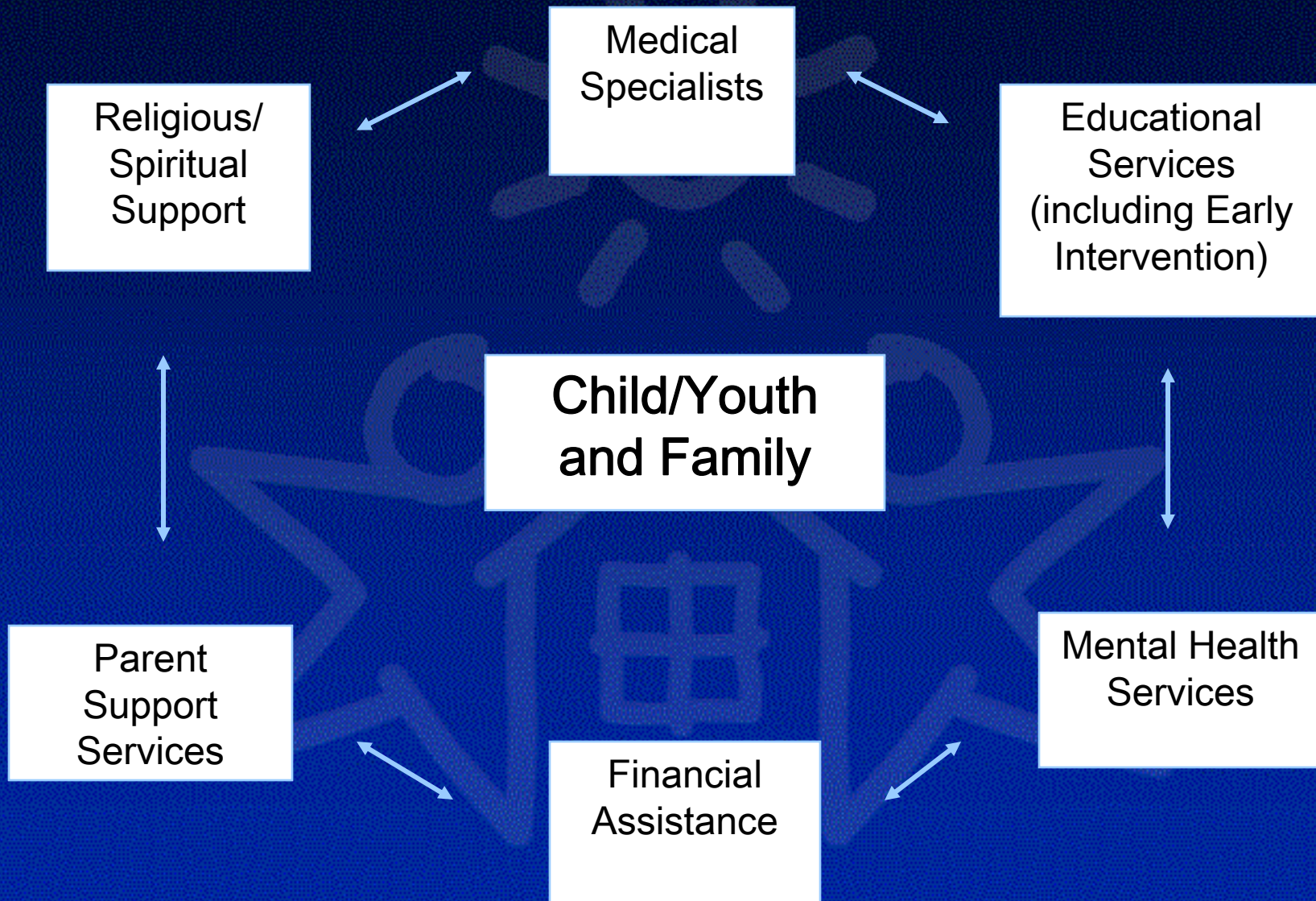
- 20% of all visits to the pediatrician's office are developmental or behavioral in nature
- 70% of children diagnosed with mental retardation are diagnosed by providers other than their pediatrician
- 80% of parental concerns are correct and accurate

Olson AC. How to establish family professional partnerships. Presented at: International Family Centered Care Conference; Sept. 5, 2003; Boston, MA

# With a Medical Home



# Without a Medical Home



# What a Medical Home Means to Families

- I can get care for my child 24 hours a day, 7 days a week.
- I am a valued and respected member of my child's medical team.
- I get the same doctor or office staff with every visit.
- My child's doctor never gives up on meeting my child's needs.

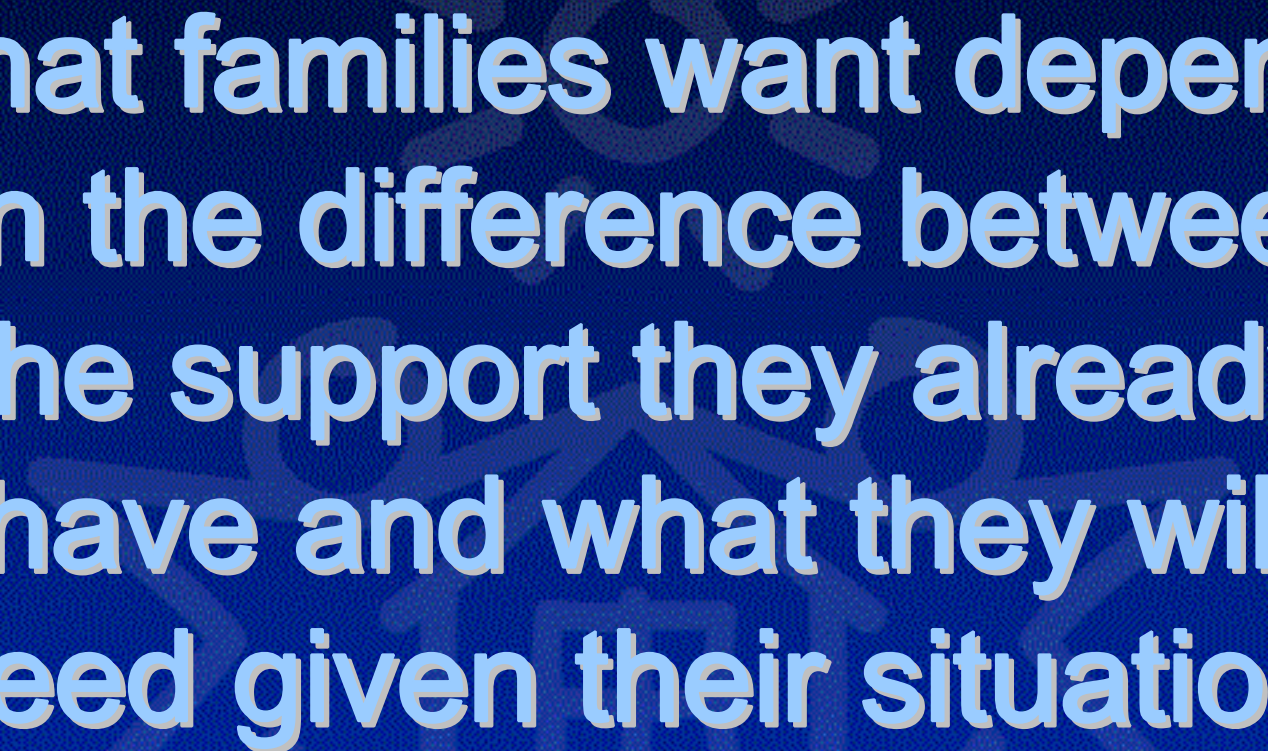


# What a Medical Home Means to Families (cont'd)

- I can easily receive referrals to specialists or specialty care when my child needs it.
- My child's providers are familiar with who my child is and his/her health condition(s).
- My child and I are treated with genuine concern and compassion.

# Physicians' and Parents' Ranking of Services

*Ranking Service	Physicians	Parents
-Respite care	1	9
-Day care	2	21
-Parent support groups	3	3
-Help with behavior problems	4	10
-Financial information or help	5	2
-After-school child care	6	20
-Assistance with physical household changes	7	15
-Vocational counseling	8	6
-Psychological services	9	5
-Homemaker services	10	22
-Recreational opportunities	13	4
-Information about community resources	14	1
-Dental treatment	16	8
-Summer camp	19	7



**What families want depends on the difference between the support they already have and what they will need given their situation.**

# Family-Centered Care = Best Practice

- Families involved in decision making are more satisfied with their primary care provider
- Families active in developing a CYSHCN care plan are more likely to follow and maintain the care plan

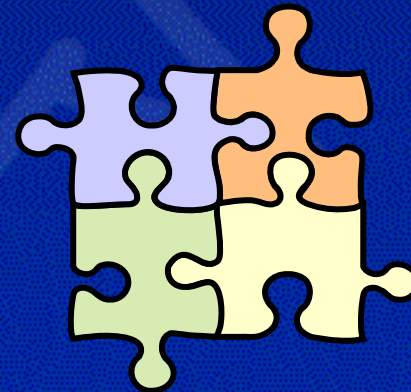


# How do we establish a collaborative partnership with families and CYSHCN?



# Family-Professional Collaboration

- Promotes relationship in which family & professionals work together to ensure the best services for the child & family
- Recognizes & respects the knowledge, skills and experience that families and professionals bring to the relationship
- Acknowledges that the development of trust is an integral part of a collaborative relationship



# Family-Professional Collaboration (cont'd)

- Facilitates open communication so families & professionals feel free to express themselves
- Creates an atmosphere in which the cultural traditions, values, and diversity of families are acknowledged and honored
- Recognizes that negotiation is essential
- Includes acknowledgment of mutual respect for each others' culture, values, and traditions

# How to Create Family- Professional Collaboration

- Have families fill out intake forms while in the waiting room to assess concerns and needs
- Put a suggestion box in the waiting room to help facilitate communication
- Make sure the office setting is reflective of various cultures and traditions that families honor



# How to Create Family- Professional Collaboration (cont'd)

- Speak to the family directly, using his or her name, and ask if they have questions at the beginning & end of visit
- Make sure adequate time is given when scheduling CYSHCN, so there is time for communication with family
- Written information from the office to families, should be written in family-friendly language
- If possible, construct a family advisory group to the practice

Element 1: Recognize the family is the constant in the child's life. Health care providers may change over time.



- Acknowledge who the key family members are
- Ask families what they value
- Identify family routines
- Recognize the expertise of families; listen to their ideas and opinions

**Element 1: Recognize the family is the constant in the child's life. Health care providers may change over time.** (cont'd)

- Invest in teaching the family what they need to know to care for their child
- Mold the treatment plan to match family strengths, needs, concerns, and resources
- Share decision making
- Support families as the number one caregiver of their child, including family coping strategies

## Element 2: Facilitate family and professional collaboration at all levels in health care.

- Listen to families and follow their lead
- Be accessible to families
- Build confidence in families, and tell them often what they do well
- Support families in their role as an advocate for their child

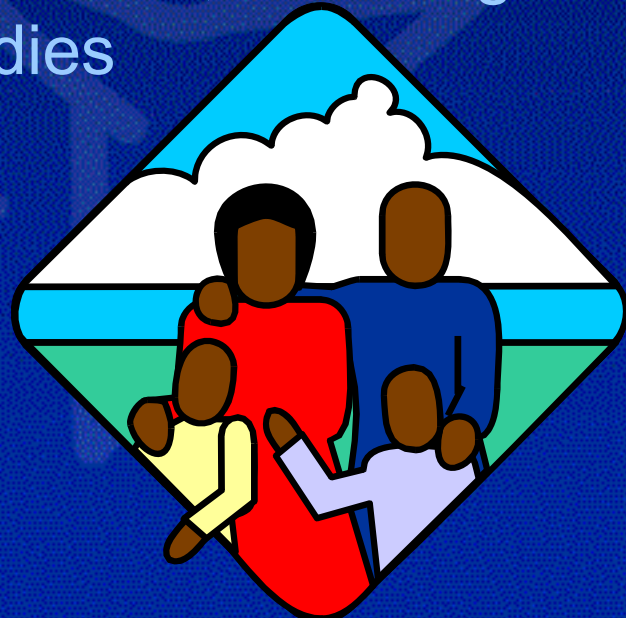


## Element 2: Facilitate family and professional collaboration at all levels in health care. (cont'd)

- Create win-win solutions
- Create family options; be sensitive to energy and resources
- Assist families to learn how to be good historians, keepers of information, and care coordinators
- Provide families with information and resources
- Involve families in designing, implementing, and evaluating a health care plan for their child

## Element 3: Honor the diversity of families.

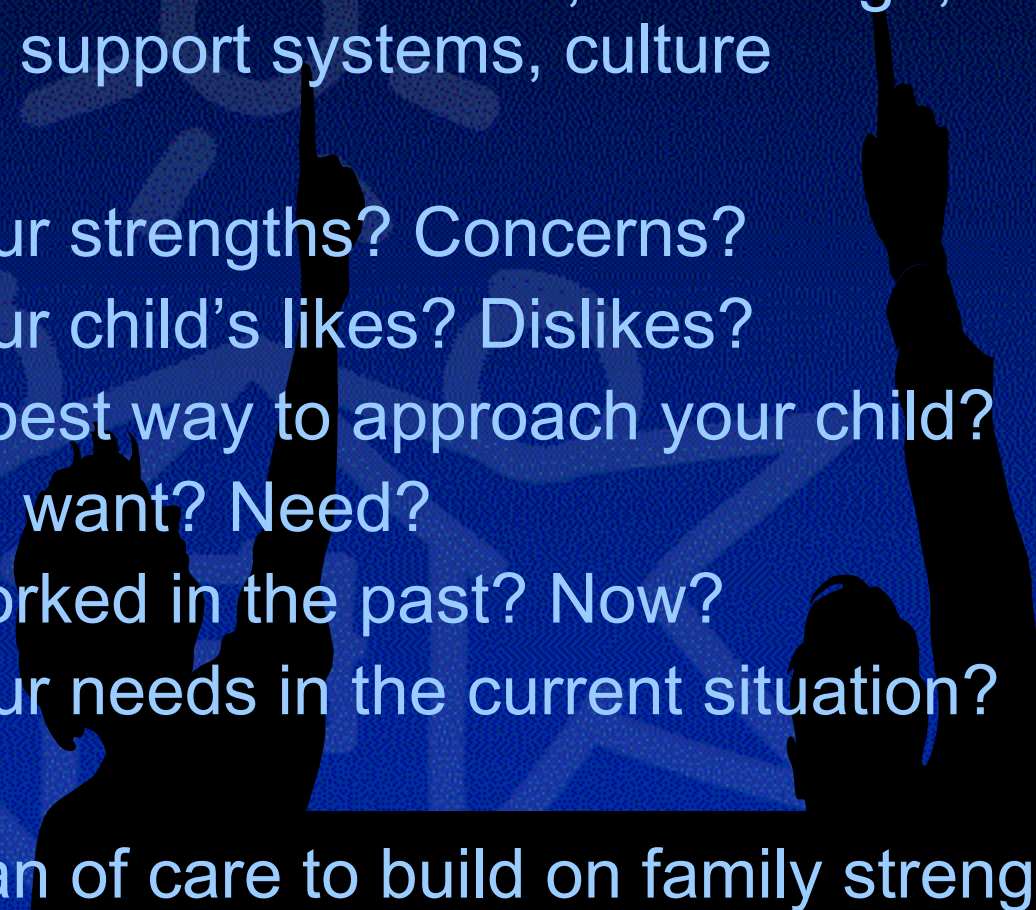
- Learn about other cultures; ask questions
- Be aware of your own values and beliefs and how they help shape your actions and decisions
- Respect family values and beliefs, including interest in alternative remedies
- Be nonjudgmental



## Element 3: Honor the diversity of families. (cont'd)

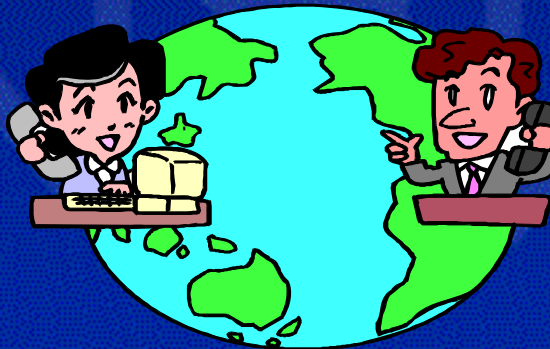
- Consider ways to sensitize the entire office staff about the diversity of families
- Provide educational materials in multiple languages as needed, and offer translation and interpreter services
- Decorate the office to reflect cultural diversity
- Recognize what nonverbal behaviors are communicating to the family and vice versa

## Recognize family strengths

- Identify strengths: communication, knowledge, parenting style, support systems, culture
  - Ask families
    - What are your strengths? Concerns?
    - What are your child's likes? Dislikes?
    - What is the best way to approach your child?
    - What do you want? Need?
    - What has worked in the past? Now?
    - What are your needs in the current situation?
  - Develop the plan of care to build on family strengths
- 

## Element 5: Share complete and unbiased information.

- Encourage families to write down information, questions, and suggestions before an office visit
- Avoid making assumptions or speaking in jargon
- Offer opinions, but be sure the family understands all options
- Repeat critical information, expectations, and next steps



## Element 5: Share complete and unbiased information. (cont'd)

- Invite questions and expressions of concern
- Provide written information, videotapes, audiotapes, or illustrations when possible as a backup
- Be available for follow-up discussions
- Schedule adequate time to talk with the family; provide privacy
- Suggest families contact a family resource center in the community or a local hospital

## Element 6: Promote family-to-family support and networking.

- Be sensitive to family needs and the need for support
- Validate the value of family-to-family support
- Provide information about resources
- Be informed about area support groups and/or encourage families to create support groups, if possible
- Recognize the child's need for support
- Recognize the support needs of other family members (grandparents, siblings)



## Element 7: Incorporate developmental needs.

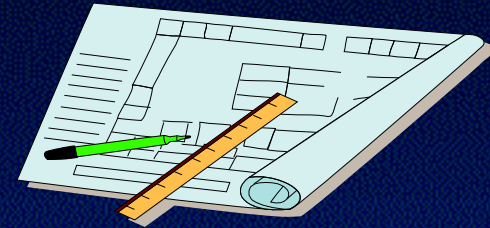
- Ask questions about developmental issues
- Listen for family concerns
- Conduct developmental surveillance and appropriate screenings
- Assist families to understand and support the developmental needs of their children
- Make referrals to developmental specialists and support services
- Become informed about special education programs and services



## Element 7: Incorporate developmental needs. (cont'd)

- Make certain that treatment is adapted and adjusted for the developmental stage of the child
- Encourage family advocacy
- Encourage families to model self-advocacy skills for their child
- Design office space to accommodate developmental needs of children
- Plan for and support developmental transitions

## Element 8: Implement comprehensive policies and programs.



- Ask families what they need (a checklist can help)
- Inform families of available programs and resources; keep brochures and applications on hand
- Develop a resource library for families and CYSHCN
- Develop a parent advisory group to assist in designing and implementing care, services, and programs

Element 9: Design accessible health care systems that are flexible, culturally competent, and responsive to family needs.

- Be available (flexible hours, evening hours, and weekend hours)
- Consider transportation needs and options for families seeking care
- Eliminate financial barriers to the greatest extent possible (flexible payment options, assist families to apply for services such as Medicaid, SSI, Title V)
- Use community-based care coordination services to help families gain access to needed community-based services



# Learning Objectives

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- Understand family-centered care.
- Define 9 elements of family-centered care.
- Identify applications for family-centered elements in daily practice.