



The Family...

We were a strange little band of characters trudging through life sharing diseases and toothpaste, coveting one another's desserts, hiding shampoo, borrowing money, locking each other out of our rooms, inflicting pain and kissing to heal it in the same instant, loving, laughing, defending, and trying to figure out the common thread that bound us all together.

~Erma Bombeck



Family Centered Care

- Family Centered Care assures the health and well-being of children and their families through a respectful family-professional partnership.
- It honors the strengths, cultures, traditions and expertise that everyone brings to this relationship.
- Family Centered Care is the standard of practice which results in highest quality services for children and their families.



Family Focused:

- Staff provide care as “expert”
- Staff recommend treatment and care plan
- Staff do to and for regarding the family as “unit of intervention”

Family Centered:

- Collaborative approach
- Each participant respects knowledge, skills and experience each team member brings
- Treatment plan is developed by the team



Based on this partnership, family centered care:

- Acknowledges the family as a constant in a child's life
- Builds on family strengths
- Supports the child in learning about and participating in his/her care and decision making
- Honors cultural diversity and family traditions
- Recognizes the importance of community based services
- Promotes an individual and developmental approach
- Encourages family to family and peer support
- Supports youth as they transition to adulthood
- Develops policies, practices, and systems that are family friendly and family centered in all settings
- Celebrates successes



Programs:

- Family/Patient Advisory Councils
- Family Resource Centers
- Sibling Care and/or Centers
- Family-Centered Rounding
- Bedside Reporting
- Parent Initiated Rapid Response
- Parent Coffee/Tea Times
- Child Life/Social Work/Chaplaincy
- Volunteers



Benefits:

- Increased patient satisfaction scores
- Decreased length of stay
- Reduction in medical error
- Increased staff retention/satisfaction



Challenges:

- Upfront investment in relationship building
- For those parents/patients who are accustomed to being passive recipients of care the change will take some time and training to learn new skills and strategies



The most important aspect of
Family Centered Care costs
NOTHING



Attitude



FCC Attitude Checklist:

- Do I *believe* that patients and family members bring unique perspectives and expertise to the clinical relationship?
- Do I *work* to create an environment in which patients and families feel supported enough to speak freely?
- Do I listen *respectfully* to the opinions of patients and family members?
- Do I *encourage* patients and family members to participate in decision-making about their care?
- Do I *consistently support* patients and family members as *full* member of the health care team?
- Do I *consistently* let colleagues know that I values the insights of patients and families?
- Do I *believe* in the importance of patient and family participation in planning and decision-making?
- Do I *believe* that patients and families bring a perspective to health care that *no one* else can provide?
- Do I *believe* that the perspectives and opinions of patients, families, and providers are *equally valid* in the planning and delivery of health care?



Remember:

A patient is the most important “person” on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is a part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to serve him.

~Ghandi



Child Life

- Promote normalcy
- Decrease the anxiety and stress of the healthcare experience
- Developmental care of the child
 - Playrooms
 - School
 - Preparation programs (Bud E. Bear)
 - Procedural support
 - Educational programs
 - Sibling education and support
 - Parent education and support
 - Animal Therapy
 - Developmental care
 - Bereavement support
 - Camps/retreats/school reintegration programs
 - Special events



Child Life Services

- **Child Life Specialists**
- 7 days per week
- M-F; 7:30am-7pm
- S/S; 10a -7p
- **Child Life Assistant**
- 5 days per week (M-F)
- **TISD School: TISD schedule**



**What greater thing is
there for human souls
than to feel that they are
joined for life – to be with
each other in silent
unspeakable moments.**

~George Elliot