

Strategies for Partnering with Families to Integrate Patient- and Family-Centered Care

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Presented by
Children's Specialized Hospital



Children's Specialized Hospital

◆ Mission



Principles of Patient-and Family-Centered Care

- ◆ Respect
- ◆ Strengths
- ◆ Choice
- ◆ Information
- ◆ Support
- ◆ Flexibility
- ◆ Collaboration
- ◆ Empowerment



Strategic Plan

- ◆ Opportunities for Improvement
- ◆ Creating Initial Plan
- ◆ Commitment from Board & Senior Leadership
- ◆ Staff Education



Strategic Plan (con't.)

- ◆ Informal Assessment
- ◆ Formal Assessment
- ◆ Researched Surveys
- ◆ Administered FCC Practice Survey



Integration of Patient-and Family-Centered Care

- ◆ Human Resources
- ◆ Required Generic Competency
- ◆ Department Orientation
- ◆ Customer Service Training
- ◆ Hospital Orientation
- ◆ Monthly Communication



Integration of Patient-and Family-Centered Care into Policies & Procedures

- ◆ Families on key committees and task forces
- ◆ PFCC language into all policies
- ◆ PFCC language into all written communication
- ◆ Family input on policies, procedures & programs



Family Faculty and Family Advisors

- ◆ Hired Families as Staff
- ◆ Created Family Advisory Council



Role of Family Faculty

- ◆ Build Relationships
- ◆ Assist and Guide Families to Meet their Needs
- ◆ Collaborate with Staff
- ◆ Serve on Committees
- ◆ Orient New Employees
- ◆ Customer Service Training



Staff & Family Faculty as Partners

- ◆ Listen and talk with Families
- ◆ Partner with staff to help families
- ◆ Provide resources and workshops
- ◆ Review and develop materials
- ◆ Patient and Family Satisfaction



Creating Family Advisory Council

- ◆ Corporate Goal
- ◆ Staffing
- ◆ Proposal Outline
- ◆ Recruitment Objectives
- ◆ Function of Council



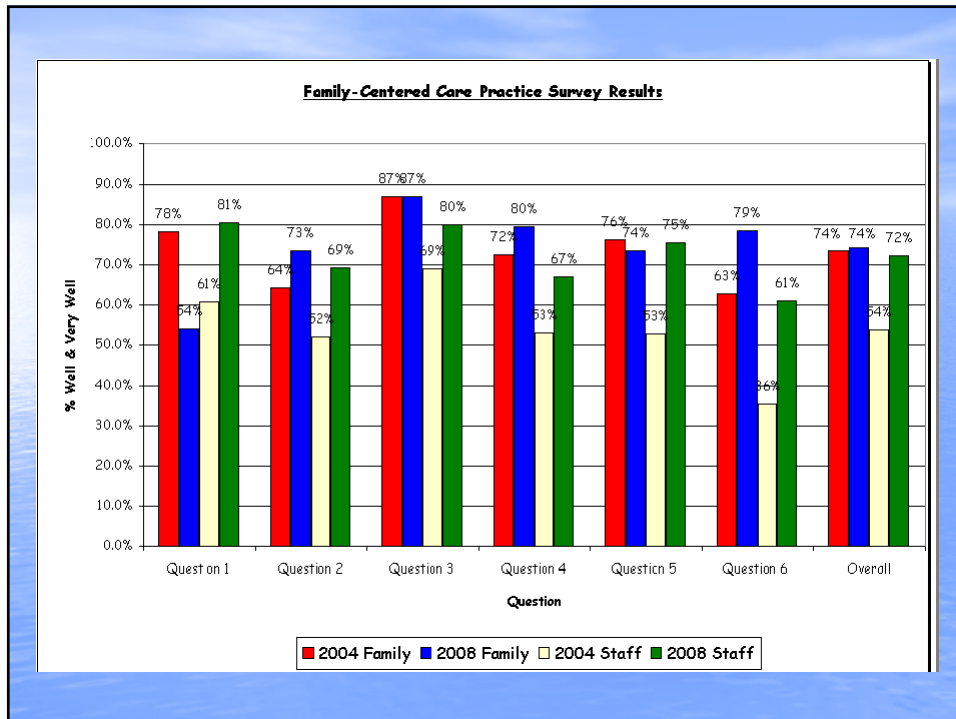
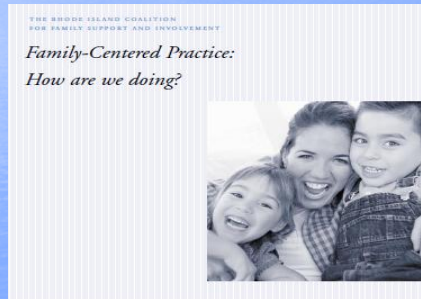
Organizational Structure

- ◆ Director of Patient-and Family-Centered Care
- ◆ Reporting Structure
- ◆ 90 Day Goals
- ◆ Annual Report



Outcomes

◆ Family-Centered Practice Survey



Barriers

- ◆ Educational
- ◆ Financial
- ◆ Recruitment
- ◆ Multiple Sites
- ◆ Attitudes



Ongoing Education

- ◆ Scheduling of In-services
- ◆ Personal recognition
- ◆ Staff and Families as Partners
- ◆ What you can do everyday...
- ◆ PFCC Video



Cultural Shift: Then and Now...

2004

- ◆ Families will take over the hospital
- ◆ The hospital is going to give the keys to the families
- ◆ Staff is not willing to give up control



2009

- ◆ Open partnership with families and staff; mutual respect
- ◆ Hospital values families and families compliment leadership and staff
- ◆ Staff seek out Family Faculty as a helpful resource



Cultural Shift: Then and Now...

2004

- ◆ Staff uncomfortable with full disclosure
- ◆ Staff is fearful that families will only be concerned with their own agenda
- ◆ Families who are hired will take the side of the families



2009

- ◆ Families treated as true partners and are informed about all aspects of the organization
- ◆ Common theme amongst all Family Faculty– “give back to the hospital and help other families”
- ◆ Not about taking sides; not us against them; it is all about teamwork and partnership



Cultural Shift: Then and Now...

2004

- ◆ Some staff thought that PFCC was going to go away
- ◆ Minimal family involvement in the hospital strategic plan
- ◆ Not enough time “Let me just do just do my job”



2009

- ◆ PFCC is the standard of care for all staff within our organization
- ◆ Families from all levels of services were involved in the strategic planning for our hospital
- ◆ Practicing PFCC is everyone's job



Partnerships Lead to Success

- ◆ Sharing personal stories..



Thank You

Patient-and Family-Centered Care
“A journey not a destination”

