Family Centered Care

Promoting Successful Partnerships

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At the end of this lecture, participants will be able to:

State three benefits of family centered care.
List two strategies for engaging families in decision making.
Consider one way that your own experience influences how you interact with families.
Family Centered Care?
What is Family Centered Care?

Family centered care is an approach to health care that engages patients, families, and staff as partners to shape policies, programs, facility design, and day to day interactions.

FCC is a process whereby help is defined by the family that is being supported. It is both an *attitude about the process* as well as a *philosophy of practice*.

Benefits Include:

- Greater staff satisfaction
- Better health outcomes
- Higher quality of care
- Greater patient compliance
- Greater patient satisfaction
Can a family be defined?

- Different sizes
- Different types (nuclear, extended)
- Temporary or permanent
- Belong by birth, adoption, marriage or mutual support
- To nurture, protect, and influence one another
- Cultures unto themselves
- Unique strengths and challenges
- Create neighborhoods and communities
Family Systems Framework

Family Structure (Who is in the family?)
Family Functions (Why do we have families?)
Family Interactions (Who talks to whom?)
Family Life Cycle (How do families change over time?)
What does the parent want from this process? (Shared decision making)

Good feedback starts at the beginning of the evaluation by:

◦ Establishing what the parents knows and what they are trying to figure out

◦ Exploring any diagnoses parent’s suspect, their understanding of the diagnoses, and how they feel about them

◦ Engaging with the child and family to start to foster an environment of trust and mutual respect.
Acknowledge that the parent is doing a good job.

CREATE A SAFE ENVIRONMENT FOR PARENTS TO VOICE CONCERNS.
What does ‘quality of life’ mean for each family?

WHAT DOES IT MEAN FOR YOUR FAMILY?
Who are we responsible to?

Professionals bear the responsibility for ensuring that parents receive complete information, emotional support, and concrete help from the conference.

Parents’ thoughts and feelings are as important as professionals’ test results...do we believe this?

Child-Give parents information about what we know about their child in a way that is compassionately delivered, understandable by the parents and respectful of current and future adult/child mutual attachment issues.
Navigating Family Life
Principles of Family-Centered Care

- The family is the constant in the child’s life.
- Intervention systems and strategies must honor the diversity of families.
- Families must be able to choose the level and nature of intervention involvement in their lives.
- Family/professional collaboration is the key to effective intervention.
- Assume that parents want to do what is best for their child.
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