Developing and Sustaining Strong Family/Professional Partnerships
Module 2 of
Pediatric Care Coordination Curriculum 2nd Edition
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Objectives

By the end of this session, the audience will be able to

• Explain the value and importance of family/professional partnerships
• Explain the family role in health care improvement
• Describe ways to engage families, physicians, and nonphysician clinicians to improve integration
• Demonstrate knowledge of tools, resources, and strategies to improve family/professional partnerships
• Demonstrate the ability to operationalize family/professional partnerships through planning an initiative and/or event
What is Patient- and Family- Centered Care?

Definition from the Institute for Patient- and Family-Centered Care

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

In patient- and family-centered care, patients and families define their “family” and determine how they will participate in care and decision-making.

Patient- and family-centered care leads to better health outcomes, improved patient and family experience of care, better clinician and staff satisfaction, and wiser allocation of resources.

Important:
Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

Source: http://www.ipfcc.org/about/pfcc.html
Core Concepts of Patient- and Family-Centered Care

- Participation
- Information Sharing
- Dignity and Respect
- Collaboration

= Authentic Partnerships!

Source: http://www.ipfcc.org/about/pfcc.html

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## Principles of Family/Professional Partnerships

- Families and professionals work together in the best interest of the child and the family. As the child is able, she or he assumes a partnership role.

- Everyone respects the skills and expertise brought to the relationship.

- Trust is acknowledged as fundamental.

- Communication and information sharing are open, objective, and in a linguistically and culturally appropriate manner.

- Participants make decisions together, which is known as shared decision-making.

- There is a willingness to negotiate.

Source: [http://familyvoices.org](http://familyvoices.org)
## In Practice

- How can these principles be operationalized?
- What might this look like in real life?

<table>
<thead>
<tr>
<th>Principles</th>
<th>What ACTIONS can you take to put these principles into practice?</th>
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<tbody>
<tr>
<td>Best interest of the child and the family</td>
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<td>Child grows into a partnership role</td>
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<td>Covet skills and expertise of all</td>
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<td>Trust</td>
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<td>Communication that is open, objective, and culturally and linguistically competent</td>
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<td>Decisions made together</td>
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<td>Willingness to negotiate</td>
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Tools to Support Family/Professional Partnerships

Tools that will be addressed today

- Pediatric Integrated Care Survey (PICS)
- Action Grid
- Care Map
Family Experience

• Family experience is crucial to engaging families to drive improvement work.
• Ask families to be part of the care transformation team -- they know best!
• What is working, and what is not?
• Qualitative and quantitative experiences can be gathered.
Pediatric Integrated Care Survey

The Pediatric Integrated Care Survey (PICS) asks families to respond about experiences across the care team.

The domains of the instrument are

- Access to care
- Communication
- Family impact
- Care goal creation and planning
Data are used to
• Inform priorities for intervention
• Track progress over time from the perspective of families
• Set recommendations for what families should be expecting

How could you use the tool?
PICS

• Look through the tool yourself or with someone on your child’s care team. Pick out specific items that you believe would improve your child’s care and your experience.

• Share the tool with your child’s care team members!

• How might you use it or encourage families to use it?
Action Grid

• The action grid is a care planning tool intended to document action items resulting from an in-person visit or encounter.

• Even if a clinical care team is not using the grid, families can modify the grid to be applicable to them and bring it to each appointment/visit.

• Elements on the grid can be used to add to mental checklists, regardless of your role on the care team.

• What might you expect to find over time as this is consistently implemented?
Author Care Map
Let’s Practice!

Practice using some of the concepts and tools with case studies.
Next Steps

Think through how you can take content presented in this workshop back to your own setting.

• What do you want to focus on?
• Who do you need to involve?
• How will you begin?
• How will you measure it?