

Family Centred Care: Involving Families in Child Health Care



Service Improvement Unit
The Children's Hospital at Westmead

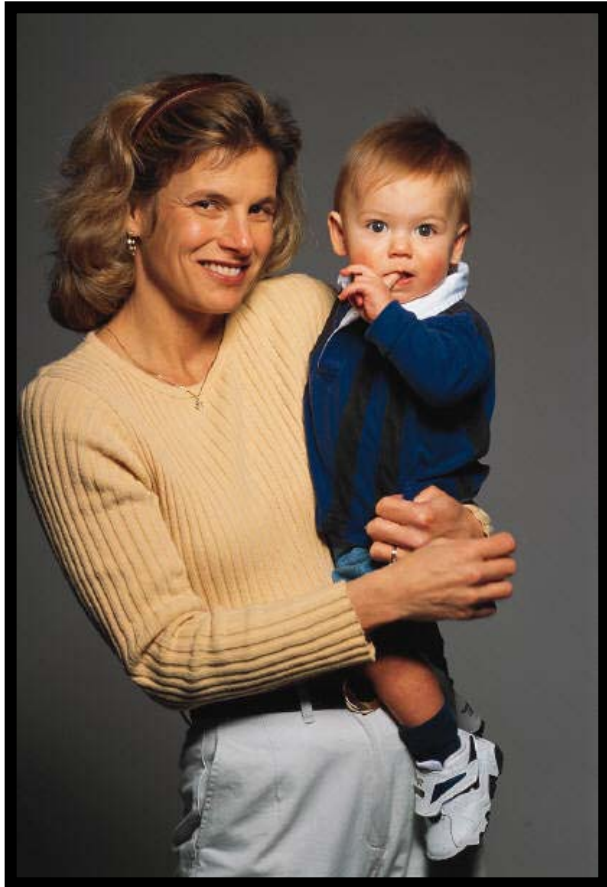


Overview

- Philosophy of Family Centred Care
- A Parents Perspective
- Current initiatives at The Children's Hospital at Westmead



Demographics



- 2003/04 treated 26,000 inpatients
- 581,000 outpatient visits
- Almost all patients accompanied by carers (mostly parents)



Hospitalisation

- Every family has a different experience when their child comes to hospital, however there are similarities for all;
 - They are away from home
 - The environment is different
 - There are social, emotional and financial drains on the immediate and extended family



Communication.....

Is a pivotal factor in ensuring that a child's hospital stay be as smooth as possible



Family Centred Care



Family Centred Care is a partnerships based approach to health care, involving patients, families and health care providers.



- A FCC approach is one that;
- empowers individuals and families and fosters independence;
- supports family care giving and decision making;
- respects patients' and families choices and their values, beliefs, and cultural backgrounds;
- builds on individual and family strengths;
- involves patients and families in planning, delivery and evaluation of health care services.



Family Centred Care

Children's Hospitals have been working in a family centred way for a long time now, however we still have lots of room for improvement



Parent Council

PURPOSE

- To promote and advocate family centred care in all areas of The Children's Hospital at Westmead.
- To be a resource to The Children's Hospital at Westmead, in matters relating to consumer participation and family centred care.



Parent Council

- Chaired by a Parent
- Consists of consumer/family representatives and 3 staff whose role it is to support the group



A Parents Perspective- Mason Gordon



Try and catch me !

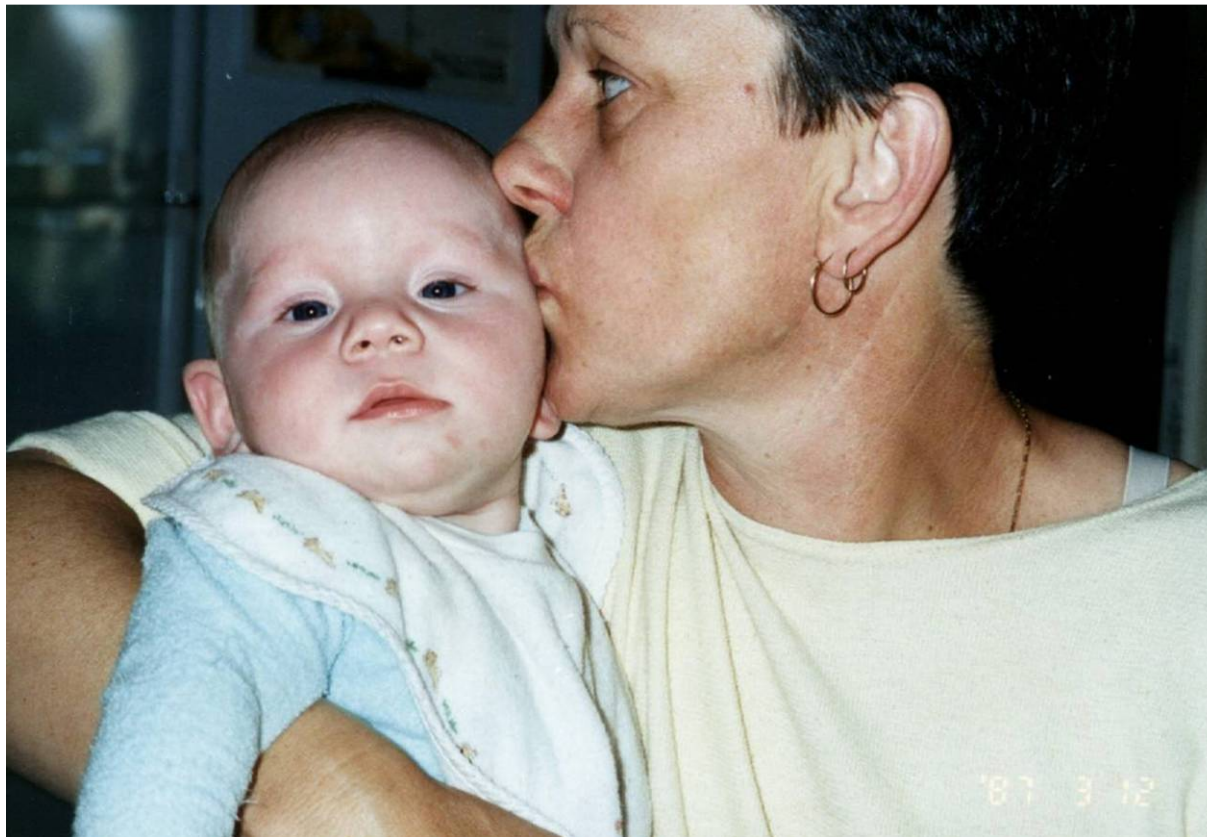
A Parents Perspective- Mason Gordon



When I was first born in ICU



A Parents Perspective- Mason Gordon



Mum and me at 6 months

A Parents Perspective- Mason Gordon



My liver transplant at 22 months

A Parents Perspective- Mason Gordon



1 week after my liver transplant



A Parents Perspective- Mason Gordon



Brandon and me



A Parents Perspective- Mason Gordon



Mum and me on peritoneal dialysis

A Parents Perspective- Mason Gordon

Metabolic Staff Specialist Head of Department	1	Liver Transplant Staff Specialist Head of Department	1	Renal Staff Specialist Head of Department	1
On Duty Specialist	3	On Duty Specialist	5	On Duty Specialist	5
Fellow	9	Fellow	9	Fellow	9
Registrar	9	Registrar	9	Registrar	9
Resident	36	Resident	36	Resident	36
Clinical Nurse Consultant	2	Clinical Nurse Consultant	1	Clinical Nurse Consultant	1
Secretary		Secretary		Secretary	
Ward Nurse		Ward Nurse		Ward Nurse	
Dietitian	1	Dietitian	1	Dietitian	1



Initiatives centred on families



Carer Support Program

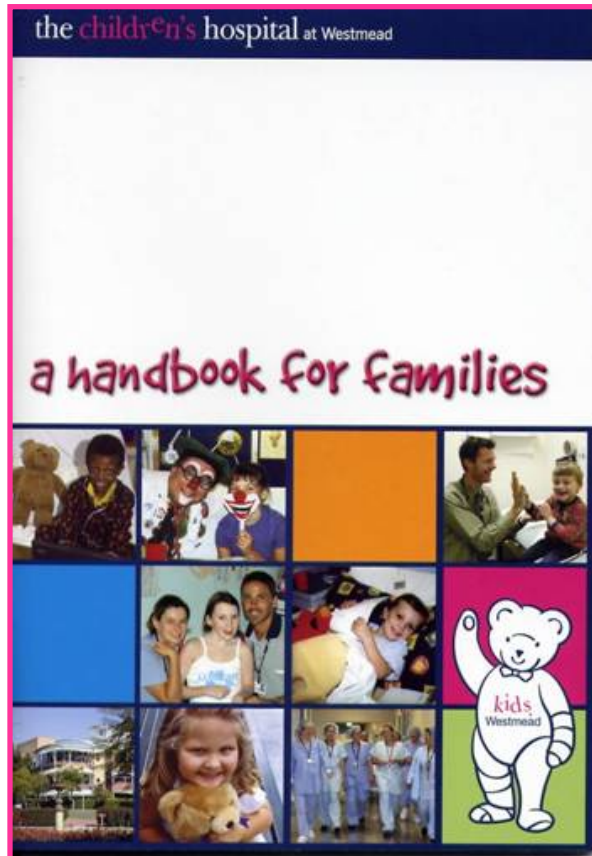
- Carer Support Coordinator
- Development of a Parent & Carer Resource Center
 - First of its kind in NSW
 - Used as a platform on which to base other activities and initiatives for parents and carers
- Carers Week



Carers Week 2004



Initiatives centred on families



Publications developed in consultation with families.

- Family Handbook
- Rights and Responsibilities Brochure
- Emergency Department Brochure



Initiatives centred on families

Focus on Food Project

- Undertaken in conjunction with food services and families
- Kids taste testing new recipes and suggesting new recipes for food services to try
- Evaluation reports were in kid language
- e.g. Yuk OK Yum



Initiatives centred on families

Ward Rounds Project

- Communication video to be produced
- Collaborative project between families and staff
- Aimed at highlighting effective communication skills



Summary

Using a Family Centred approach to child health care at CHW we are strengthening partnerships between families & staff to identify areas where we can improve and make things happen



Thanks and Questions

