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
Mum and me on peritoneal dialysis
A Parents Perspective-
Mason Gordon

<table>
<thead>
<tr>
<th>Metabolic Staff Specialist Head of Department</th>
<th>Liver Transplant Staff Specialist Head of Department</th>
<th>Renal Staff Specialist Head of Department</th>
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| On Duty Specialist | 3 | 5 | 5 |
| Fellow            | 9 | 9 | 9 |
| Registrar         | 9 | 9 | 9 |
| Resident          | 36| 36| 36|
| Clinical Nurse Consultant | 2 | 1 | 1 |
| Secretary         | | | |
| Ward Nurse        | | | |
| Dietitian         | 1 | 1 | 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