Beyond Coexistence:
Cultivating Successful Family Partnerships in Clinical Practice
May 15, 2017
3-4 pm Central
Beyond Coexistence: Cultivating Successful Family Partnerships in Clinical Practice

*brought to you by the National Center for Medical Home Implementation, the National Center for Family Professional Partnerships, and the Bright Futures National Center*

**Moderator:**
Bev Baker
Co-Director
National Center for Family Professional Partnerships
About the Sponsors

- **Funded by:** Maternal and Child Health Bureau and Health Resources and Services Administration
- **Goal Statements**
  - National Center for Medical Home Implementation
    - Ensure all children and youth—particularly those with special health care needs—have access to a medical home
  - National Center for Family Professional Partnerships
    - Reduce health care disparities of families of children and youth with special health care needs
  - Bright Futures National Center
    - Support primary care practices (medical homes) in providing well-child and adolescent care
Disclosures

• We have no relevant financial relationships with the manufacturers(s) of any commercial products(s) and/or provider of commercial services discussed in this activity.

• We do not intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.
Objectives

• Define family engagement and discuss the importance of cultivating meaningful relationships between clinicians, practice staff, and families that result in successful family engagement.

• Identify practical strategies and tools, to encourage family engagement between clinicians, practice staff, and families.

• Describe evidence-based and evidence-informed practices for family engagement within the pediatric medical home model of care.
Partnership Continuum

• Where are you and/or your organization on this continuum?
• How can you move to the next level on the continuum?

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Faculty:
Julia Richerson, MD, FAAP
Pediatrician
Family Health Centers of Louisville
Chairperson
American Academy of Pediatrics
Committee on Practice and Ambulatory Medicine
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Family Engagement: What Does it Mean to You?
Family Engagement and Strengthening Families

- **Family engagement** is a family-centered and strengths-based approach to making decisions, setting goals, and achieving desired outcomes for children and **families**
Family Engagement and Strengthening Families

- **Family engagement** is a family-centered and strengths-based approach to making decisions, setting goals, and achieving desired outcomes for children and families.

- *This definition comes from the education and social services world*
Family Engagement and Strengthening Families

• Engage patients and families
  • In their own care
  • In practice improvement
  • In policy (practice, hospital, community, and beyond)

Family Engagement and Strengthening Families

The answer to **how** (to do it)?

Is **why** (do it)?
Family Engagement and Strengthening Families

- To strengthen our therapeutic relationship with a family
- To get to know and understand a family better
- To **connect** with a family—our joy in practice
- What is your reason?
Family Engagement and Strengthening Families

- Engage patients and families
  - In their own care* (key skills and culture for practices)
  - In practice improvement
  - In policy (practice, hospital, community, and beyond)

In Their Own Care…

“In each family a story is playing itself out, and each family’s story embodies its hope and its despair.”

-Augustus Napier

Families are powerful.
How can we help them harness their power?
In Their Own Care...

- Opportunities to maximize family engagement: in their own care
  - Acknowledging family strengths
  - Motivational interviewing (Change Talk app)
  - Shared decision-making (Health IT)
    - For children with special health care needs (CYSHCN): conversation
  - Shared care plans (NICHQ template)
    - For CYSHCN: documentation of conversation
In Their Own Care...

- Opportunities to maximize family engagement: in their own care
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Acknowledging Family Strengths

- To build therapeutic relationship with a family so they might be more likely to bring up future concerns
- To build parent confidence by honoring their concerns

Bright Futures™
prevention and health promotion for infants, children, adolescents, and their families™
Acknowledging Family Strengths

• Ideas for how to acknowledge family strengths:
  • Some experts argue you should do no deficits assessment and screening (social determinants and ACES, ASQ, MCHAT) without actively acknowledging assets and strengths
  • Take notice of how you (and your staff or team) do it now in your conversations with families, value and build on that
  • Look at your happy team members, they are probably doing it the best
Acknowledging Family Strengths

- Strengthening Families/Protective Factors framework:
  - Validation and support of good decisions builds parental resiliency
  - Modeling good relational behavior with parents helps them develop stronger relational skills
  - Acknowledging appropriate child expectations increases their knowledge of child development and social and emotional competence
  - Acknowledging their strength in accessing community resources (like WIC) encourages self help behaviors
## How to Acknowledge Family Strengths

<table>
<thead>
<tr>
<th>Protective factor</th>
<th>Potential conversation starters with the caregiver</th>
</tr>
</thead>
</table>
| **parental resilience**                | What do you do for fun or relax? Do you have a favorite TV show, etc?  
Message: self care is important                                                  |
| **social connections**                 | What friends or family members help you out once in a while? Did you do anything fun with your friends or family recently?  
Message: connections of the parent with other adults is important                  |
| **concrete support in times of need**  | Are there community groups or local services that you have worked with in the past? (WIC, Medicaid, Food Stamps, Mom’s/Dad’s Groups, mental health)  
Message: connecting with resources when you need them is important                    |
| **knowledge of parenting**             | What does your child do best, what do you like about your child?  
Message: connecting with and understanding their child is important                  |
| **social and emotional competence of children** | What makes your child happy? What makes them mad? Sad?  
Message: being aware of their child’s emotions and responding to them is important.  |
Pre-visit Checklist

Our practice wants your input! We have created this form to help focus your visit on those topics you find most important. Please check the items you would like to address today as well as those items that you feel you do well as a parent.

<table>
<thead>
<tr>
<th>Things I do well as a parent</th>
<th>Things I would like to discuss today</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feeding my child</td>
<td></td>
</tr>
<tr>
<td>Understanding what to expect next from my child</td>
<td></td>
</tr>
<tr>
<td>Managing my child’s behavior</td>
<td></td>
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<tr>
<td>Helping my child sleep</td>
<td></td>
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<tr>
<td>Creating a safe environment for my child</td>
<td></td>
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<tr>
<td>Using resources in the community to help my child</td>
<td></td>
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<tr>
<td>Supporting my child’s speech and language development</td>
<td></td>
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<tr>
<td>Helping my child fit into our family; get along with others</td>
<td></td>
</tr>
<tr>
<td>Helping my family handle stress</td>
<td></td>
</tr>
<tr>
<td>Helping my child learn through play and be physically active</td>
<td></td>
</tr>
<tr>
<td>Managing my child’s moods</td>
<td></td>
</tr>
<tr>
<td>Managing my child’s special health care needs</td>
<td></td>
</tr>
</tbody>
</table>
In Their Own Care...

- Opportunities to maximize family engagement: in their own care
  - Acknowledging family strengths
  - Motivational interviewing (Change Talk app)
  - Shared decision-making (Health IT)
    - CYCHSN: Conversation
  - Shared care plans (NICHQ template)
    - CYSHCN: Documentation of conversation
Family Engagement and Strengthening Families

- Engage patients and families
  - In their own care
  - **In practice improvement**
  - **In policy (practice, hospital, community, and beyond)**

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Faculty:
Deirdre Bernard-Pearl, MD, FAAP
Medical Director
Roseland Pediatrics and Elsie Allen Health Center
Santa Rosa Community Health Centers
Shared Decision-making in Practice

• Ask questions
• Present options
• Provide information
• Provide next steps
Common Pediatric Case Examples

• Discussing obesity
• Ear infections
• Adverse Childhood Experiences (ACE) screening
Ask Questions

• “What is going well with your family?”
• “What is your child really good at?”
• “Do you have concerns about your child’s weight?”
• “What kind of exercise have you considered?”
• “How do you feel these experiences are affecting you now?”
Present Options

• “Would you be interested in working with our nutritionist or coming to our healthy eating and exercise classes?”
• “Have you considered working with a counselor or joining a support group?”
Provide Information

• “When people experience these types of difficulties, it can affect how they are able to do in school and their future health. We think that working with a counselor can help prevent these kinds of problems.”

• “80% of childhood ear infections resolve on their own.”
Provide Next Steps

• “Would you like to meet one of the counselors right now if she is available?”
• “Would you like a written prescription for antibiotics in case the ear infection is not getting better in 2-3 days?”
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Faculty:
Aaron Pikcilingis
Parent Partner
Family Advisory Group Member
Boston, MA
About Me

• My name is Aaron Pikcilingis
• I am the primary caregiver to two children, Eloise (8) and Milo (5)
• This is a recent transition, that has not been without challenges
• Previously, I worked for over 10 years developing clinical software applications at Boston Children’s Hospital
• More recently, I’ve been designing and implementing patient programs for people living with HIV
A Note on My Good Fortune

• Born a white male in an upper-middle class town in Massachusetts
• Two involved parents
• Two sets of supportive grandparents who live locally
• Financially stable/flexible
• Two healthy kids
• Lucky enough to have a pediatrician who is a thought leader in patient engagement, particularly in engaging fathers
Expectations for Dads

I live in a small, upper-middle-class town near Boston. It’s quite liberal, but even here I am rare in my role as a dad who is the primary caregiver.

This is evident in lots of ways...

• **At school** (pickup and drop-off, at events, volunteering...)
  • Often asked if I work from home (I do!)
  • Expectation is that I do something else (I sometimes do)

• **At work**
  • Lots of talk about “when I come back”
  • Questions about what I will do with my time, what I will work on

• **Socially**
  • When I am busy with the kids, I have been asked if I’m “babysitting” or “Mister Mom” (totally fine movie, but still...)
  • Lots of people express how “cute” it is that I’m hanging out with my kids at the playground “for the afternoon” to give their mom “a break”
Expectations in the Pediatric Office

• As a dad at my kids’ pediatric visits, I always feel...
  • ...listened to
  • ...expected to know about my kids, their health, their lives at school and elsewhere
• None of the staff acts surprised when I come alone with the kids
• All of the staff expect me to schedule visits, know where to pick up medications, etc.
Expectations in the Pediatric Office

- From talking to other dads and getting pediatric care while on vacation, this is not always (or even often) what pediatric offices expect of fathers.
- These expectations of my involvement and of my capabilities as a dad – in contrast to expectations I often encounter elsewhere – have been a big part of my personal connection to our practice.
The Parent Advisory Group

• Our pediatrician invited me to join the practice’s Parent Advisory Group (PAG)
  • Meets twice a year (there’s a meeting tonight, in fact)
  • Meetings are in the evening, so even working parents are able to attend
• The PAG has been an excellent way for me to feel more connected to and responsible for the practice
• My involvement has made me think more carefully about how my children receive care there, and a lot more carefully about how they will receive care as they get older
• I have gained perspective from other parents about the myriad needs and challenges of children and families other than my own
Creating Connections

• We almost always see our kids’ pediatrician when we visit the office
  • The exception is urgent visits, and even then he typically pokes his head in to check on things
• There is a definite feeling that he and the rest of the staff know us
• He takes time each visit to discuss things with each of us (my wife and I) that are not necessarily about our kids
Shared Decisions

- From the beginning, our pediatric visits have involved shared decisions about the direction of care.
- Our pediatrician makes recommendations, usually also providing a rationale, and we decide together what course of action to take.
Shared Decisions

• When our then-infant daughter showed signs of torticollis, our pediatrician:
  • Explained the problem, the likely cause, and potential consequences of leaving it untreated
  • Suggested a number of things we might do at home to get started addressing the issue
  • Recommended that we connect with an Early Intervention provider to get additional help
Shared Decisions

- This is a general pattern that has been used for nearly every medical issue our children have endured. In each instance, we have felt:
  - Our pediatrician and practice staff are confident in our ability to make and follow through on decisions
  - More broadly, they are confident in our abilities as parents and recognize our strengths
  - That we are **working together** with our pediatrician and the practice staff
Resources

- National Center for Medical Home Implementation
  - Resources for families
  - Family engagement and family-centered care resources for clinicians
  - “How-to” videos: family advisory groups, care partnership support
  - Promising practices in patient- and family- centered care
  - Visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org) for more information

- Have a question about medical home? Contact us!
  - [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)
  - [Medical_home@aap.org](mailto:Medical_home@aap.org)
  - Subscribe to our Listserv!
  - 800/433-9016 ext 7605
Resources

• **National Center for Family Professional Partnerships**
  - Partnering with your Provider and Partnering with your Health Plan tip sheets
  - Family Centered Care

• **Family Voices**
  - Family Centered Care Assessment tool

• **Kids as Self-Advocates**
  - Health focused articles written by youth and young adults

• **IMPACT on Health and Wellness**
  - The Well Visit Planner Media Toolkit, with materials in English and Spanish, created with family leader input, to help disseminate information about the Child and Adolescent Health Measurement Initiative’s Well Visit Planner.
Resources

- Bright Futures National Center
  - About Bright Futures Video
  - Resources for Families
  - Resources for Children and Teens
  - Bright Futures Activity Book
  - Bright Futures VisitPlanner App
  - Eliciting Parental Strengths and Needs Tip Sheet
  - Community Resources Tip Sheet
  - Visit brightfutures.aap.org for more information
Resources

• Additional Resources
  • Protective Factors Framework
  • Health IT.gov: Shared Decision-making fact sheet
  • Shared Decision-making: A model for Clinical Practice
  • Agency for Healthcare Research and Quality: Shared Decision-making Improvement Guide
Stay Tuned!

Moving Beyond Cooperation:
Engaging Families in Health Care Organizations and Practices
May 25, 2017
11- Noon Central Time

For more information and registration visit the NCMHI Web site.