

Family Centred Care Forum Report

**Queensland Child and Youth
Clinical Network
Steering Committee**

14 October 2013

Queensland Health

Clinical Access and Redesign Unit



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1. Introduction

In early 2013, the Steering Committee of the Queensland Child and Youth Clinical Network (QCYCN) identified a need to focus on supporting clinicians and services to take a family centred approach to healthcare service delivery.

Over the course of the following months, we received strong feedback that in order to better understand the topic, and to develop a way forward, this should be the focus of the annual QCYCN forum.

The forum was held on 14 October 2013 at the Clinical Skills Development Service, and brought together people working in a variety of clinical areas, as well as members of the Children's Health Queensland Family Advisory Council to further explore the issue, and to start work on developing a Statewide charter for family centred care. A number of participants also joined the forum via video conference from sites around the state.

The Network's Clinical Chair, Dr Julie McEniery, facilitated the day and outlined its purpose as:

- Developing an understanding of the evidence regarding family centred care
- Hearing about how family centred care is being considered and implemented at various levels in a variety of services (please see the attached presentations).
- Hearing families tell their stories in relation to their experiences of family centred care.
- Identifying some key challenges in applying the principles of family centred care.
- Sharing ideas around the content and development of a potential charter for family centred care.

The forum will be discussed in more detail below, including an outline of the program, a summary of the discussions that took place, the forum evaluation and the next steps to be taken.

2. Program

9:00 – 9:30	Registration Tea & Coffee
9:30 – 9:40	Welcome and introduction <i>Dr Julie McEniery</i>
9:40 – 10:00	Introduction to family centred practice <i>Dr Kerri Webb</i>
10:00 – 10:10	Family centred care and quality and safety <i>Dr John Wakefield</i>
10:10 – 10:30	What do families want? An overview <i>Fiona Comber</i>
10:30 – 11:00	Family story <i>Mary-Ann Flenady</i>
11:00 – 11:20	Morning tea
11:20 – 11:35	Telehealth and family centred care <i>Dr Michael Williams</i>
11:35 – 11:50	Complex care and family centred care <i>Dr Lynne McKinlay</i>
11:50 – 12:05	Family Story <i>Suzanne White</i>
12:05 – 12:25	Family centred practice in action across the patient journey – regional Child Development Services <i>Debra Bramhall, Carly Hislop and Megan Free</i>
12:25 – 12:35	Family centred care and the CHQ Board <i>Eileen Jones</i>
12:35 – 1:05	Regional cardiac care – family story, community organisation and medical perspectives <i>Dr Ben Reeves, Faileen James,</i>
1:05 – 1:45	Lunch
1:45 – 2:05	Family centred care – epilepsy perspective <i>Dr Kate Riney</i>
2:05 – 2:20	Challenges in implementing family centred practice <i>Karen Berry</i>
2:20 – 3:40	Small group activity <i>Facilitator: Tim Wood</i>
3:40 – 4:00	Afternoon tea
4:00 – 4:30	Feedback and discussion <i>Facilitator: Tim Wood</i>
4:30 – 4:45	Where to from here? <i>Dr Julie McEniery</i>
4:45	Thank you and close <i>Dr Julie McEniery</i>

3. Summary of small group discussions

In small groups, forum participants were asked to consider a number of elements of a potential charter for family centred care:

- Definition
- Priority statements
- Principles
- Considerations for implementation.

Each group was asked to share the results of their discussion with the broader group, and these are summarised below:

Definition

Children's Health Queensland (CHQ) defines family centred care as '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'. Children's Health Queensland identifies the four core concepts underpinning family centred care as being: respect and dignity, information sharing, participation, and collaboration. Overall, forum participants felt comfortable with using the CHQ definition.

Priority Statements and principles

In small groups, participants were asked to reflect on the morning's presentations and consider a number of existing resources regarding family centred care before identifying key elements for inclusion in a charter. The main points for consideration are summarised below:

- Family is the constant in a child's life.
- Families are the experts on their children.
- Every family is different (context, culture, setting).
- Every family has strengths.
- Information sharing should be transparent and open.
- Partnership/sharing care.
- Flexibility/negotiation.
- Children have rights in healthcare settings.
- Children and families should be listened to, acknowledged, consulted.
- Honesty, integrity, trust, respect.
- Sharing of expertise, both family and professionals.
- Child is at the centre of all care (this requires good teamwork and communication).
- Families should be supported to make well-informed choices about their child's health and wellbeing.
- Families should have access to a peer support mechanism.
- We should promote an organisational culture that holds children and families at its core.
- Children have the right to be children – play, learning, laughter, choices, to be taken seriously.
- 'Don't make a decision about me or my family without me.'

Considerations for developing and implementing a charter

- The Steering Committee will need to consider the Process for ‘systemising’ principles of charter into practice.
- Families need to be enabled and supported to participate e.g. given language/scripts to try when questioning.
- Jargon should be avoided.
- The Charter needs to be visible and easily understood
- Consider cultural needs in development of charter – there may need to be different versions and formats.
- Identify audience – the charter should be inclusive of both families and professionals.
- Engage with Family Advisory Council in development and usability testing of the charter.
- Consideration should be given to the educational needs of staff and families around family centred care – tools and other resources may need to be developed to support implementation of the charter.

4. Forum evaluation

Total attendees: 74

Total evaluation forms received: 42

Summarised Results:

Overall, participants reported that the forum was interesting and relevant, while acknowledging the challenges of including participants via video conference. A number of participants commented that the stories shared by families were particularly valuable in bringing the group back to the purpose of the day. Feedback indicated that participants felt positive about the development of a charter for family centred care, and enjoyed the small group work. Areas to work on in the future included making sure speakers were kept to time, and beginning the small group work earlier in the day, as a number of participants needed to leave early due to transport requirements.

Objectives and Content	Strongly Agree (5)	Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)	N/A
<i>The objectives of the forum were clearly outlined</i>		X				
<i>The forum stimulated my interest</i>		X				
<i>The presentations were useful and relevant</i>		X				
<i>The objectives of the forum were achieved</i>		X				
<i>There was sufficient time to meet the forum objectives</i>			X			
<i>There were sufficient opportunities for sharing ideas</i>		X				
<i>The forum was well organised</i>		X				

<i>Information was presented in a user friendly format</i>	-----X-----
<i>The facilitator maintained a supportive and participative forum environment</i>	-----X-----
<i>I found value in networking with colleagues</i>	-----X-----
<i>The venue used was suitable</i>	-----X-----

5. Conclusion and next steps

In analysing the discussions and feedback received at the forum, as well as the available literature and resources on family centred care, a number of key themes have emerged. These themes will inform the development of a charter for family centred care to be developed by the QCYCN in 2014.

The next steps for the QCYCN to take as identified by forum participants include:

- Formation of a small time-limited working group comprising key clinical and Family Advisory Council representatives to examine and prioritise these themes, overseen by the QCYCN Steering Committee;
- development of a survey encompassing these themes for distribution to the broader network and the CHQ Family Advisory Council;
- consideration of survey results in conjunction with existing family centred care resources;
- development and usability testing of a draft charter for family centred care;
- finalisation and implementation of the charter across all Hospital and Health Services in Queensland in 2014 and beyond.
