

Family Centered Care: A Model for a Behavioral Health Clinic

Janet A. Roberts, Family Support Trainee

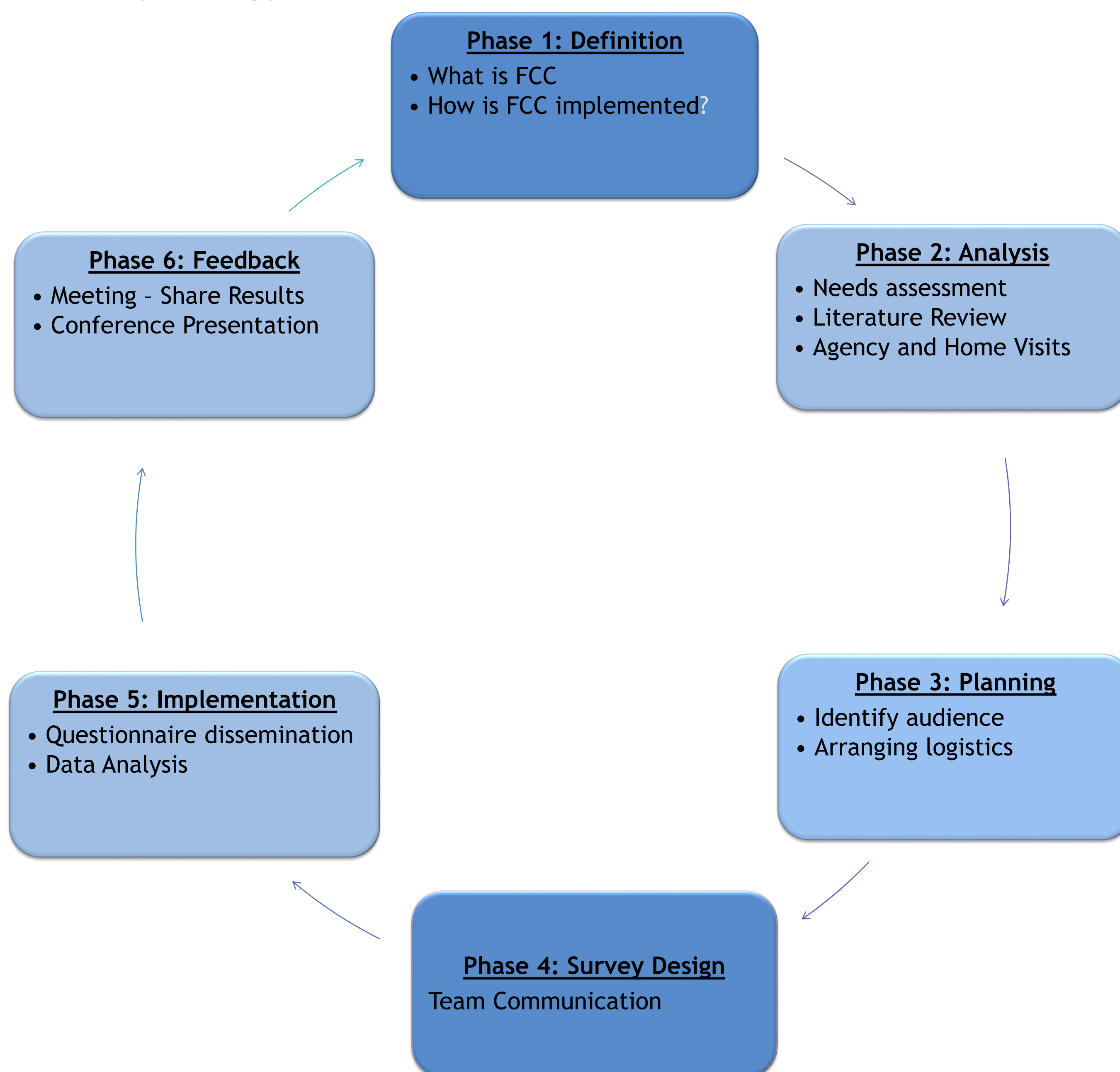
Objectives

- Define Family Centered Care (FCC)
- Assess use of Family Centered Care
- Increase mindful implementation FCC
- Encourage Family Centered Care principles

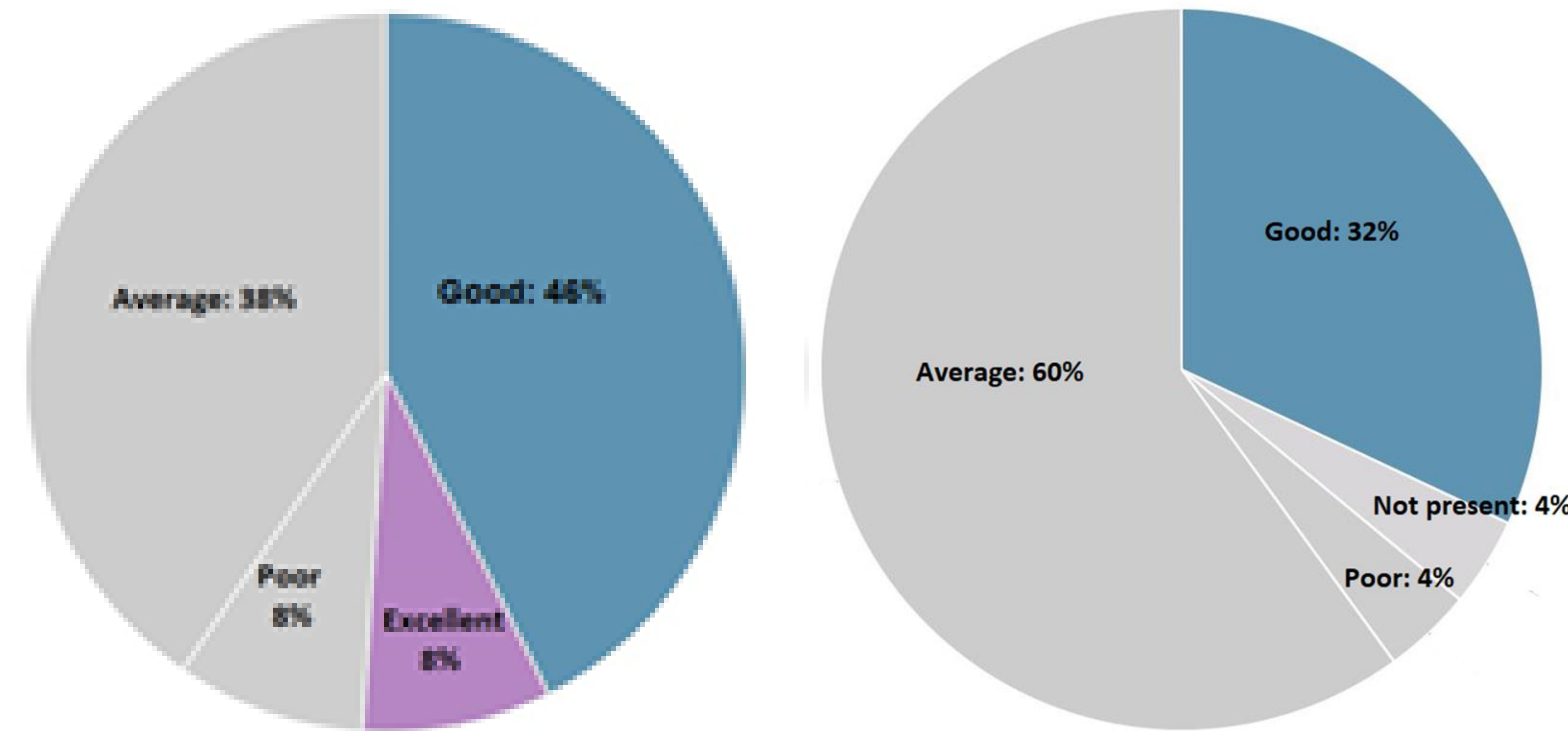
Background

The School Age Clinic at The University Center for Excellence in Developmental Disabilities Education, Research and Service (UCEDD) provides outpatient pediatric mental health and medication consultation for children with Developmental Disabilities (DD) and/or a Mental Health (MH) diagnosis. This is a continuation project which is focused on defining Family Centered Care and collecting data on current Family Centered Care trends in the School Aged Clinic (SAC).

CDCynergy Model for Health Communication



Survey Results



Q1 (LEFT): Rate your current level of knowledge & expertise in the area of FCC
Q2 (RIGHT): Rate your current level of practice and use of FCC in the School Aged Clinic (SAC)

In Q1, 46% of participants indicated “good” knowledge of FCC and 8% “excellent” knowledge of FCC. In Q2, only 32% participants indicated “good” practice of FCC and no “excellent” practice of FCC.

Lessons Learned

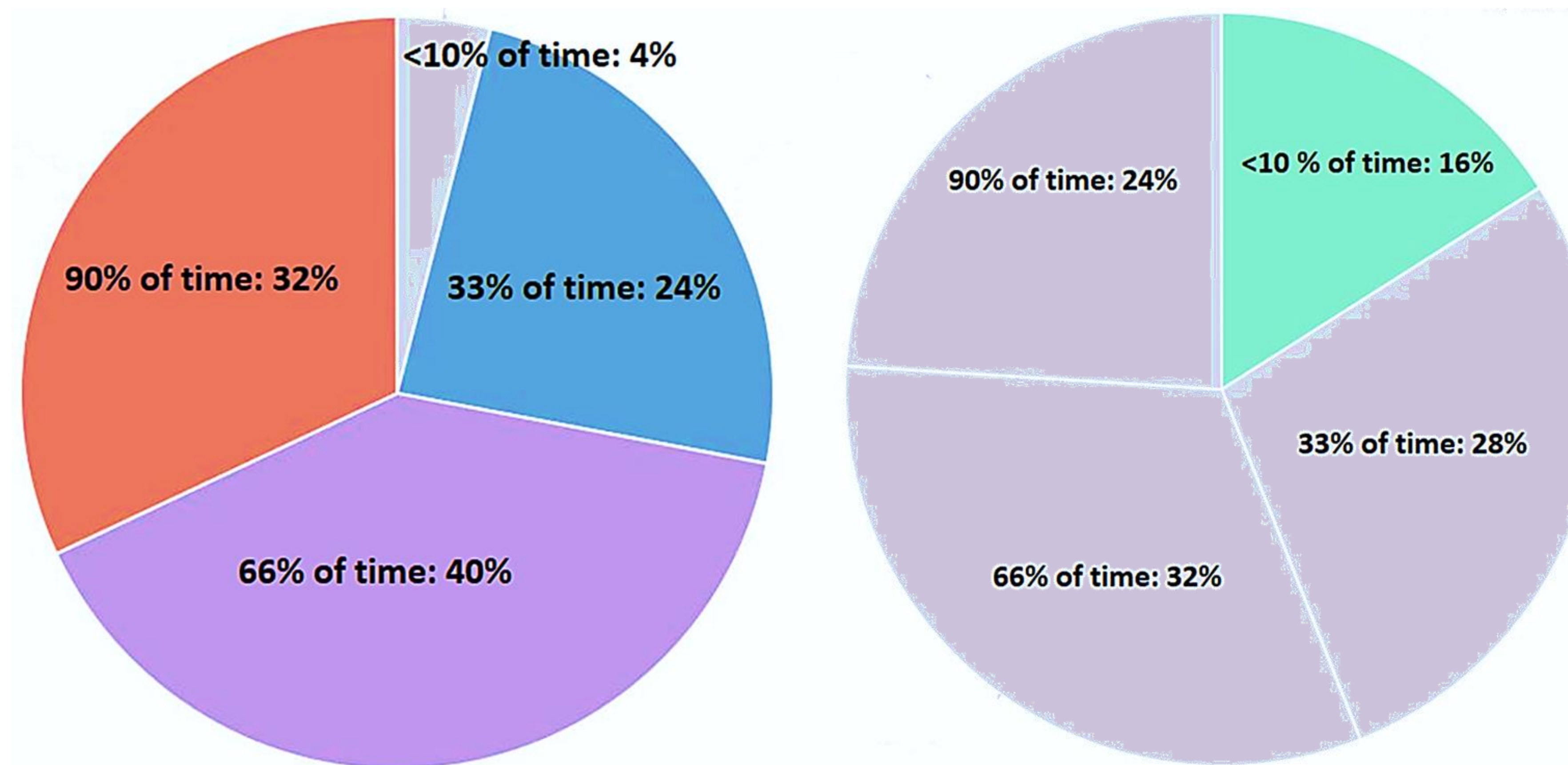
- Critical Thinking and self-reflection
- Information sharing and collaboration
- Accountability, flexibility and negotiation
- Cultural Competency
- Encourage Family-Centered Care Practices
- Reflective Thinking Practices
- FCC actively incorporated in clinical care
- Working with Communities and Systems

Interpretation/Results

SAC Team members have Family Centered Care knowledge and provide resources specific to individual client and family needs. The clinical team has a duty to normalize their practice of FCC and follow through with resources they provide.

Future Directions

Partnership between faculty, staff, trainees and families leads to individualized Family Centered Care. The Leadership project team prepared, discriminated and analyzed data for the uses of FCC at the SAC Clinic. Future directions include: Discussing outcomes with the clinical team, collaborating with faculty for continuation around FCC, delivering mindful FCC practices within future systems of care, and raising awareness to future communities and systems. In March 2018 the project team presented at Occupational Therapy Association of California (OTAC) Spring Symposium, and April 2018, Making Lifelong Connections Conference.



Q14 (LEFT): I offer resources specific to individual preferences, needs, and limitations.

Q15 (RIGHT): I follow up on successful connection and usefulness of resources provided.

In Q14, 96% participants indicated they provide resources specific to individual needs. In Q15, 14% of participants indicated they follow up with usefulness of resources provided < 10% of the time.

