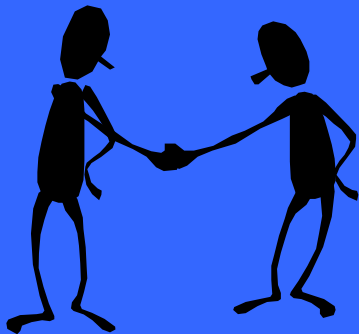


Promising Practices: Family-Professional Collaborations

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In the beginning ...



- Medical Home Network Project
 - Driven together not by institution but by philosophy and interest in education
- Subsequent collaborations:
 - Carepoints Conference
 - Cotting School parent seminar
- Common theme:
 - Collaborative family/provider relationships

Medical Home Network Project

- Goal: Create an opportunity for providers and parents to come together to discuss the challenges of providing medical care to children with special health care needs and to develop concrete methods of improving care
- 3 seminar sessions over 3 months
- State-wide effort
 - Bev Nazarian and Barbara Donati (central MA)
 - Jim Higgins and Barbara Donati (northeastern MA)
 - Matt Sadoff and Lisa Geronimo (western MA)

Medical Home Continued

- Audience: mix of providers and families
- Toolbox:
 - Medical home literature
 - Family centered care literature and video
 - Practice assessment tools
 - Resources for providers and families
- Outcomes:
 - Concrete ideas for incorporation of theoretical principles
 - Enhancing collaboration between providers and families
 - Improving family centered care in specific practices

Experiences of the partnership

- Remarkably few logistical challenges!
 - We share many common values
 - Audience participation was voluntary
- We both gained insight into “the other side” which might not have surfaced had we run similar groups independently
- Challenge of helping audiences to understand this is a movement in medical care and not affiliated with discrete organizations (eg., ours!)

Critical effect partnered leadership

Having facilitators of varying backgrounds actively modelled the collaborative approach and provided a catalyst for discussion. A comfortable environment was established for frank audience participation.

Carepoints Conference

- Conference focused on communication among medically complex children, their families and those who care for them
- Seminar: Team-Based Care Models
- Audience: primarily providers (surprise!)
 - Flexible partnership tested
 - Shift in agenda
 - Integration of a child's multiple needs in creating a care team: physical, emotional, spiritual, social
 - Team leadership: family + ?

Effects of provider dominant audience

- Systems talk!
 - How do I work better for families?
 - Less emphasis on how can families and I work better together?
- More reserved in offering personal experiences and opinions

Cotting Parent Seminar

- Provide an opportunity for families to learn more about developing an effective team to promote their child's health and overall development
- Audience: families only
- Introduction to principles of medical home and family centered care
- Review of community resources

Effects of a family only audience

- Conversation was very personal
- Focus was on troubleshooting specific issues

Lessons learned: the teaching perspective

- In contrast to leading groups independently, collaborative teaching provided a model that encouraged audience comfort.
- Examples:
 - Providers were able to voice desire for more information about resources and for family input
 - Families came to recognize the value they can provide to their own practices

Lessons learned: audience make-up

- Even though we modeled our collaborative approach each time, the nature of the audience made for different group dynamics and conversational content.
- The richest conversation and most constructive outcomes developed in an audience that was a mix of parents and providers.