

Family Advisory Training

Our Goals for Working Together:

1. Families receive care that is client and family centered.

What is Family-Centered Care? The definition of Family-Centered Care that is used in our Pilot Project is the one that is used by Lucille Packard Children's Hospital:

"Family –Centered Care is patients, family members, healthcare providers [and others supporting their care] working together in partnership to create the best quality healthcare in policy creation, patient safety, clinical care, and quality improvement."

2. Patients and families have a good experience and feel supported in their journey through the CCS system.

Think through these questions:

During your experience with CCS was there a time when you had a really good experience?

Did you think there are things that could be done differently that would help make the experience a better one?

Our Hope:

Our hope is that Client and Family Advisory Council Members will work together to identify and help implement ways of improving the CCS experience for all families.

What Does It Take To Be An Advisor?

- Able to listen to and respect the perspectives of others
- Work well with different kinds of people
- Speak comfortably and openly in group settings
- Share insights and information
- See beyond your own family experience
- Show concern for more than one issue
- Able to leave your personal agenda behind and focus on the issues for all families
- Talk about experiences constructively
- Willing to keep information private and confidential (what we say here, stays here)
- **A sense of humor!**

Some things you may be asked to do as a member of the committee:

- Participate in discussion groups to provide input on care practices or policies
- Help create, review or revise educational and information materials for patients and families.
- Serve as members of an additional workgroup or committee
- Share your stories with leadership, clinicians or other staff as part of training.

Tips for Being an Effective Client/Family/Advisor

- ❖ Listen well
- ❖ Ask questions
- ❖ Share your views
- ❖ Keep an open mind
- ❖ Be willing to cope with disagreement respectfully
- ❖ Ask for feedback
- ❖ Think about your story and how it fits
- ❖ Keep commitments



My thoughts:

Your perspectives and experiences provide the rich data we need to improve our services.

Your family experiences are a powerful tool for inspiring change.

Your participation allows us to work together to improve care experiences.

Improvements are a continuous journey, not a destination. Your family stories make the journey worthwhile.