Putting Patients and Families at the Center of Advanced Primary Care

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What We Bring to The Experience

- Patient and Family
- Staff Perceptions

Understanding
then

Bridging The Gap
“Two words, information and communication are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through.”

Sydney Harris
So, How Do We Get Through?
Patient and family–centered care places emphasis on **mutually beneficial partnerships** between patients, families and healthcare professionals. It acknowledges that families, however they are defined, are essential to patients’ health and well-being and are allies for quality and safety within the health care system.
Core Concepts of Patient and Family-Centered Care

- Respect and dignity
- Communication and Information Sharing
- Participation
- Collaboration
Patients and Families

Leaders, Clinicians and Staff
Advisory Councils

Virtual Advisors

Patient and Family Faculty

Peer Support

Patients and Families as Partners

Patients and Families meet with staff to collaborate on operational goals and new initiatives.

Families serve as advisors on secure, private, social media portal. Providing diverse points of view and consultation on hot topics.

Patients and Families teach about patient and family-centered care from their lived experiences.

Patients and Families provide peer support in care environments and on web-based portals.
You know your child best. We deeply respect your knowledge. We are here to listen to your concerns and answer your questions.

Our Principles of Partnership

We will introduce each member of our team.

We welcome you on Rounds and Change of Shift.

We know you have important information to share.

We value your questions and concerns.

We partner with you in your child’s safe care.

At discharge, we want you to feel confident and ready.
Safety Toolkit designed by

Before

After: Mirror Image guide.

Clear tips to partner for safe care
Your Child's Safety - Preventing Falls

Here are some tips to help you prevent falls and keep your child safe:

- Keep your child's play area clear of clutter and obstacles.
- Always supervise your child when they are around water, such as bathtubs or swimming pools.
- Use non-slip floors and rugs to prevent accidents.
- Teach your child to wear appropriate shoes that provide good traction.
- Encourage your child to use a playground with age-appropriate equipment.

The Knowledge Library

Wisdom from patients and families
Your Child’s Comfort Matters

At NYU Langone Medical Center, your child’s comfort is important to all of us. During your child’s visit, we will:

- learn what has helped your child in the past
- check in about your child’s comfort
- share ways for you to comfort your child

As your child’s parent or family caregiver, you are our most important partner. Please tell a member of your child’s healthcare team if your child is in pain or if there is any other support we can provide.

Your child’s comfort matters.

As your child’s parent or family caregiver, your comfort matters too. Please ask your child’s nurse about Family-to-Family Hour, Social Work, and other services to help you reduce stress.
Patient Waiting Room Design

2005

2015
Patient and Family Centered Care and Information Access:

- From Home
- To Office Visit
- To In-Patient Care
Everywhere - Everyone - Every time
Every Voice Matters

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Everyone Has an Opportunity to Make a Difference

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