further questions that families may have.

Establishing Therapeutic Relationships

Another important aspect of family-centered care of children with chronic and complex conditions is establishing a therapeutic relationship with the child and family, which has been shown to predict improved health-related outcomes (Kuhlthau, Bloom, Van Cleave, et al, 2011). Families, most often the mother, take on enormous responsibility in providing technical care and symptom management of their child's condition outside of the health care institution (Goudie, Narcisse, Hall, et al, 2014; Raina, O'Donnell, Rosenbaum, et al, 2005). To build successful therapeutic relationships with families, it is necessary for nurses to recognize parents' expertise with regard to their child's condition and needs. Health care environments for children with serious illnesses are fraught with obstacles that serve as barriers to successful therapeutic relationships with families. Individual discussions, especially with the case manager, primary nurse, clinical nurse specialist, or nurse practitioner, help establish a consistent and flexible care plan that can prevent conflicts or deal with these conflicts before they disrupt care.

The Role of Culture in Family-Centered Care

Issues of culture, ethnicity, and race affect access to services, utilization, and follow-through with referrals and recommendations (Coker, Rodriguez, and Flores, 2010; Toomey, Chien, Elliott, et al, 2013). For some ethnic and minority populations, cultural understandings of illness, the structure of family life, social roles for individuals with disabilities, and other factors related to the perception of children may differ from those of mainstream American culture.

Although culture cannot completely explain how an individual will think and act, understanding cultural perspectives can help the nurse anticipate and understand why families may make certain decisions. Cultural attributes such as values and beliefs regarding illness or chronic condition and its causation, social roles for people who are ill or disabled, family structure, the role of children, childrearing practices, self versus group orientation, spirituality,

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