

FAMILY CENTERED CARE

ALL PROVIDERS

- ❑ Family Centered Care is a mutually collaborative health care effort between family, patient and provider and has proven to be the gold standard in dealing with the pediatric patient and their families.
- ❑ Demonstration of Family Centered Care is by one's actions and behaviors when caring for patients.
- ❑ **Treatment Plan**
 - Family centered care is demonstrated in practice, not just policy development.
 - Collaboration with Families: Empower the patient and the family by involving them in the care as well as the decision-making process.
 - Cultural Competency: Respect, sensitivity, and an understanding of the unique cultural and religious differences.
 - Be aware of any language barriers.
 - If at all possible, engage an interpreter that is able to understand some of the emotional issues as well as medical terminology associated with the patient.
 - An understanding of the hierarchy of the family is key to a positive outcome.
 - Developmental Competency: Use appropriate language for the age.
 - When in pain or hurt children often regress to childhood issues or more infantile responses. They may still need attachment items late in life.
 - Describe what you will be doing.
 - Use eye contact and touch when appropriate.
 - Be respectful at all times.
 - Infants: General calming measures (Soft voices, gentle pats, pacifiers or rocking), allowing parents to stay close and bonded with the child and help them to anticipate the situation if possible.
 - Toddlers: Use toys, teddy bear, blanket, etc. for comfort. Parents or family members are often a great source of comfort and nurturing, so allow them to be present.
 - School Age: Attachment objects, honesty about procedures, and imaginary/magical (e.g. "I made the car crash," "I told a lie, and this is why mom is hurt") perspective of young children. Include the child in conversations about his/her treatment when possible.
 - Adolescents: Physician and provider honesty is key as well as paying attention to pain. Help them to participate in their own care and take their views seriously. Focus on giving them some sense of control. Pain management is important. Adolescents as well as adults are afraid of pain. The anticipation of pain can be worse than the pain itself. Some transitional objects/toys/stuffed animals can also be useful. Respect their privacy and modesty as much as possible. Allow them to discuss what is happening both with and without caregivers around.
- ❑ **Key Considerations**
 - Family Centered Care = compassion
 - Include family members in resuscitation and care decision making as they desire and are capable. If possible, designate a crew member to be a liaison to the family in order to facilitate communication and continuity.

ADULT

EMT
AEMT
PARAMEDIC

PEDIATRIC (<15 years of Age)

NOTE: Pediatric weight based dosing should not exceed Adult dosing.

EMT
AEMT
PARAMEDIC