

# Family Driven Care Virtual Learning Community: Partners in Care

## TRAINING 2

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# CTAC Resource Team

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# Overview of the Day

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- Check-in of Training 1
- Improvement Planning Huddle
- Report out from Improvement Planning Huddle
- Review of Next Steps
- Q&A

# Check-in

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Please share with us:

- What did you and/or team walk away with from our last training?

\*Please have your name and organization appear on the Zoom screen name as this will help us create the breakout rooms. Thank you!



# Scenario 1

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A care coordinator has organized a team meeting for the Smith family to discuss their son Frank's challenging outbursts at home and at school. This is an escalating concern for Frank and his parents requested the meeting. Immediately after the Smiths stated their concerns, the school psychologist chimes in with a great solution. The meeting is over in 10 minutes-Problem Solved! Everyone agrees.

Later Mrs. Smith shared with the FPA she doesn't think the plan will work.

# Scenario 1

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1. What is wrong with this scenario?
2. How could the Care Coordinator and / or others have made the meeting more family-driven?  
*(Please use the chat-in!)*



# Scenario 2

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The agency is preparing a workshop on Educational Rights based on the agency's assessment of family needs. Seven families are confirmed to attend. Staff enlists the help of co-workers from other departments to put the workshop together. That morning, calls were made by the office to remind families. Staff arrive early and set everything up so everything would be ready for the families. Different staff members were assigned to plan and lead different activities.



# Scenario 2

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1. What would you do to make this more family-driven across the three domains?
  - ✓ Leadership and Governance
  - ✓ Workforce Development and Support
  - ✓ Service Experience
2. What obstacles might you need to overcome to make it a family-driven activity?





# Increasing FDC Practices

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- Involve family-members with lived-experience in all day-to-day aspects of the organization (e.g. as staff, co-trainers, interview committees, outreach, walk-throughs).
- Engage leadership, program managers and the Board of Directors early and often.
- Develop a process for obtaining and acting on family feedback.
- Involve family leaders on decision making bodies of the organization (e.g. Boards, evaluation, hiring).
- Review all policies and procedures through FDC lens.
- Integrate Family and Youth Peer Advocates into all teams. They bring perspective and support family and youth voice.

**Which  
domain are  
you  
focusing  
on?**

- 1. LEADERSHIP AND GOVERNANCE**
- 2. WORKFORCE DEVELOPMENT AND SUPPORT**
- 3. SERVICE EXPERIENCE**

# Improvement Planning Guide

## What:

- A framework to organize the steps involved in planning, implementing, evaluating and making adjustments in order to advance FDC in the organization.

## Why:

- To help CIT members organize around the selected FDC domain
- Provides tips to help choose the area for improvement and the strategies

## How it's used:


- CIT members brainstorm and list action steps to reach the domain-specific goal
- A plan is developed and documented to accomplish the first action step. This sets the stage for future action steps.

**FAMILY-DRIVEN CARE**

### Improvement Planning Guide

This guide is designed to provide you with a framework to organize the steps involved in planning, implementing, evaluating and making adjustments related to family driven care in your organization. To advance family driven care it may be most helpful to choose an improvement area from the 5 domains of the Family Driven Care Organizational Self-Assessment listed below:

1. Leadership and Governance
2. Workforce Development and Support
3. Service Planning
4. Service Delivery
5. Family Peer Support

 Choose one area to improve that will be addressed during your participation in the FDC LC. Consider focusing on a high priority area. As you consider the improvement area as well as the strategies you plan to implement in the near future, consider the following:

It's best to select an improvement strategy that is:

- \*In your control and likely to have stakeholder support
- \*Likely to affect a significant number of individuals
- \*Likely to be accomplished in the next 2 months or less
- \*Likely to include steps that you can take immediately
- \*Consistent with program values and mission
- \*Not likely to cause other problems
- \*Not expensive
- \*Measurable

What is the domain you plan to improve during your participation in the FDC LC? \_\_\_\_\_  
What exactly do you hope to improve? \_\_\_\_\_

List the various action steps involved in making significant progress and/or accomplishing this improvement goal in a few months.

Action Step 1: \_\_\_\_\_  
Action Step 2: \_\_\_\_\_  
Action Step 3: \_\_\_\_\_

Develop a PLAN for Action Step 1: \_\_\_\_\_


Project Leader: \_\_\_\_\_  
Who needs to approve this plan? \_\_\_\_\_  
What agency supports do you need to accomplish this? \_\_\_\_\_

Next steps to take: \_\_\_\_\_

When will these steps be completed?: \_\_\_\_\_  
How will this action step be implemented?: \_\_\_\_\_

How will you know if the action step is accomplished? \_\_\_\_\_

If first step is not successful, what action will you take? \_\_\_\_\_

mctac  ctac

*Please download a copy from the FDC VLC webpage!*

# Improvement Planning Guide: Sample

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**What exactly do you hope to improve?** Improve family member participation in team meetings to ensure the family's voice is heard and the treatment goals align with their concerns and preferences.

**List the various action steps involved in making significant progress and/ or accomplishing this improvement goal in a few months.**

Action Step 1: \_\_\_\_\_

Action Step 2: \_\_\_\_\_

Action Step 3: \_\_\_\_\_

Develop a PLAN for Action Step 1: \_\_\_\_\_

Project Leader: \_\_\_\_\_

Who needs to approve this plan? \_\_\_\_\_

What agency supports do you need to accomplish this? \_\_\_\_\_

Next steps to take: \_\_\_\_\_

When will these steps be completed?: \_\_\_\_\_

How will this action step be implemented?: \_\_\_\_\_

How will you know if the action step is accomplished? \_\_\_\_\_

If first step is not successful, what action will you take? \_\_\_\_\_

# FDC Improvement Strategies Checklist:



- ☐ Can you obtain “buy-in” at multiple levels
- ☐ Is it in your team’s control
- ☐ Is it likely to affect a significant number of individuals
- ☐ Is it not likely to cause other problems (unintended consequences, or disruption of other high priority activities of the health center)
- ☐ Is it consistent with program values and mission
- ☐ Is it likely to include initial steps that you can take immediately
- ☐ Is it likely to know early if the strategy is not working (best to find out that the strategy is not working as early as possible)
- ☐ Is it inexpensive
- ☐ Is it likely to have leadership support
- ☐ Is it likely to have staff and client support
- ☐ Can you measure if the strategy is working (qualitative and quantitative data)
- ☐ Do you have a way to keep an eye on the implementation of the strategies



# Available FDC Resources

## FAMILY-DRIVEN CARE

### Quick Reference Guide

"If it is ABOUT families, it must be WITH families... child and youth mental health is about families."

#### ABOUT FAMILY-DRIVEN CARE

Family-driven care means families are expert partners and primary decision-makers in the care their family receives from your organization.

#### FAMILY-DRIVEN CARE:

- Acknowledges the family as a constant presence in a child's life
- Builds on family strengths
- Supports family members to have a strong voice in the services they receive
- Focuses on families' strengths, talents, interests, values and beliefs
- Ensures family members are a part of their child's treatment
- Uses strategies that empower families
- Seeks out the expertise of family members

#### SUPPORTING FAMILY INVOLVEMENT

Part of family-driven care is encouraging reluctant, work to understand their own

Families might...

- Feel overwhelmed and isolated
- Not have enough information or support
- Have had negative experiences in the past
- Feel intimidated by an unequal power structure
- Feel the stigma of blame and a lack of respect
- Be skeptical that providers will listen to them

#### IS YOUR ORGANIZATION FAMILY DRIVEN?

- This is what you might see as your organization
  - Families identify their priorities, needs
  - Families collaborate with providers
  - Families openly express preferences
  - Families collaborate actively in identifying
  - Families are given the information and
  - Families determine key outcomes and

Source:   
Chaffin, N. (2009), p. 33



## FAMILY-DRIVEN CARE

### The Caregiver Perspective

Family-Driven Care means families are expert partners and are given a decision-making role in the care their children receive. It means caregivers and families work as partners with providers. The goal of this evaluation is to review how much the provider you work with is able to meet your needs as a family. Thank you for completing this form.

Some helpful information before you start:

- Please answer the questions **only** about the provider you are working with at this time.
- You are free to skip any questions but it helps us to know your opinion on all of the questions.
- For each statement choose only **one** answer from the rating scale (Rarely, Sometimes or Often).
- Your response to these questions will not, in any way, affect the services you receive and may help to improve them.
- If you have questions or are unsure about something in this survey, please talk to your provider or contact us at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu).

Please rate how often each of these happens

## FAMILY-DRIVEN CARE

### Guiding Principles of Family-Driven Care

<p><b>Families have accurate and complete information</b></p> <p>Educate yourself so you can educate families! Help families ask questions so they can make informed choices. Help the family explore ALL their options for support.</p>	<p><b>Remove barriers created by stigma</b></p> <p>Your willingness to speak out and take on this role is a critical way to combat stigma. Stigma and blame are heavy burdens for families. When you partner with them as a peer, you send a strong message to families and providers.</p>	<p><b>Celebrate diversity and honor each family's culture</b></p> <p>Culture has many dimensions and each family is unique. Be aware of your own bias and alert to stereotypes that can interfere with your ability to form a strong relationship with the caregivers and families you work with.</p>
<p><b>There are resources to support everyone to adopt family-driven practice</b></p> <p>Be an active learner and an agency teacher! Help your agency make this a priority by working with leadership to fund training for staff and supervisors. Advocate for family-driven measures to be a part of your staff evaluation and program outcomes.</p>	<p><b>Continually advance cultural and linguistic responsiveness as your community changes</b></p> <p>Stay in touch with your community. Actively reach out and establish relationships with groups in the community that may not be connected with services. Let the families you work with help you build these relationships.</p>	<p><b>Families and family-run organizations provide direction on funding, policies, and service options.</b></p> <p>Connect the families you work with to family-run organizations and support them to serve on committees so that the family perspective shapes policy.</p>
<p><b>Shared decision making and responsibility</b></p> <p>Find creative ways to ensure that the family is a part of any team of people working on their behalf. This means the family is present for all meetings and working together with you and other providers to develop their plan of care. You can play a vital role in helping the family shift from the passive role they might be accustomed to, to a more active role.</p>	<p><b>Practice changes from provider driven to family driven</b></p> <p>As you gain experience, you will begin to see many opportunities to shift practice. Change doesn't have to happen all at once and small changes can add up to a big difference. Be ready to suggest alternatives to business as usual when you see opportunities to empower family voice.</p>	<p><b>Families have access to peer support</b></p> <p>You are a part of helping the system become more family-driven! You bring the passion and perspective that comes from your experience. Outreach will always be a part of your job so that families and service providers understand the importance of peer support and how to access it in your community. Also, you can connect families to one another and grow their peer networks!</p>

## FAMILY-DRIVEN CARE

### Tips for Partnering with Your Child's Service Providers

Parent-provider partnerships are important to the services your child receives. Below are some basic principles for forming effective parent-provider partnerships.

**PARTICIPATE**  
An effective parent-provider partnership requires active participation from both you and your child's service providers. Below are some ways you can participate in your child's services:

**Speak up.** Don't be afraid to be vocal with providers about wanting to take an active role in your child's treatment. At first, this may be uncomfortable for you, but with practice and support you can learn to engage with your provider.

**Provide information.** Parents know a lot about their child, but sometimes you may not have the opportunity to share your knowledge with your child's provider. As a parent, you have vital information about what has been going well for your family and where there have been struggles. It's important to let your provider know all that you can about your child's history, interest and needs. Also be clear with your provider about what your vision is for your child and family, and how you can work together.

**KNOW YOUR RIGHTS**  
Become informed about your rights as a parent. Most agencies list their rights in a document entitled the **Patients' Bill of Rights**. Reviewing these documents and knowing your rights may help you feel empowered to take appropriate action if you feel your rights or your child's rights are being violated. If your agency or private provider does not have a Patients' Bill of Rights posted, ask for one.

**SHARE FEEDBACK**  
People, including providers, learn best when given timely and constructive feedback. Talk with your provider about your experiences with them. Be honest and respectful in your communication. Tell them what has gone well and ways in which each of you can communicate better with one another. Such feedback can help strengthen and keep a healthy, respectful and working partnership.



## FAMILY-DRIVEN CARE

### A Practical Checklist of Improvement Strategies to Increase Family Driven Care

There are many goals you can set in order to become more family driven. Some examples include increasing family representation on the board of directors, collecting feedback from families, or increasing images of diverse families on your walls. The questions below are to help you choose a family driven care (FDC) goal to reach.

☒ You will be more successful if you answer 'Yes' to these questions in relation to the goal.

# Improvement Planning Huddle (25 minutes)

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- Fill-out and/or review the Improvement Planning Guide. A CTAC resource team member will be joining your room.
- Please use this time to think about the steps you'll take to achieve your overall goal and action steps.
- We'll come back together and report out to the full group.





# Report Out (30 minutes)

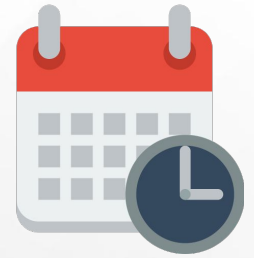
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- Which domain and focus area will you be working on the remainder of the Learning Community?
- What is one action step and the accompanying plan to achieve it?
- What supports do you need from us (CTAC Resource Team)?



# Next Steps

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- **Continue working on the Improvement Planning Guide**
  - Each CIT will receive a link to the Improvement Planning Guide (please fill-in the form no later than Friday, Oct 15)
  - Set up ongoing meetings with your CIT
  - Finalize the *action steps* and *plan*
  - Begin implementing your plan!
- **Set up Individual Consultation Call** (mid October 2021)
  - Your CTAC resource team member will email you this week!
- **Set up Group Consultation Call** (November 2021)
  - Your CTAC resource team member will email you

# Helpful CTAC Resources

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There is additional information that will support your commitment to increasing FDC at your organization.

To learn more please visit the CTAC-MCTAC Self-Learning Center at [lms.ctacny.org](https://lms.ctacny.org)



# Q and A

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Please type any questions into the chat box.

## *Other Questions?*

If you have additional questions following today's training, please email us at [ctac.info@nyu.edu](mailto:ctac.info@nyu.edu) with the **subject line: FDC LC**



# Thank You!

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Visit [www.ctacny.org](http://www.ctacny.org) to view past trainings, sign-up for updates and event announcements, and to access resources.

Please complete the feedback survey at the end of this webinar.