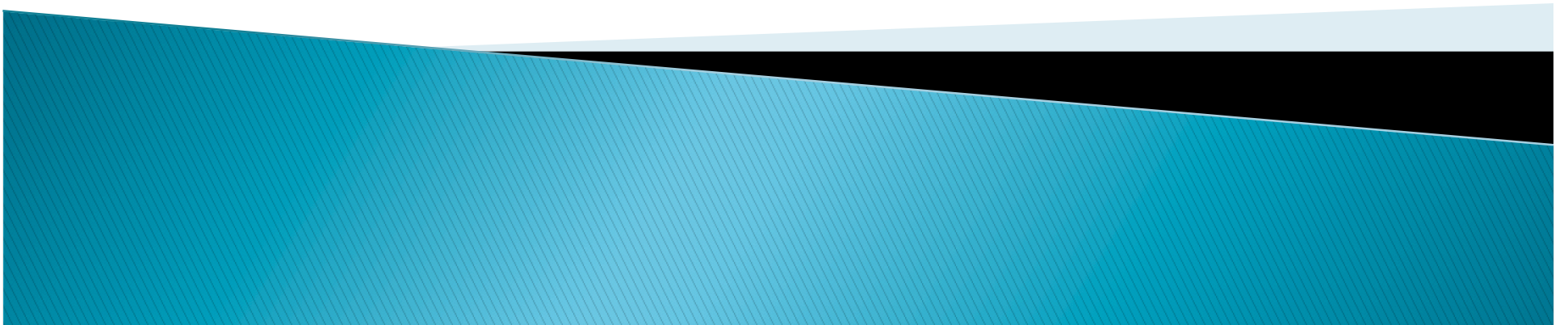




Successful  
Communication

with  
Patients and Families





Presented by the Family Advisory Council  
Of Women and Children's Hospital  
Buffalo, NY

# We are:

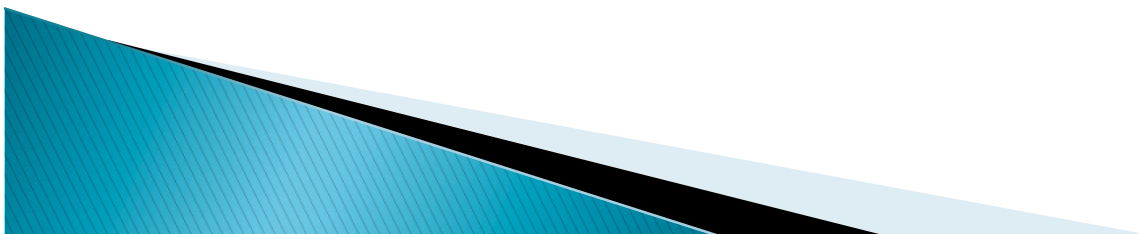
Family Centered Care Coordinator

- ▶ Ann Maghran

Family Advisory Council Members

- ▶ Tim and Valerie Sember

- ▶ Theresa Drum



# Why do people choose to be a ..... **NURSE**



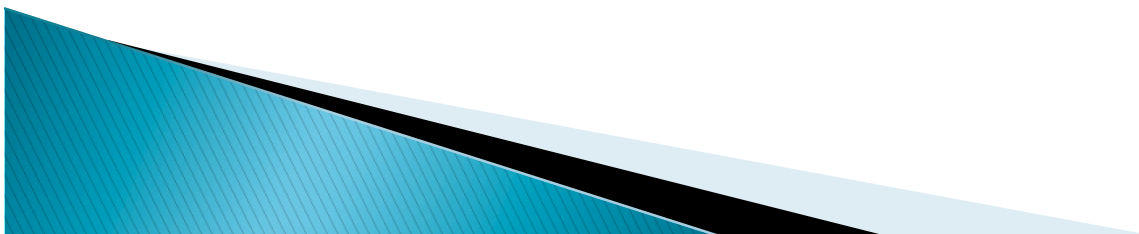
They want to **HELP PEOPLE!**

They enjoy working with **PEOPLE!**

They have **INFORMATION** that can heal and comfort sick **PEOPLE!**

They are good at comforting those who are **HURTING!**

They can build a **BRIDGE** between doctors and patients!



# WCHOB Family Advisory Council

## ▶ History

- ▶ In September of 2005, two Pediatric Intensive Care RN's, a Nurse Manager, and a PICU MD met with a core group of parents to listen to their perspective on what we were doing well, what we were doing NOT so well, and ideas for positive change. We have been meeting monthly ever since! Our group has grown not only in number, but also in scope. What was originally the PICU Parent Advisory Council is now the WCHOB Family Advisory Council.

## ▶ Role

- ▶ FAC members partner and collaborate with staff to orient new nurses, have visits with residents in their homes, participate on hospital committees and workshops, talk with peers, develop new resources for families, and provide a family perspective of care.



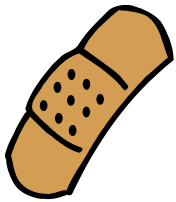
# PATIENT AND FAMILY CENTERED CARE - MYTHS



*Just “being nice”*

*Relinquishing  
all decision  
making*

**Absence of rules**



*Patients and families  
being rude or abusing  
staff*

**HARD!**

# PATIENT AND FAMILY CENTERED CARE - TRUTHS

## Helping **People!**

*Through:*

*Participation*

**PARTNERSHIPS**

*Strengths*

**Collaboration**

**Empowerment**

**Respect**

**Choice**

**Flexibility**

**Information Sharing**

**Support**

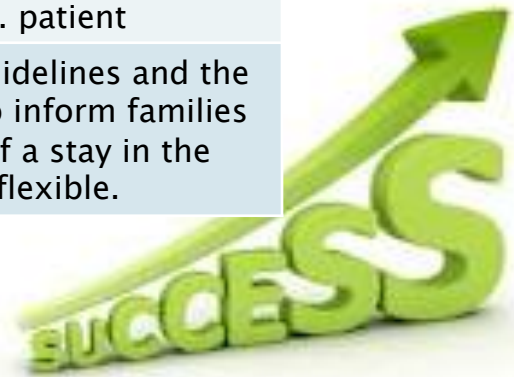






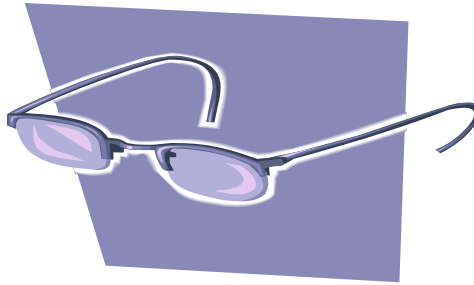
## Patient and Family Centered Care

—	+
We have to spend too much time explaining everything to parents and family members.	More communication makes families more confident – an initial talk makes for less anxiety–saves time later.
Too many visitors – upsets the routine and getting our job done.	There may be cultural reasons there are many people at the bedside. Communicate with the family about their needs, as well as the patients need for rest. patient
Families can do whatever they want – no rules for them!	Explain important guidelines and the reasons, and need to inform families at the beginning of a stay in the hospital. Be flexible.

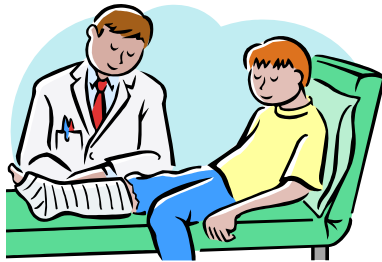




It's time to try on some new glasses.....



View the hospital from the eyes of your patient and their family!



**What would you change?**

# The Family Advisory Council

is here to help  
**YOU!**

- ✓ Establish a partnership of quality care!
- ✓ Improve the patient experience!
- ✓ Assist you in difficult situations!
- ✓ Achieve a better outcome for all!



# Communication is KEY!



What is your personal communication style?



Get the job done!



See the big picture!



All about the details!



Sensitive to feelings!

Diagnosis

Grief

Appreciation

Treatment plan

Healing

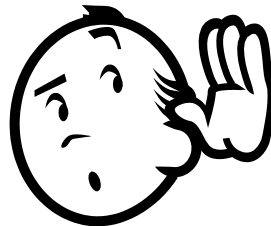
Long hours

Conflicts

Frustration

**What works?**

*Let's hear from our patients and their families.....*



*The Family Advisory Council brings the patient  
and family perspective.*

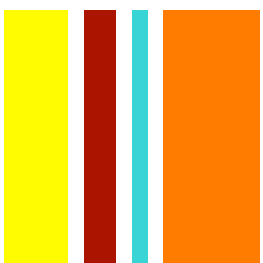


We are here to support you in your efforts to  
**HELP PEOPLE!**



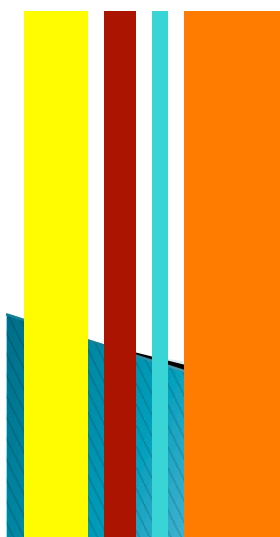
Together we can reach our vision of  
**Patient and Family Centered Care!**

# Opening Doors



## Collaboration of **The Parent Network of WNY The Early Childhood Direction Center**

Funded by  
Family Support Services (FSS)  
Office for People With Developmental Disabilities  
(OPWDD)



# Where to go for more information

Parent Network of WNY & the Early Childhood Direction Center  
*The links between parents and professionals  
and the resources within the community for individuals with disabilities*



- ▶ Offer tools necessary for parents and professionals to take an active role in the lives of individuals with special needs.
- ▶ Information and Referral services links people with the information and resources they are looking for regarding:
  - disabilities
  - community resources
  - available services
  - concerns about school

Parent Network  
(all ages)  
(716)332-4175 or  
[info@parentnetworkwny.org](mailto:info@parentnetworkwny.org)

The Early Childhood  
Direction Center  
(birth-5)  
(716)88003875  
[www.wchob.org/ECDC](http://www.wchob.org/ECDC)







People will forget what you said,  
people will forget what you did,  
but people will never forget  
how you made them feel.”

*Maya Angelou*