

What is Family Centered Rounds?

Every morning the doctors, nurses and other members (ancillary staff) of Packard Children's Hospital health care teams meet to discuss each child they are caring for.

These meetings are important for:

- ❖ coordinating the care each child receives
- ❖ creating a plan of care
- ❖ lowering (reducing) the chance of mistakes and delays in care

You're Invited

Patients and families are now included in Family Centered Rounds.



The ideas, opinions, and questions patients and families bring to the discussion and planning is an important part of the *safe, high quality care* we provide at Packard Children's Hospital.

While we look forward to having you at Rounds, it is not required. It is *your choice to attend*.

LET US KNOW! Use the colored magnet on your door to tell us if you'd like to join Family Centered Rounds each day.

 Means "YES" The team will knock on your door when it is time to meet together about your child.

 Means "NO" The team will meet in the hallway and then let you know the plan of care.

When patients are 18 years old, they make the choice about attending Family Centered Rounds.

FAMILY *to* FAMILY

Dear Families,

We are parents of children who receive care from Lucile Packard Children's Hospital. We have learned about the importance of building partnerships with our child's health care team. At Packard Children's, you are encouraged to be an active member of your child's health care team.

FAMILY *to* FAMILY materials are designed to share information, tips, and strategies we have used to become comfortable and involved in the care of our children.

From our family to yours,



FAMILY-CENTERED CARE
AT PACKARD CHILDREN'S
WWW.FAMILYCENTEREDCARE.LPCH.ORG

Partnering with Your Team



Our goal is to include you as a partner in the care of your child as much as you would like.

Partnership at Packard Children's means:

- ❖ we *share information* with you in a way that you can understand
- ❖ our team *involves you in decisions* about the care of your child
- ❖ *your family information and perspectives are included* in the plan for your child

Attending Family Centered Rounds is one way to partner with your child's health care team.

For more information about Family Centered Rounds, you can:

- ★ talk with your bedside nurse, doctor, or social worker
- ★ watch the Family Centered Rounds video on your Packard Vision TV
- ★ email questions to a Parent Mentor at familycenteredcare@lpch.org

family-centered care

FAMILY *to* FAMILY
S E R I E S

Family Centered Rounds



Patients and Families
Join the Team!

**A Guide for Participating
in Family Centered Rounds**

Lucile Packard
Children's Hospital
AT STANFORD





families + packard = family-centered care

Who attends Family Centered Rounds?

The health care teams are formed depending on the needs of each child. Sometimes there are many members of the team. There may be:

- ❖ **doctors-** Attending, Fellow, Resident, Intern, medical students
- ❖ **Physician' Assistant or Nurse Practitioner**
- ❖ **nurses-** Charge nurse, bedside nurse
- ❖ **therapists-** respiratory, physical, occupational
- ❖ **other team members-** case manager, social worker, dietician

When and Where do Rounds happen?

Family Centered Rounds happen

Monday - Friday, 8:45-11 am for 10-15 minutes.

If you have more questions than there is time for your doctor will return later in the day.

Patients and families choose where to meet:

- at the bedside
- in the hallway outside of the room

When deciding where to have Rounds, parents might think about their child's:

- ❖ age
- ❖ ability to understand adult conversations
- ❖ feelings about hearing the information
- ❖ reaction to lots of people at the bedside



What if you don't speak English?

There is a **Spanish interpreter available** (and phone interpretation for other languages) to attend Rounds each morning. Talk to your nurse about using the interpreter for Family Centered Rounds.

Privacy (Confidentiality) in the Hospital



While you are in the hospital, you may overhear information about another patient.

Keeping patient information confidential is very important to us. We are committed to protecting the privacy of each patient and family.

We ask you to help us maintain privacy for every family.

- **If you hear something about another child, please keep the information private.**
- **Please don't share information you have overheard about another child with anyone, including the child's parents.**

It is important that parents receive information about their child's medical condition from their own doctors and nurses.

- **Please do not ask staff questions about another patient at Packard.**

We know you are asking because you care. Our staff cannot share this information with you since we are required by Federal law to maintain the privacy of each patient.

Why are there many doctors at Rounds?

Packard Children's Hospital is a teaching hospital for Stanford University Medical School. The Attending doctor is a professor, responsible for supervising the "student" doctors, as they use their knowledge and skills to care for children.

During Rounds, the Attending doctor teaches Fellows, Residents, Interns, and Medical Students about:

- ❖ **Diagnosing and treating** medical conditions
- ❖ **Working together with team** members to meet the child's needs
- ❖ **Speaking with families** about their child's health care

What is discussed at Rounds?

The discussion at Rounds will be about **your child's current condition and progress.**

They will talk about:



- ❖ Overnight issues & changes in the last 12-24 hours
- ❖ A "presentation" of health history and current condition
- ❖ New lab and study/test results
- ❖ Daily plan of care
- ❖ Discharge consideration (criteria) and discharge goals for the day

Each team member will share his/her opinion and ideas for your child.

The Attending doctor will make the final decision on the plan of care and will ask if you agree.

What is the patient and family role at Rounds?

As a member of the health care team, you are invited to be an active participant in Rounds.

Patients and families are welcome to:

- ❖ write down questions and notes before and during Rounds
- ❖ listen and add to the medical information presented to the group
- ❖ ask questions to clearly understand the information and decisions being made
- ❖ tell the team what you think will help your child



You decide how comfortable you feel talking during Rounds. Just listening is okay too!