# Family-Centered care model in a pediatric outpatient setting

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**Mission**: To be a light in the lives of children and their families by supporting their overall development and maximizing their potential.

**Vision**: To help children gain the highest level of independence in their natural environment.

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## I. Goals of the Experiential Component

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<th>I.</th>
<th>Review of the literature to support the benefits of family-centered care model</th>
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<td>II.</td>
<td>Needs assessment data report to summarize results from a caregiver needs assessment</td>
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<td>III.</td>
<td>Inservice with therapists about family-centered care model</td>
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<td>IV.</td>
<td>Creation of a 4-week opportunity where therapists incorporated a participatory component between caregiver and child into their sessions</td>
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<td>V.</td>
<td>Caregiver resource binder with a variety of parent resources to support at-home therapy recommendations</td>
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<td>VI.</td>
<td>Installation of Digital Signage System in clinic lobby to disseminate information related to caregiving and/or specific skills addressed in therapy and ideas on ways to address them at home</td>
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## II. Outcomes

- **Needs of the Agency**
  - Through observation and collaboration with the clinic owner, we identified a need to (1) increase therapist confidence in ability to transcend barriers to involve a participatory component with caregivers in sessions and (2) increase caregiver investment to increase carryover between the clinic and home. This evolved into an acknowledgement for a slight culture shift to more efficiently embody the idea of family-centered care (Dunst, 2002) and consider the parent as a partner (Harrison et. al., 2007).

- **Caregiver Feedback**
  - The following are caregiver responses after the opportunity to participate in their child’s therapy session:
    - “When you don’t go back in therapy, all you see at the end is a craft. You don’t think about the other things going on. I trust his therapist fully to get him what he needs, but didn’t always know what specific skills were being worked on.”
    - “Now I can see what he can do and not let him off the hook as easy when something gets hard.”
    - “Yes. It opened my eyes to see how far he has come but how far he has to go. I really enjoyed it because in that time, I didn’t have to think about anything else.”
    - “Oh yes. Just overall watching him. I have a better idea of what he’s doing. And I can see the difference between home and here. This was helpful because I need outside help to separate emotion that just wants to protect him and keep him in a bubble when things get hard.”

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## III. Acknowledgements

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