Family Connection: Diversifying Family-Centered Care Learning
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What is Family Connection?
• A visit with a family who has a child with a disability
• Trainees are matched with a family who is from cultural background different than their own
• Some of the trainees will work with interpreters for their visit
• Typically 2 hour visit
• Cultural broker is present for each visit

Trainee Preparation
All trainees participate in:
• Online modules - HRSA Effective Communication Tools for Healthcare Professionals
• In-person role play activities with professional interpreters
• Discussion of role of cultural brokers
• Education on use of, the Explanatory Model (Kleinman, 1978)

Rationale
• Training future leaders to deepen their understanding of culturally responsive family centered care
• Direct experience with diverse families, cultural brokers and interpreters
• Provide more structured and supported “cultural encounter “to validate, refine or modify existing values, beliefs & practices about cultural group & develop cultural desire, … awareness & cultural skill and knowledge” (Camphina-Bacote, 2011)

Family Preparation
• Partner with statewide family support/advocacy group, VT Family Network
• VT Family Network staff identifies families to participate
• All families receive training to be parent teachers
• For families using interpreters, training is in a group setting with interpreters provided.

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Post Visit Reflection
Trainees write reflection on:
• their learning about culturally responsive, person and family-centered care
• how this experience will impact their future practice/work.
• Trainees write thank you note to family sharing what they learned and how will use this information in the future.

Role of Family Resource Consultant
Paid position for individual from diverse background with well-established, trusted connection to the former refugee and immigrant community
Responsibilities:
• Recruits families from diverse racial/ethnic backgrounds
• Serves as cultural broker during family visits or arrange for others to work in that role
• Attends follow up visits with families whose language is not written or who cannot read English

Trainee Matching
• Each trainee is matched with family from different cultural background than their own.
For example,
• English speaking, white, US born trainee is matched with Mai Mai speaking Somali Bantu parent
• A former refugee trainee from Bhutan is matched with white, US born, English speaking family

Evaluation/Outcomes
• Each family is asked to provide feedback on the experience using Survey Monkey or in person with an interpreter.
• 100% satisfaction with overall experience
• 4.75/5.0 average response on individual items

Funding
• VT Family Network pays each family for the training and any interpreters used in training
• VT LEND core budget funds
• Family Resource Consultant
• Each family for their visit
• All interpreters and cultural brokers for visits and any follow up evaluation visits
References

