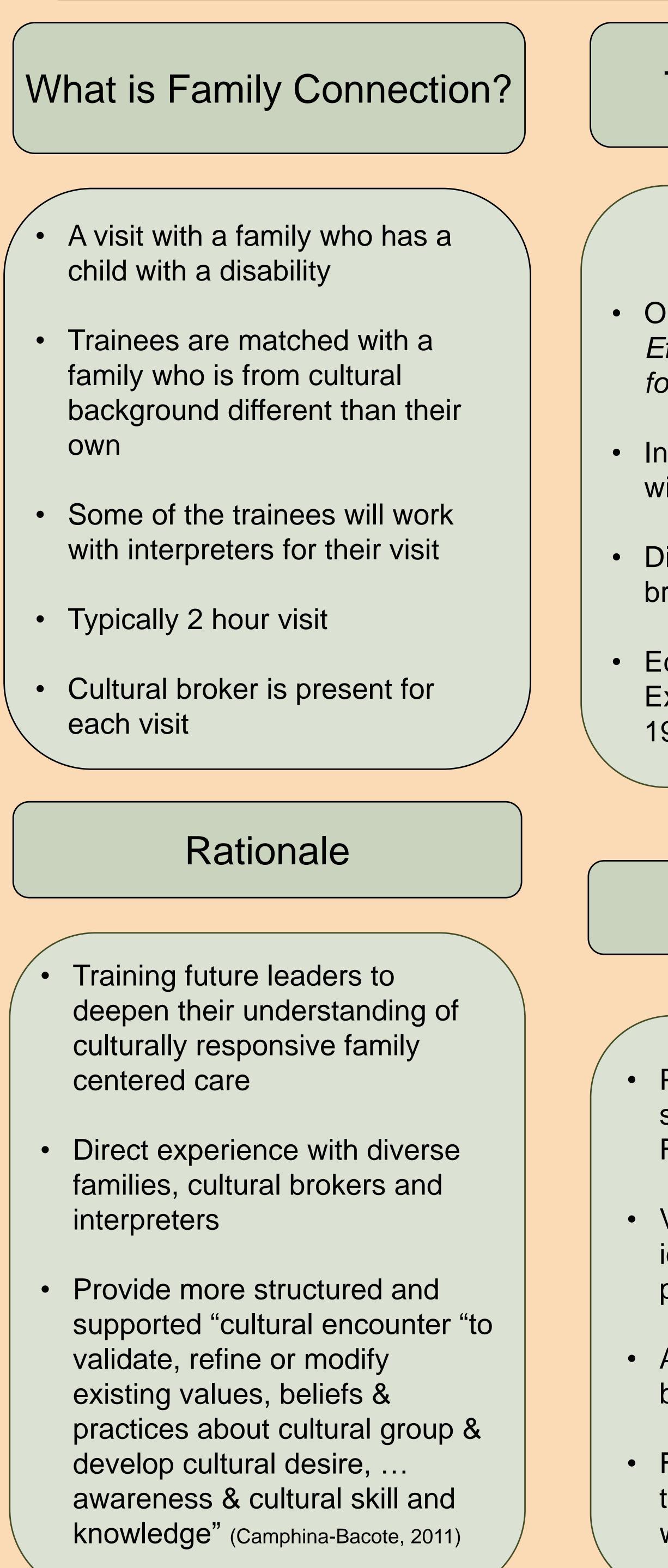


Family Connection: Diversifying Family-Centered Care Learning VT LEND, University of Vermont, College of Medicine Mary Alice Favro, MA, CCC-SLP, Clinical Director/ Associate Training Director & Fatuma Bulle, Family Resource Coordinator



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)

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.





Paid position for individual from diverse background with wellestablished, trusted connection to the former refugee and immigrant community

Responsibilities:

- to work in that role
- English



Role of Family Resource Consultant

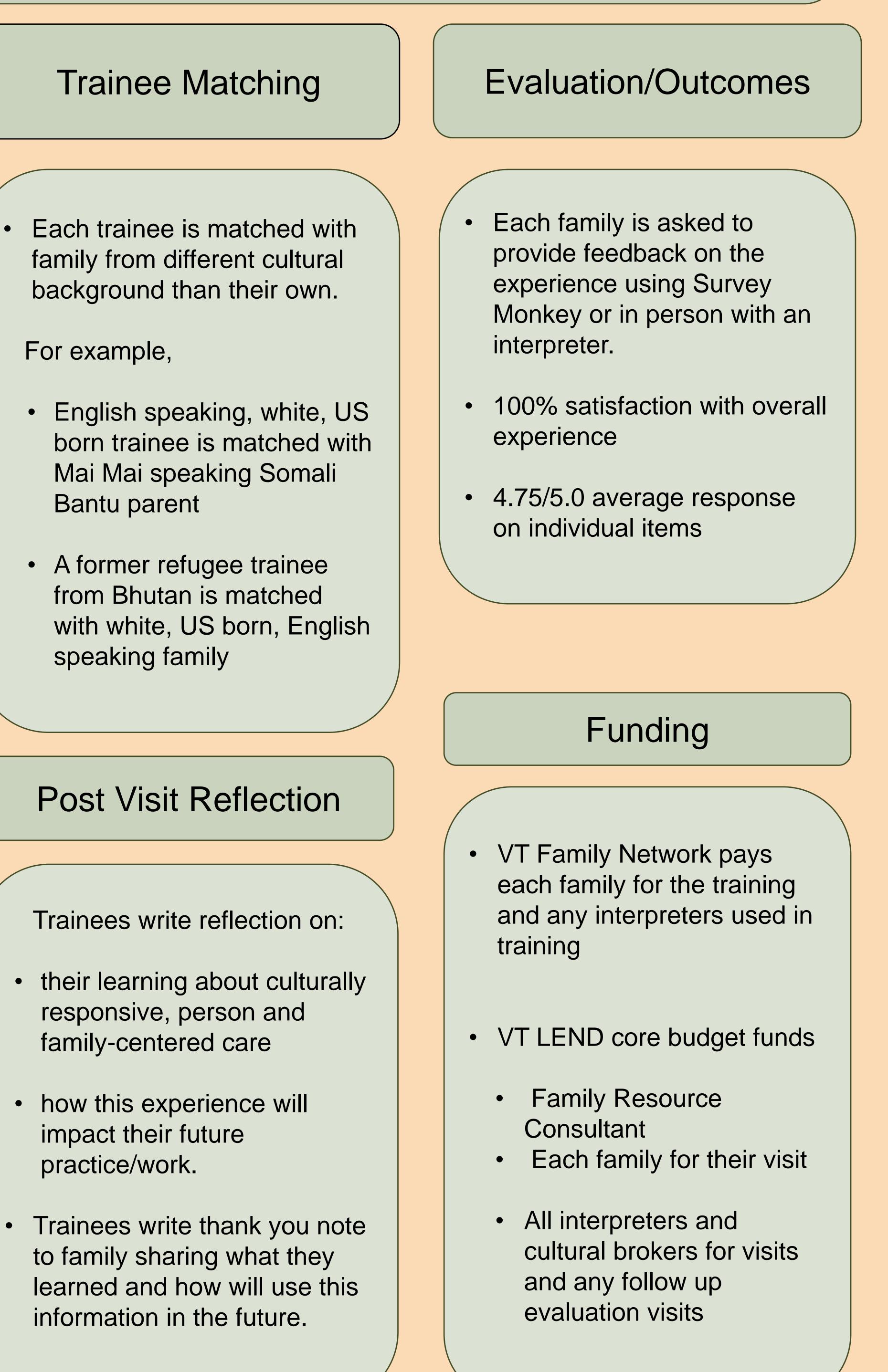
Recruits families from diverse racial/ethnic backgrounds

 Serves as cultural broker during family visits or arrange for others

 Attends follow up visits with families whose language is not written or who cannot read



- Bantu parent
- speaking family



References • Campinha-Bacote, J., (May 31, 2011) "Delivering Patient-Centered Care in the Midst of a Cultural Conflict: The Role of Cultural Competence" OJIN: The Online Journal of Issues in Nursing Vol. 16, No. 2, Manuscript 5.

• Health Resources and Services Administration (HRSA). (2007). Effective Communication Tools for Healthcare Professionals: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency [Online training modules]. Retrieved from http://www.hrsa.gov/publichealth/healthliteracy/

• Kleinman, Arthur. (1978). Concepts and a Model for the Comparison of Medical Systems as Cultural Systems. Social Science & Medicine 12:85-93.