

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

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)

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.



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

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.

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

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