

PARTNERSHIPS WITH FAMILIES. THE ROLE THAT FAMILIES PLAY IN MANAGING CHILDREN'S MEDICAL CONDITIONS.

WHAT DO COLLABORATIVE PARTNERSHIPS WITH FAMILIES LOOK LIKE?



Sharing insights and perspectives about each child



Making decisions together



Valuing and using each other's knowledge of the child



Establishing goals and agreeing on strategies to achieve them



Using negotiation and open conversation when disagreement or conflict occur



Showing mutual respect and trust

When we begin to put ourselves in the shoes of the other person, we can begin to see the situation differently – this is about “...hearing the whole story, seeing the full picture, knowing their main worries, learning their strengths,” and is an important aspect of creating a sense of connection and partnership with parents, carers and families in our centre community.

(Davis et al, 2002).

PARTNERSHIPS WITH FAMILIES. THE ROLE THAT FAMILIES PLAY IN MANAGING CHILDREN'S MEDICAL CONDITIONS.

EFFECTIVE COMMUNICATION FOR MANAGEMENT OF MEDICAL CONDITIONS

- Empathic responding: is about communicating with families with empathy and sensitivity, they are the experts in their child's needs.
- Being specific with questioning: be simple and concise, make your questions count.
- Ask specific questions about children's triggers and their current health status.
- Active listening: involves being receptive to what the other person is saying and showing through your body language that you are listening and engaged.
- Summarising: use statements to pull together and reflect back on what the other person has said. This becomes part of the risk minimisation and communication plan.
- Competent communication: address the 'what' and the 'how' of the message to make sure that there is substance over form. Be informed and know what you are talking about – upskill your knowledge if necessary. Families can provide a link between medical professionals and the service.
- Negotiation: starts with - how does the other person see the situation and why?



Three keys to negotiation

1. Separate the person from the problem.
2. Focus on interests rather than positions.
3. Generate a variety of options before settling on an agreed decision.