



Family-Professional Partnerships in the Medical Home

Families play a critical part in their children's health care. When pediatric care is family-centered, it increases the likelihood that families will adopt jointly developed plans of care, resulting in greater adherence to medical treatment and recommendations. When practices engage families as partners, patients and providers report more satisfaction with care. Furthermore, as a result of care that is family-centered, families are less likely to miss appointments, and there is a reduced risk of medical malpractice claims.

Family Advisory Councils have been shown to help practices improve their provision of family-centered care and improve clinical and efficiency outcomes. They help practices refine processes to improve families' utilization of services. They also bring supportive resources to practices, such as knowledge of family support opportunities for parents of children with special needs. Furthermore, family partners can also enhance a practice's cultural competence.

The *Family-Professional Partnership in the Medical Home* module focuses on the critical role that families can play in improving care and practice performance. It is provided through the Educating Practices in the Community (EPIC) program in partnership with the CT Family Support Network, Family Voices of Connecticut, and the Connecticut Department of Public Health. A professional trainer will visit your practice at a time that is convenient for you and provide a brief presentation to you and your entire staff.

Presentation Objectives

- Understand the critical role that families can play in improving care and practice performance
- Increase knowledge of the benefits of family-centered practices
- Learn how to make your practice more family-centered
- Learn how to develop and integrate a Family Advisory Council in your practice
- Increase knowledge of parent support resources to help your practice serve children with special needs
- Learn how your practice can enhance its capacity to provide culturally competent care in conjunction with family and community partners

EPIC provides:

- Resource Materials
- Lunch or snack



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