

care for

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Children's Clinical University Hospital/ Children's Hospital Foundation

- only multispecialty pediatric healthcare institution in Latvia
- ☐ more than 30,000 patients recieve inpatient services
- ☐ more than 160,000 receive outpatient services

Foundation

- assistance to the patients of the CCUH
- □ social and psychological help to the patients' parents
- development of new health services for children
- development of the CCUH





Problems/ Current situation

Inpatient

- Communication legacy/ lack of time and training of med personnel/ lack of human recourses
- Information- insufficient info about healthcare possibilities, state covered and non covered healthcare etc.
- Out of pocket payments

Outpatient

- Fragmentation hard to navigate through health system
- Restricted accessibility time/ location/ money
- Lack of integrated services
- health, social, education



Family-centered care (FCC)

- Parents play a critical role in children's healthcare
- Children's healthcare outcomes are related to the family's socioeconomic statuss, health literacy and other aspects

FCC is a partnership approach to healthcare decision-making between the family and healthcare provider

- Main principles:
- Information sharing
- Partnership and Collaboration
- Care in Context of Family and Community



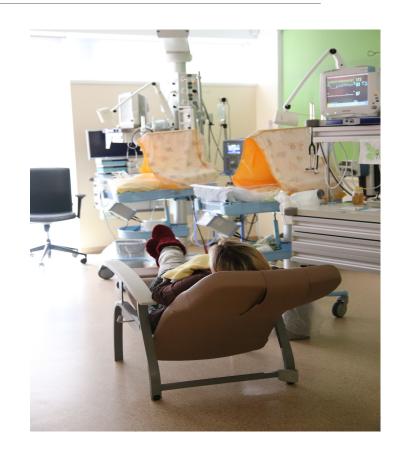
Family-centered care/ Benefits

- ☐ FCC has been associated with
- less delayed healthcare
- fewer unmet service needs
- reductions in out of pocket costs
- better health outcomes
- wiser allocation of recources
- reduced odds of emergency room visits
- greater patient and family satisfaction



Accomplished/Inpatient

- ☐ Facilities/ infrastructure family rooms/ Parent's house/ special equipment/ play rooms
- ☐ Communication/information info materials/communication standards/ medical personnel training
- ☐ Support psychological , social
- Parent's Board of the CCUH





Accomplished/ Outpatient

- ☐ Information/ education info materials/ workshops for parents
- ☐ Financial support
- Coordinated care- coordination centers for specific diseases/ healthcare programs





Recommendations/Inpatient

- Info center in the CCHU information about the state covered and non covered help, about local healthcare possibilities, necessary documentation etc. – Hospital or NGO
- Educational nurse/ discharge nurse (depending on the unit and disease) – informs about the diagnosis, answers questions, coordinates support – social, psychological, etc. - Hospital
- Sick leaves for parents with children older than 14 initiative of the Parent's Board of the CCHU (in process) Parent's organization/ Ministry od Social Affairs



Recommendations/ Outpatient

- Psychological support for sisters and brothers regular possibility to receive psychological help/ family therapy for families with children with special health care needs - Ministry of Social Affairs
- Healthcare programs/ coordination centers designed for special patient groups to meet their health needs – Ministry of Health
- Educational materials and programs for parents web and printed materials in Latvian about specific diagnosis, treatments/ educational groups for parents Ministry of Health, NGO, Hospitals
- Coordination and effective use of NGO recourses





