
Family-



care for

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- ❑ only multispecialty pediatric healthcare institution in Latvia
- ❑ more than 30,000 patients receive 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 resources
- 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 status, 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 resources*
- *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 of 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**



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FONDS