

## Are Families Considered Visitors or Partners?

In advancing the practice of family-driven care—changing the concept of families as visitors and recognizing families as partners—it is important to examine staff practices and the infrastructure of an organization to determine how well family presence and participation is supported. This checklist may be useful in understanding current policies and practices and prioritizing action steps for a plan for change.

	Yes /No	Perceived Priority for Change
<b>⑦ Philosophy of Care</b>		
Does the philosophy of care statement acknowledge the importance of families to the care and comfort of individuals? 1 2 3	* = *	
Were families involved in developing service delivery policies? 1 2 3	* = *	
<b>⑦ Policies</b>		
In written policies, is there acknowledgment of varied family structures and an individual's right to self define family? 1 2 3	* - *	
Are policies regarding family voice and choice written to reflect the view of families' as partners:		
• In decision making for individuals? 1 2 3	* - *	
• In the care of individuals? 1 2 3	* - *	
• In developing guidelines and policies related to family involvement? 1 2 3	* - *	
• In training staff regarding working with families? 1 2 3	* - *	
• In evaluating individual and family perceptions of care? 1 2 3	* - *	
Are staff at all levels involved with families in developing, implementing and evaluating guidelines and polices related to family participation? 1 2 3	* - *	
<b>⑦ Environment and Design</b>		
Are first impressions of the clinical areas welcoming to families? 1 2 3	* - *	
Is the signage:		
• Welcoming to families? 1 2 3	* - *	
• Worded positively and respectfully? 1 2 3	* = *	
• Written in languages and at a reading level understandable to families served? 1 2 3	* - *	
In inpatient and outpatient treatment areas, is there:		
• Comfortable seating for families? 1 2 3	* - *	
• Adequate space for family presence? 1 2 3	* - *	

- Adequate space for family members to provide care? ☼ — ★  
1 2 3
- Adequate space for staff to work with families present? ☼ — ★  
1 2 3

**☼ Patterns of Care/Collaboration**

Do staff members view families as key partners? ☼ — ★  
1 2 3

Do staff members:

- Recognize and support the strengths and competencies of all families? ☼ — ★  
1 2 3
- Support families as full members of the child and family team? ☼ — ★  
1 2 3
- Offer family members training in parenting skills? ☼ — ★  
1 2 3

Are the concerns, priorities, and needs of families elicited and respected in the services and support planning process? ☼ — ★  
1 2 3

Do documentation procedures/forms obtain information about the family's strengths, preferences, concerns, and goals for their family member? ☼ — ★  
1 2 3

Do families have the opportunity to participate in discussions relating to care, discharge planning, and transitions to new settings? ☼ — ★  
1 2 3

**☼ Information and Decision Making**

Does all written information given to families (including entry and orientation plan, family handbook, etc.) express the belief that families are viewed as members of the treatment team? ☼ = ★  
1 2 3

Were family members involved in creating materials for families such as the pre-admission packet and family handbook? ☼ — ★  
1 2 3

Is information made available to families in the language and formats (verbal, written, other) they can use most comfortably? ☼ — ★  
1 2 3

**☼ Families as Advisors**

Is there a systematic procedure for gathering information about family satisfaction with policies and practices related to family participation? ☼ — ★  
1 2 3

Are family members involved in:

- Developing, implementing, and evaluating policies, programs and practices? ☼ — ★  
1 2 3
- Responding to and finding solutions for concerns and suggestions shared by other families? ☼ — ★  
1 2 3
- Developing, implementing, and evaluating quality improvement initiative? ☼ = ★  
1 2 3

Are families involved in committees and workgroups focused on issues related to the experience of care? ☼ — ★  
1 2 3

**7 Personnel Practices**

Are policies and practices in place that encourage recruiting and hiring individuals who are committed to working collaboratively with families?

1 2 3

★ = ★

Do position descriptions and performance appraisals for staff clearly articulate the necessity of working in respectful and collaborative ways with families?

1 2 3

★ = ★

Are orientation and in-service programs offered for staff to develop skills relating to collaboration with families?

1 2 3

★ = ★

Do family members participate in these staff trainings?

1 2 3

★ = ★

This survey was developed by the **Institute for Family Centered Care**, 7900 Wisconsin Ave. suite 405 Bethesda MD 20814, Phone 301-652-0281 FAX 301-652-0186 [www.familycenteredcare.org](http://www.familycenteredcare.org) It has been modified slightly to fit with our state mental health programs. Source: Ahmann, E., Abraham, M.R. & Johnson, B.H. (2003). *Changing the Concept of Families as Visitors: Supporting Family Presence and Participation*. Bethesda, MD: Institute for Family-Centered Care.