

the FUTURE of CARE for CHILDREN with MEDICAL COMPLEXITY

Cafe 2: HUMANISM in CLINICAL CARE to MEET WHOLE CHILD/FAMILY NEEDS

HUMAN EXPERIENCES, VALUES, & DIGNITY ARE FIRST & FOREMOST

WHAT TECHNIQUES, STRATEGIES, & TOOLS CAN WE DRAW UPON to OPERATIONALIZE HUMANISM in CARE?

WHAT CHANGES NEED to HAPPEN to BETTER INTEGRATE ELEMENTS of HUMANISM into CARE?

WHAT FAMILIES TOLD US MATTERS MOST for HUMANISM in CARE:

UNDERSTANDING WHAT MATTERS TO PATIENTS & FAMILIES

DEVELOPING AUTHENTIC RELATIONSHIPS: TRUST & RESPECT!

TREATING PATIENTS & FAMILIES as WHOLE PEOPLE (NOT JUST a DIAGNOSIS)

PROVIDING INDIVIDUALIZED, WHOLE-PERSON CARE ALIGNED with FAMILY GOALS & PRIORITIES

ACTIVE LISTENING & HUMBLE INQUIRY

NARRATIVE TOOLS to UNDERSTAND FAMILY PERSPECTIVE

FLEXIBLE CARE DELIVERY to MEET FAMILY NEEDS

MULTIDISCIPLINARY TEAMS that INCLUDE FAMILIES as PARTNERS

REDESIGNING SYSTEMS to ENABLE RELATIONSHIP-CENTERED CARE.

TRAINING PROVIDERS: START EARLY in their EDUCATION

TRANSFORMING CULTURE & MINDSETS across ALL MEMBERS of the CARE TEAM

KEY IDEAS from BREAKOUT DISCUSSIONS

JOY COMES FROM EARNING the TRUST of FAMILIES!

HEALTHCARE is GOOD at DEHUMANIZING CARE...

THE POWER of LISTENING

COMPETING PRIORITIES:

DETRIMENTAL: BUT ALSO NECESSARY to PUSH US

PRESUMPTION of CONFIDENCE. RECOGNIZE the EXPERTISE in the ROOM!

the FUTURE of CARE



SOCIETAL BIAS
"THE SYSTEM HAS SHORTCOMINGS... NOT the CHILD"

WHAT HUMANISM LOOKS LIKE to FAMILIES:

RELATIONSHIP & TRUST

PARTNERSHIP & COMMUNICATION

POWER of FAMILY-to-FAMILY SUPPORT

FOR PROVIDERS:
POWER of STORIES

* BUILT TRUST by LISTENING

* AFFIRMATION for PARENTS' LOVE & JOY for their CHILD

PARENTS' ROUTINE FEEDING Growth!



Boston University School of Social Work
Center for Innovation in Social Work & Health



Lucile Packard Foundation

Children's Health

Illustrated by KARINA BRANSON
CONVERSKETCH.COM