Rational

- Family-Centered Care (FCC) is considered best practice, yet it is often insufficiently implemented (Almasri, An, & Palisano, 2017; American Academy of Pediatrics, 2012).
- **Problem:** providers struggle to implement FCC in their practice setting.
- **Solution:** Effective training can minimize the gap between FCC theory and practice.
- **Purpose:** To examine the effectiveness of a training program to enhance practitioners’ implementation of FCC practices.

What do providers need to know to be family-centered?

- Collaborative goal setting
- Cultural sensitivity
- Effective communication
- Workplace policies
- Learning from families
- Inter-professional teamwork
- Supporting families
- FCC processes
How to train providers?

Design

- N=83 occupational therapists, physical therapists, and speech-language pathologists participants in FCC training.
- Effectiveness evaluated using a mixed-method program evaluation approach (Newcomer, Hatry & Wholey, 2015), including pre-post measurement of implementation of, and confidence in FCC practices.

FCC guidelines
- Learning from families
- Home observation
- Self Assessment
  - MPOC-SP

Family-centered communication
- Conducting effective conversations
  - Structures parent interview
- Developing cultural sensitivity
  - Cultural interview

Partnering in the process
- Family-centered assessment tools
  - Assessment administration report
- Shared goal setting
  - Goal setting report

Organizational perspectives
- Understanding FCC in the workplace
  - SWOT analysis
- Practical suggestions for improvement
  - Action plan

The training
Developed under the mentorship of Prof. Ellen Cohn of Boston university

Measures
- The Measure of Processes Of Care, service provider form (MPOC-SP; Woodside, Rosenbaum, King, & King, 1998)
- MPOC-Confidence (MPOC-Con; Gafni Lachter, Ben-Sasson & Josman, 2019)

<table>
<thead>
<tr>
<th>In the past year, to what extent did you...</th>
<th>Indicate how much</th>
<th>Your level of confidence in your skill</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Suggest treatment/management activities that fit with each family’s needs and lifestyle?</td>
<td>7 6 5</td>
<td>1-10</td>
</tr>
<tr>
<td>2. Offer parents and children positive feedback or encouragement (e.g., in carrying out a home program)?</td>
<td>7 6 5</td>
<td>1-10</td>
</tr>
</tbody>
</table>
Significant changes ($F(1, 7) = 13.54, p < 0.00, \eta^2 = 0.89$).

In FCC frequency and confidence

<table>
<thead>
<tr>
<th></th>
<th>SIS</th>
<th>CSI</th>
<th>PGI</th>
<th>TPR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre</td>
<td>4.94</td>
<td>5.28</td>
<td>3.53</td>
<td>5.64</td>
</tr>
<tr>
<td>Post</td>
<td>6.92</td>
<td>7.77</td>
<td>6.38</td>
<td>7.66</td>
</tr>
</tbody>
</table>

Significant, strong positive correlation ($r = .57 -.67, p < 0.01$) associations between FCC frequency and confidence.

Conclusions and practical implications

- Trainings can enhance therapists implementation of FCC
- Experiential learning and reflection are essential
- Self-efficacy promotes knowledge translation
- Teach practical, evidence-based, and theoretically driven content
- Assess learning to identify barriers and solutions
- Measure and demonstrate changes

Trainings can enhance therapists implementation of FCC

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Teach practical, evidence-based, and theoretically driven content

Assess learning to identify barriers and solutions

Measure and demonstrate changes

For more details
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Selected references


