

Establishing a Spanish Speaking Family Advisory Board in the Hospital Setting

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Patient and Family Centered Care

In order to provide patient and family centered care, it is imperative that patients and their families share their experiences and opinions with the Hospitals and Clinics they receive care from. Their views on the care that is being provided to them can help identify areas that need improvement and cultivate ideas for change. This is particularly true for Spanish speaking patients and their families as this population experiences increased disparities in health care.



What is a Consejo de Familias Latinas/Hispanas?

In March 2008, Children's Mercy Hospital initiated El Consejo de Familias Latinas/Hispanas - The Latino/Hispanic Family Advisory Board.

The group was established by several staff members with strong support from administration. They wanted to provide a formal setting for Spanish-speaking families to meet and address potential needs for hospital improvements.

Consejo Group





Meetings

- Held in the evenings, off site to accommodate comfort level and schedules of families.
- Childcare provided by volunteers.
- Dinner catered and paid for from Family Centered Care budget.
- Started with meetings every other month and increased to monthly.





Meetings and Support Staff

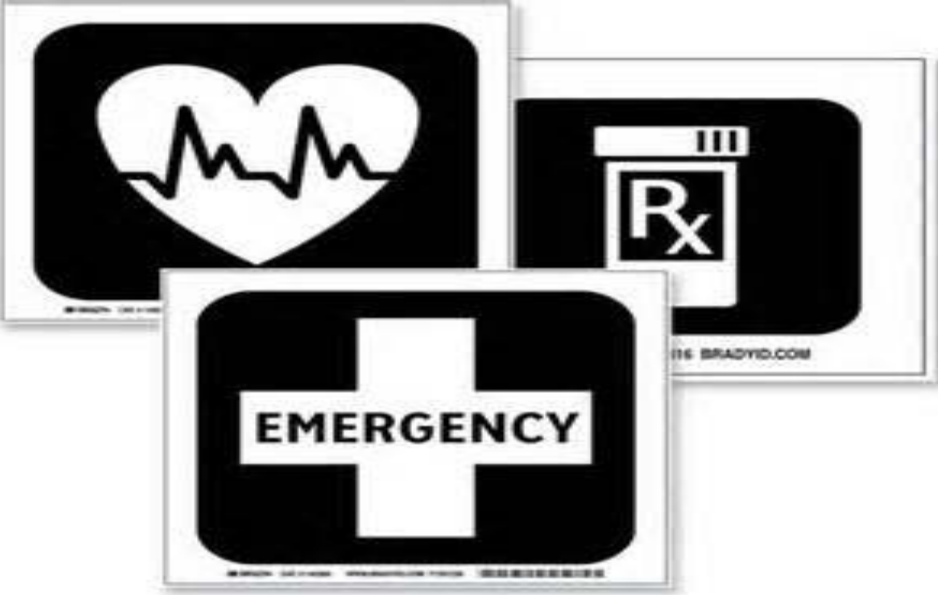
- Initial meetings consisted of presentations to members about various services offered by the hospital and clinics.
- Staff members present to help facilitate and serve as liaisons for their respective department. Staff includes a Social Worker, a Family Centered Care Coordinator, a physician, nurse and representative from Interpreter Services.
- A dedicated Administrative Assistant was hired in 2010 to take notes and type up minutes in Spanish and English.



Hospital Improvement Projects

As families built rapport with the staff and felt comfortable bringing up concerns, they focused on the following projects:

- Universal signage throughout the hospital
- Spanish incoming calls project
- Spanish version of Room Orientation video
- POPS (Parents Offering Parents Support)
- Communication with pharmacy
- Spanish/English communication tools
- Implementation of Cristo Rey Students as bilingual way-finders
- How to Talk about Sex with Your Kids workshop



Establishing a Consejo Board in your Hospital

- Establish a team who is passionate about working with Spanish speaking patients and families.
- Include a lead administrator, equity and diversity director, physician, social worker, care coordinator, nurse and language services representative.
- Identify families that are predominantly Spanish speaking and have children/family members who receive care in the hospital or its clinics regularly.

Establishing a Consejo Board in your Hospital

- Schedule meetings at an easily accessible location.
- Meet in the evenings during the week or lunch time on Saturdays.
- Provide childcare.
- Provide food and drinks.

Questions?



El Consejo
de Familias Hispanas/Latinas