

The Jones Family Case Study

Caitlyn has been in the ICU for two weeks. Her family lives in a small town three hours away. Her father, Michael, is self-employed, and can't miss work. Her mom, Janice, has used nearly all of her paid time off. Janice is staying with her mother who lives in town, but their relationship is strained. Michael drives up on the weekends. Caitlyn's six-year-old sister, Chole, alternates between staying with her dad at home, with their aunt in their hometown, and with her mom at her grandma's house. In addition to their worry about Caitlyn's health, the family is feeling the strain of being separated and is worried about finances. Janice says she feels helpless and tense. Michael describes his feelings as overwhelmed. Chole is angry that she missed her big dance recital, and she misses her mom when she's away.

1. Eight-year-old Caitlyn Jones has been admitted to the ICU with sepsis. Caitlyn's father, Michael, catches you in the hall. He's frustrated that he doesn't know today's plan of care and doesn't understand why her medications have been changed. Which core principle of family-centered care is most appropriate to implement at this time?
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation
2. Caitlyn's mother, Janice appears to be feeling a loss of control. Those feelings are often evidenced by asking numerous questions and/or repetitively asking the same question and focusing on the technical aspects of care. She frequently asks about lab values and administration of medications. She rarely leaves her daughter's bedside and insists that only certain nurses care for her. Which of the following will help the staff caring for Caitlyn build a partnership with Janice? Select all that apply.
 - A. Engage Janice in participating in care provision.
 - B. Identify, praise and build on Janice's strengths.

- C. Invite her to participate in the bedside shift report and interdisciplinary rounds.
- D. Provide a phone number so that she can stay in touch when away from Caitlyn's bedside.
- E. Provide opportunities for Janice to express feelings and concerns without being judged.

Select the core principle of family-centered care for the example of the principle in action:

- 3. Describe the plan of care for the day, including the purpose of any procedures.
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation

- 4. Encourage parents to be part of their child's bedside shift report.
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation

- 5. Invite parents to provide feedback on their satisfaction with their child's care.
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation

- 6. Work with the family to find ways for them to celebrate a cultural festival with their child.
 - A. Collaboration

- B. Dignity and Respect
- C. Information Sharing
- D. Participation

7. Before an invasive procedure, the health care team discusses with caregivers what pain their child may experience afterwards and together they develop a plan of care to address this pain. After the procedure, the health care team regularly asks for the caregivers' opinion on their child's pain and if they think it is being appropriately managed. This is an example of what core principle of family-centered care?

- A. Dignity and respect
- B. Information sharing
- C. Participation
- D. Collaboration

Reference:

“PNI: Family-Centered Care in the ICU” by Children’s Hospital Association

The Jones Family Case Study - Answers

Caitlyn has been in the ICU for two weeks. Her family lives in a small town three hours away. Her father, Michael, is self-employed, and can't miss work. Her mom, Janice, has used nearly all of her paid time off. Janice is staying with her mother who lives in town, but their relationship is strained. Michael drives up on the weekends. Caitlyn's six-year-old sister, Chole, alternates between staying with her dad at home, with their aunt in their hometown, and with her mom at her grandma's house. In addition to their worry about Caitlyn's health, the family is feeling the strain of being separated and is worried about finances. Janice says she feels helpless and tense. Michael describes his feelings as overwhelmed. Chole is angry that she missed her big dance recital, and she misses her mom when she's away.

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- A. Collaboration
- B. Dignity and Respect
- C. Information Sharing
- D. Participation

Rationale: Caitlyn's father is seeking timely, complete and accurate information related to her care, which coincides with information sharing.

2. Caitlyn's mother, Janice appears to be feeling a loss of control. Those feelings are often evidenced by asking numerous questions and/or repetitively asking the same question and focusing on the technical aspects of care. She frequently asks about lab values and administration of medications. She rarely leaves her daughter's bedside and insists that only

certain nurses care for her. Which of the following will help the staff caring for Caitlyn build a partnership with Janice? Select all that apply.

- A. Engage Janice in participating in care provision.
- B. Identify, praise and build on Janice's strengths.
- C. Invite her to participate in the bedside shift report and interdisciplinary rounds.
- D. Provide a phone number so that she can stay in touch when away from Caitlyn's bedside.
- E. Provide opportunities for Janice to express feelings and concerns without being judged.

Rationale: All the options listed are positive ways the hospital staff can engage Caitlyn's mother and implement ways to help her deal with the stress of the hospitalization.

Select the core principle of family-centered care for the example of the principle in action:

- 3. Describe the plan of care for the day, including the purpose of any procedures.
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation

Rationale: Information sharing includes providing complete, honest, and unbiased information on an ongoing basis in a manner that supports participation in care and decision making.

- 4. Encourage parents to be part of their child's bedside shift report.
 - A. Collaboration
 - B. Dignity and Respect
 - C. Information Sharing
 - D. Participation

Rationale: Participation is achieved by actively encouraging patients and families to participate in providing care and making decisions.

5. Invite parents to provide feedback on their satisfaction with their child's care.

A. Collaboration

B. Dignity and Respect

C. Information Sharing

D. Participation

Rationale: Collaboration is accomplished by partnering with the family in the delivery of care.

6. Work with the family to find ways for them to celebrate a cultural festival with their child.

A. Collaboration

B. Dignity and Respect

C. Information Sharing

D. Participation

Rationale: Dignity and respect are achieved by listening to each child and family in a manner that honors racial, ethnic, cultural and socioeconomic background and previous experiences.

7. Before and invasive procedure, the health care team discusses with caregivers what pain their child may experience afterwards and together they develop a plan of care to address this pain. After the procedure, the health care team regularly asks for the caregivers' opinion on their child's pain and if they think it is being appropriately managed. This is an example of what core principle of family-centered care?

A. Dignity and respect

B. Information sharing

C. Participation

D. Collaboration

Rationale: The health care team is collaborating with the family in the delivery of care. There is also some information sharing and participation occurring, but collaboration is the key element here.

Reference:

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Carlos' Case Study

Carlos is a 16-year-old patient who has been admitted to PICU after a posterior spinal fusion surgery for scoliosis. His family has just been updated by the orthopedic surgeon following the successful completion of his surgery and are wanting to see Carlos.

1. Carlos' family is very anxious to see him after surgery. His vital signs are stable, and he is comfortably resting in the PICU. His mother has been repeatedly calling the unit asking when they can see Carlos. How can the nurse best provide family-centered care in this situation?
 - A. Encourage the family to come to the bedside now as the PICU physician is rounding to Carlos.
 - B. Finish documenting the admission assessment and then call for the mother to be brought to the bedside.
 - C. Inform the family that she will call them as soon as he is finished with all his post-operative exams and imaging.
 - D. Perform all tasks prior to allowing the family to visit Carlos to ensure he is comfortable.

The PICU physician updates the family on Carlos' plan of care. The mother expresses concerns that his pain isn't being managed well because Carlos seems restless and irritable.

2. How can the clinician encourage the family to be involved in managing Carlo's pain?
 - A. Allow family members to push his PCA button when he seems uncomfortable.
 - B. Educate the family that most patients are in pain after this type of surgery.
 - C. Encourage the family to call the physician whenever Carlos is in pain so that a PRN dose can be ordered.
 - D. Teach the family appropriate non-pharmacological ways to help alleviate Carlos' pain in conjunction with pain medication.

3. Which of the following statements best reflects the philosophy of family-centered care?
 - A. Identify the weaknesses of the family so proper interventions can be implemented.
 - B. Partner with the family in the formation of an individualized care plan for the child.
 - C. Protect the family from distressing information in order to decrease their stress and fear.
 - D. Reference hospital policy when interacting with the family to demonstrate that all families receive the same treatment.

4. Which of these interventions would decrease stress for the caregivers of a critically ill child?
 - A. Allow visitation for only short periods of time so as to not stress the child.
 - B. Engage the caregivers in participating in caring for their child.
 - C. Give the caregivers only positive information.
 - D. Maintain sedation at high levels to promote maximum comfort.

5. During shift report you discover that your patient's family has been sleeping in their car and struggling to find money for meals while their daughter is hospitalized. What should you do to assist this family?
 - A. Contact Child Protective Services (CPS) as the family's financial situation presents a risk to the child.
 - B. Contact the social worker on call to notify her of the family's current situation.
 - C. Notify security personnel to alert them about this family sleeping in their car.
 - D. Offer the family money to buy food from the cafeteria.

Reference:

"PNI: Family-Centered Care in the ICU" by Children's Hospital Association

Carlos' Case Study - Answers

Carlos is a 16-year-old patient who has been admitted to PICU after a posterior spinal fusion surgery for scoliosis. His family has just been updated by the orthopedic surgeon following the successful completion of his surgery and are wanting to see Carlos.

1. Carlos' family is very anxious to see him after surgery. His vital signs are stable, and he is comfortably resting in the PICU. His mother has been repeatedly calling the unit asking when they can see Carlos. How can the nurse best provide family-centered care in this situation?
 - A. Encourage the family to come to the bedside now as the PICU physician is rounding to Carlos.
 - B. Finish documenting the admission assessment and then call for the mother to be brought to the bedside.
 - C. Inform the family that she will call them as soon as he is finished with all his post-operative exams and imaging.
 - D. Perform all tasks prior to allowing the family to visit Carlos to ensure he is comfortable.

Rationale: While prioritizing Carlos' care is important, the most appropriate response would be to encourage the family to come to the bedside while the PICU physician is conducting rounds. Encouraging the family to come to the bedside during rounds allows them to participate in developing Carlos' plan of care. This would be an opportunity for them to ask questions of the health care team.

The PICU physician updates the family on Carlos' plan of care. The mother expresses concerns that his pain isn't being managed well because Carlos seems restless and irritable.

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- D. Teach the family appropriate non-pharmacological ways to help alleviate Carlos' pain in conjunction with pain medication.

Rationale: Finding appropriate ways to involve the family in the care of Carlos will help teach them how to care for Carlos and take a meaningful role in his hospitalization. It isn't appropriate to have them push his PCA button, as that is reserved for Carlos to decide when he needs the medication. Also, the parents should seek out the nurse first with concerns and the nurse should establish open communication with the family that works to educate and empower (rather than dismiss concerns) them to be active participants in his care.

3. Which of the following statements best reflects the philosophy of family-centered care?
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 - B. Partner with the family in the formation of an individualized care plan for the child.
 - C. Protect the family from distressing information in order to decrease their stress and fear.
 - D. Reference hospital policy when interacting with the family to demonstrate that all families receive the same treatment.

Rationale: Collaborating with the family in the formation of an individualized care plan for the child is the cornerstone of family-centered care.

4. Which of these interventions would decrease stress for the caregivers of a critically ill child?
- A. Allow visitation for only short periods of time so as to not stress the child.
 - B. Engage the caregivers in participating in caring for their child.
 - C. Give the caregivers only positive information.
 - D. Maintain sedation at high levels to promote maximum comfort.

Rationale: Supporting the caregiver-child relationship is one strategy to help relieve caregiver stress. Having the caregiver provide some care is also comforting to the ill child.

5. During shift report you discover that your patient's family has been sleeping in their car and struggling to find money for meals while their daughter is hospitalized. What should you do to assist this family?
 - A. Contact Child Protective Services (CPS) as the family's financial situation presents a risk to the child.
 - B. Contact the social worker on call to notify her of the family's current situation.
 - C. Notify security personnel to alert them about this family sleeping in their car.
 - D. Offer the family money to buy food from the cafeteria.

Rationale: The best way to help the family is to make arrangements for a social worker to meet with them. There is not sufficient information to suggest contacting CPS and it is not within professional boundaries to give personal money to patients' family members.