

# Why isn't child mental health family centred?

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# Patient centred questions

- Why can I book a trip around the world from my home computer, but not an appointment at the clinic?
- Why can't we be included in deciding what is best for our family?
- Why am I blamed for my child's problem?
- Why should we wait 3 months to be assessed and then another 3 months for my child to get care?
- Why can't we get help when we need it?
- I pay taxes. Why can't I get service closer to home?
- Why can't I get an appointment at a convenient time?
- How can I be sure that the care my child gets is the best there is?

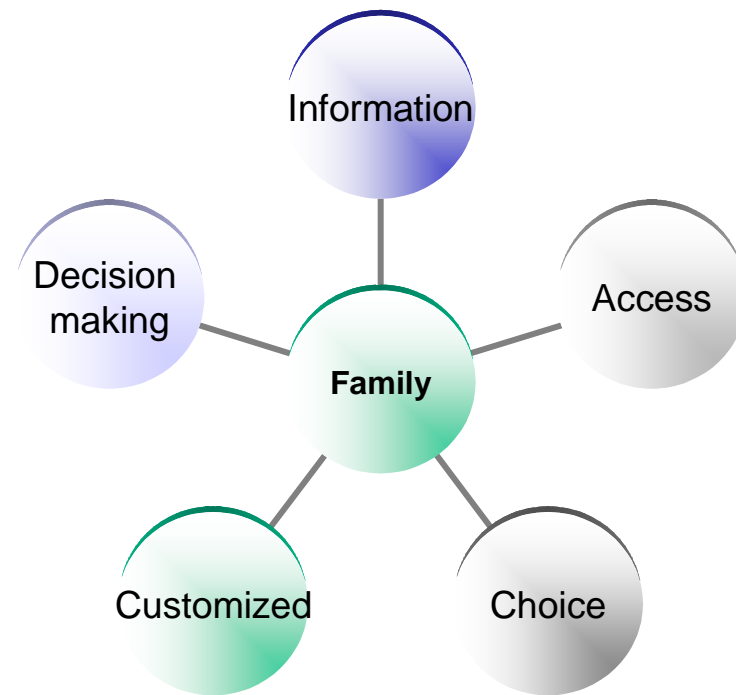
# Institute of Medicine: 6 principles for Health Care in the 21<sup>st</sup> Century

- *Safe*
- *Effective*
- *Patient-centered*—providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- *Timely*
- *Efficient*
- *Equitable*

All are family centred principles

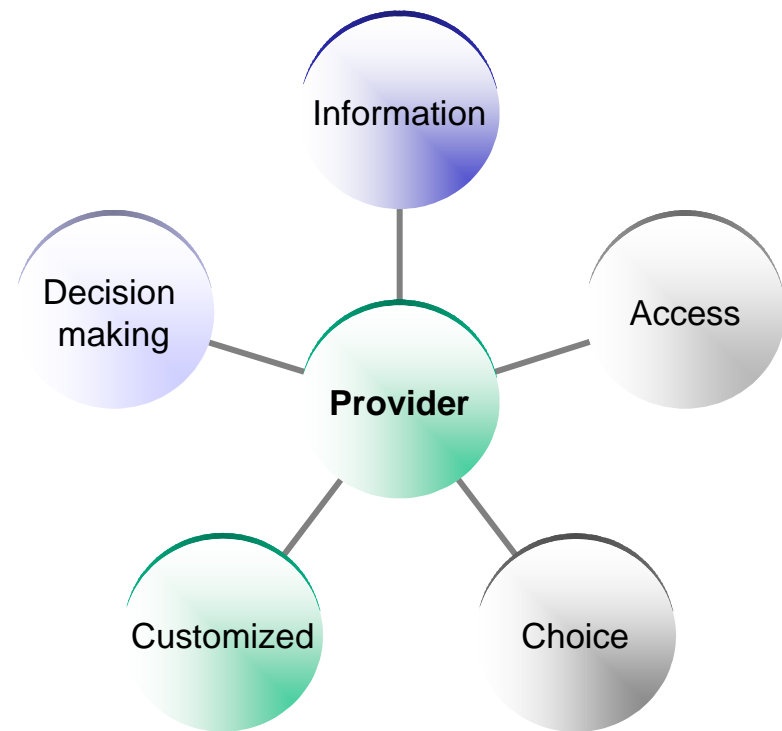
# Family centred care (well described by Juliette Schlucter)

- A multidimensional concept
- A partnership
- Family is at the centre
- Many different dimensions
- A high level concept not a prescription



# Provider centred care

- A multidimensional concept
- Provider is at the centre (providers don't see it this way)
- Provider = institution or individual
- Many different dimensions



# Family Centred

Why is mental health less family centred?

- Stigma
  - Family blaming  
Families are difficult
- Low status of mental health
  - Under funded
  - Lack of trained professionals
- Lack of innovation
- Evidence based culture just emerging

# Example of family centred system

- **Family Help (NS Health Districts)**
  - Distance treatment of child mental health problems
  - Written materials, videos, non-professional coach
  - Minimal wait (5 working days)
  - All documentation sent to parents in easy to read format
  - Time convenient for patients (evenings, weekend)
  - No travel
  - No forms to fill out (everything on the phone)
  - Frequent encouragement and prompts
  - All in comfort and privacy of their own home
  - Developed by CIHR grants; adopted by



How do we move to a family  
centred system?

