

What to Expect In the Family-Centered Care Environment?

SPEAK UP!

If you have questions about the care your child is receiving, or have information to give to the medical team, please let us know! We want your hospital experience to be a positive one, so please let us know what we can do to make your stay better or more comfortable.

HOURLY ROUNDS

Nurses will check in on your child and family on a regular basis to make sure your child and family are comfortable.

ROUNDING WITH FAMILIES

Your child's medical team will meet with you and your child each day to determine the best plan of care possible, usually between 8:30am-12:00pm. The medical team will look to you as a partner in your child's care, so please ask questions and share any information you feel is important. If you happen to miss the daily rounds, ask your child's nurse to speak with someone from the medical team.

SLEEPING ARRANGEMENTS

On the floor and PIMC units, we encourage our families to stay overnight at the bedside. For the PICU and NICU, families can sign up to sleep in the Ronald McDonald Family Room. Families can also stay at the Ronald McDonald House across the street from the Children's Hospital. Call 717-533-4001 to request a room. There is no cost to stay at the Ronald McDonald House.

PATIENT SAFETY

The hospital staff, families, and patients are all partners in Patient Safety. As parents and family members, you have the right to be involved in decisions regarding your child's care. If you have questions or concerns, please ask. You know your child best, so if you have something to share with the medical team or feel that we are missing something, just let us know!

For More Information

For more information about family-centered care, please contact Debbi Fuhrer at 717-531-0003, ext. 281216, or visit the web site at PennStateHershey.org/pfcc.



Good People. Great Medicine.™

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Family-Centered Care at Penn State Hershey Children's Hospital



At Penn State Hershey Children's Hospital, family-centered care is our culture. We believe families are an extension of the patient and partners in their child's care.



Our Core Concepts:

DIGNITY AND RESPECT

We are committed to listening to and honoring patient and family perspectives and choices. We try to incorporate patient and family knowledge, values, beliefs and cultural backgrounds into the planning and delivery of care.

INFORMATION SHARING

Our medical teams openly share information with patients and families. We also encourage patients and families to ask questions and share information that they have with our medical teams.

PARTICIPATION

We value family's input on their child's condition and we encourage them to participate in the care and decision-making process of their child's care at the level they choose.

COLLABORATION

Penn State Hershey Children's Hospital believes in partnering with patients and families on policy and program development, patient care, facility design, and professional education.

Family Support

We have many available hospital services to support you and your family during a hospital stay. Ask your nurse about these services.

CARE COORDINATION

Care coordinators work with you to make sure you have everything you need when your child is ready to be discharged. The care coordinator is your connection for any additional outside services your child may need once he or she leaves the hospital.

CHAPLAIN SERVICES

A pediatric Chaplain is available to provide emotional and spiritual support for patients and families on the seventh floor. All faith and non-faith traditions are respected.

CHILD LIFE DEPARTMENT

Child Life helps pediatric patients cope with a hospital stay by providing distraction items, activities, and education about procedures. Activities are offered to patients and siblings most days in the playroom.

CUB'S EYE

This is an interactive touch screen and an information directory of the resources and services at the Children's Hospital. The screen is conveniently located in the Rotunda on the seventh floor. Go ahead and touch it!

FAMILY-CENTERED CARE COORDINATOR

Our family-centered care coordinator provides support to families while they are in the hospital and connects them to hospital services. The family-centered care coordinator also works with families who are interested in getting involved in the Children's Hospital such as becoming a family advisor on hospital committees or a family speaker/educator for hospital staff.

LACTATION SERVICES

The Breastfeeding Resource Program is staffed by International Board Certified Lactation Consultants who focus on the support of new mothers in their breastfeeding efforts. Hospital-grade breast pumps are available through our program.

SOCIAL WORK

Our social workers provide emotional support, financial resources, and other services to you and the patient throughout the treatment process. Our social workers will assist you in acquiring all that you need to care for your child safely at home.

VOLUNTEERS

Child Life volunteers can bring activities to patients who are unable to come to the Playroom. They also may be available to play games with patients in their rooms.



Our Families...

“My wife and I know that the attending doctors and nursing staff at Penn State Children's Hospital hear and act on our input and advice as parents. We are a valued part of the ongoing decision making process in regards to our daughter's treatment and care.”

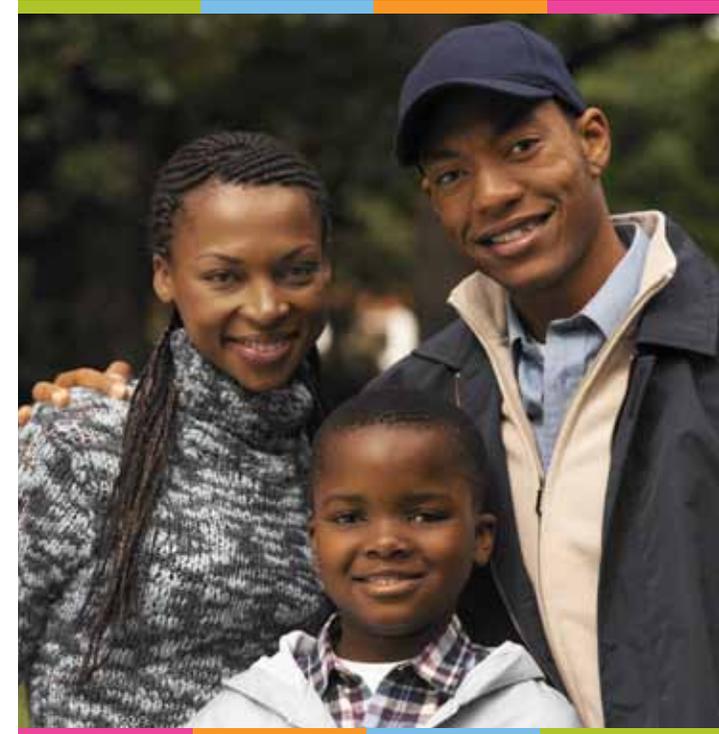
Fred & Sharon W.

“While our daughter was in the NICU, the Social Worker and Nurse Manager for the Unit held weekly meetings with any interested parents to discuss concerns, address issues, and obtain feedback. These meetings were a wonderful vehicle for us to communicate with management of the Unit. We were able to communicate our concerns and see immediate action on the part of the hospital.”

Joe & Katie F.

“My son spent the majority of the past year in the hospital. It was a difficult time for our family, but the staff worked together to ensure that our family was taken care of. In addition to making us as comfortable as possible, we were included in the decision-making process and the staff listened to our suggestions for making things easier for other families.”

Anne K.



“When our six-year-old daughter goes in for her quarterly MRIs, we are able to be by her side as she is put to sleep and when she wakes up. It's very important to the children to never feel alone at any time during their hospital stay.”

Pete B.

