



VA

Polytrauma Rehabilitation Centers' Family Care Collaborative

Second Annual Trauma Spectrums Disorders Conference
Bethesda, MD
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Objective



- Describe the practice changes associated with the Polytrauma Rehabilitation Centers' Family Care Collaborative

Background



Four Polytrauma Rehabilitation Centers

- Rapidly expanding system of care
- Rapidly growing number of staff
- High expectations
- VA familiar with patient-centered care
- Highly emotional
- Intense, active involvement of family



Gaps...

- Absence of evidence, guidelines, tools
- Practice variation
- Family-centered care new to VA

To bridge the gap...



- Quality improvement collaborative (QIC)
- Embraced principles of family centered care
 - Respects unique characteristics of each family
 - Family values and strengths..perspective on the history, values and goals of the patient
 - Addresses family concerns and needs...during stay, for transitions
 - Includes families as partners in care delivery and decision making
 - Promotes empowerment in families
- Created the Family Care Map
 - Web-based resource
 - Families and staff

Care Map Website



Department of
Veterans Affairs

Family Care Map Polytrauma Rehabilitation Centers (PRCs) Polytrauma System of Care

Created by the Polytrauma Blast-Related Injuries QUERI
Family Care Map collaborative

Family members are those individuals, related or unrelated, who actively provide emotional, physical and/or economic support to the patient.

The members of the "family" are determined by the patient or by those individuals who include themselves in the patient's support system.

If you have feedback about this site, please contact the [Family Care Map Team](#).

If you have questions or concerns relating to medical care, please contact the medical staff at your facility.

What to expect...



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Step 1: FIRST CONTACT AND INTRODUCTION

▶ 1. [Getting to know your PRC team before admission](#)

2. [Preparing for your arrival](#)

▶ Your PRC admission case manager will contact you to:

- Address your questions and concerns
- Identify your immediate needs such as lodging, transportation, meals and logistics
- Provide information about our rehabilitation program and philosophy of care

▶ You will have the opportunity to meet members of the PRC team by phone or video teleconference.

▶ Connections to your military community will be supported by:

- PRC team
- Military liaisons
- Transition patient advocate
- Your personal military contacts
- Federal Recovery Coordinator (FRC)



What else ?

[HOME](#)
[FAQs](#)
[Glossary \(PDF-29KB\)](#)
[Logistics](#)
[Philosophy](#)
[Polytrauma System of Care](#)
[Resources](#)

[FAMILY CARE MAP](#)

- [Looking Ahead](#)
- [STEP 1: First Contact and Introduction](#)
- [STEP 2: Welcome and Settling in to PRC](#)
- [STEP 3: Developing a Treatment Plan](#)



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Step 1: FIRST CONTACT AND INTRODUCTION

★ LOOKING AHEAD

Travel may be stressful for you and your injured family member. Unexpected delays or diversions are common. Plan for your own comfort during your trip. Please see [Logistics](#) for more details.

[To Care Map](#)



What then?



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LOGISTICS

[Lodging](#)

[Meals](#)

[Non-Medical Attendant \(NMA\) orders](#)

[Transportation](#)

[Child Care](#)

[Medevac](#)

...a grain of sand



Objectives



- Standardize family care...including the way clinicians talk with families
- Reduce family uncertainty about rehabilitation
- Facilitate provider-family communication about the family's role in rehabilitation
 - Active participation
 - Preferences and circumstances



Implementation

- Planned for the overall project
- Developed adaptations tailored for each site
- Developed awareness
- Developed knowledge and skills
- Fostered support
- Created policies, practices and tools
- Implemented as a pilot for 6 months
 - www.hsrd.minneapolis.med.va.gov/FCM

Findings..interdisciplinary team

Improvements in:

- Number of family centered practices...spread across FCC
 - Families introduced to FCM website at MTF
 - Integrated into RN competency...actively engages family as part of IDT
 - Each family has a staff POC for questions and concerns
 - Shared goal setting... included in rehabilitation plan
 - Family peer support modified per family guidance
 - PRC admission modified to accommodate family
- Beliefs about PRC family centeredness
 - Anticipate family needs
 - Facilitate adaptation
 - Common language and approach
- Satisfaction with family care
 - Family involvement
 - Resources and materials
 - Simplified training for family centered practices





Moving Forward...

- Migrate FCM to the website for the Polytrauma System of Care [VA Polytrauma System of Care Home](#)
- Continue practice changes
- Continue evaluation
 - Family caregivers
 - Staff
 - Outcomes
- Adapt and spread

Thanks to...



- PRC Family Care teams at
 - Minneapolis,
 - Palo Alto,
 - Richmond and
 - Tampa
- Family members

For more information

See the Family Care Map website at

<http://www.hsrd.minneapolis.med.va.gov/FCM>

or contact Carmen Hall at carmen.hall@va.gov