

Silberman School of Social Work



**Child Welfare Practice I**

**Session FIVE**

# Agenda for Today's Session

## **BUILDING TRUSTING RELATIONSHIPS WITH FAMILIES**

Health Care Issues

Family Engagement

Use empathy, reflection, and interpersonal skills to effectively engage diverse clients and constituencies

Identify the steps in the engagement process

## Lukas Chapter 3- Heath and Medical History

Consider the relationship between mind and body

See:

Van Der Kolk, Bessel (2015). *The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma*. London: Penguin Press.

Read Medical Forms carefully –

Ask are you currenting seeing any Doctors?

Hospitalizations?

Family History of Health Conditions

## Lukas Chapter 3- Heath and Medical History

Consider: What medications (if any) are clients taking

Consider: Substance Use Issues (Alcohol, Tobacco and Prescription and Non-Prescription Drugs)

Consider: Sexual Behavior and Gender Identity; Sexual Abuse History;

Consider: Race, Ethnicity; Domestic Violence: Poverty; Oppressions.

Consider: Eating Habits; Sleep Habits; Stress, and Coping Mechanisms

It's more than just a medical condition; it's life conditions

# Goals in Health Care

The specific goals of the standards are to:

Ensure that social work practice in health care settings is guided by the *NASW Code of Ethics* (NASW, 2008)

Enhance the quality of social work services provided to clients and families in health care settings

Advocate for clients' rights to self-determination, confidentiality, access to supportive services and resources, and appropriate inclusion in decision making that affects their health and well-being

Encourage social work participation in the development, refinement, and integration of best practices in health care and health care social work

# Goals in Health Care

Promote social work participation in systemwide quality improvement and research efforts within health care organizations

Provide a basis for the development of continuing education materials and programs related to social work in health care settings

Promote social work participation in the development and refinement of public policy at the local, state, federal, and tribal levels to support the well-being of clients, families, and communities served by the rapidly evolving U.S. health care system

Inform policymakers, employers, and the public about the essential role of social workers across the health care continuum

# Features of Practice in Health Care

## **Biopsychosocial–Spiritual Perspective**

A biopsychosocial–spiritual perspective recognizes the importance of whole person care and takes into account a client’s physical or medical condition; emotional or psychological state; socioeconomic, sociocultural, and sociopolitical status; and spiritual needs and concerns.

## **Bioethics**

Bioethics is “the analysis and study of legal, moral, social, and ethical considerations involving the biological and medical sciences

## **Case Management**

Case management is a collaborative process to plan, seek, advocate for, and monitor services, resources, and supports on behalf of a client. Case management enables a health care social worker to serve clients who may require the services of various health care providers and facilities, community-based organizations, social services agencies, and other programs. Case management limits problems arising from fragmentation of services, staff turnover, and inadequate coordination among providers. “Care coordination,” “care management,” and “patient navigation” are sometimes used interchangeably with “case management”

## **Cultural Competence**

Cultural competence is “the process by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, religions, and other diversity factors [including, but not limited to, sexual orientation; gender, gender expression, and gender identity; and family status] in a manner that recognizes, affirms, and values the worth of individuals, families, and communities and protects and preserves the dignity of each” (NASW, 2007, pp. 12–13).

# Features of Practice in Health Care

## **Social Determinants of Health**

The social determinants of health are factors that affect a wide range of health and quality-of-life outcomes and are responsible for most health disparities. These factors include income, housing, education, employment, and access to health services, among others. Social determinants of health are shaped by the distribution of money, power, and resources (Centers for Disease Control and Prevention, n.d.).

## **National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards)**

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (the CLAS Standards), developed by the U.S. Department of Health and Human Services (HHS), are intended to advance health equity, improve quality, and help eliminate health care disparities by providing guidance to health care organizations for implementing culturally and linguistically appropriate services (HHS, Office of Minority Health, 2013).

## **Patient Protection and Affordable Care Act (ACA) (2010)**

The ACA is a broad-based federal law that seeks to reform the U.S. health care delivery system by expanding health insurance coverage, enhancing quality of care, improving health outcomes, regulating the health insurance industry, and reducing health care spending.

## **Patient-Centered Medical Home (PCMH)**

The PCMH is a health care delivery model accountable for meeting the large majority of a person's physical and mental health care needs, including primary, acute, and chronic care. Within a PCMH, an individual has an ongoing relationship with a primary care provider who directs and coordinates his or her care across all elements of the broader health care system, including physician specialty services, hospitals, home health care, and community services and supports (Agency for Healthcare Research and Quality, n.d.-a).



# Features of Practice in Health Care

## **Integrated Care**

Integrated care is a health care delivery approach in which primary care, mental health, and behavioral health care services are systematically coordinated and available in one location (Substance Abuse and Mental Health Services Administration & HHS, Health Resources and Services Administration, Center for Integrated Health Solutions, n.d.).

## **Chronic Care Model**

The chronic care model is a widely used approach to chronic illness management that adapts the acute care delivery system to more appropriately meet the needs of individuals with chronic illness (Agency for Healthcare Research and Quality, n.d.-b).

## **HIPPA**

HIPAA, or the Health Insurance Portability and Accountability Act, is a federal law that protects sensitive health information and establishes standards for its use and disclosure:

## **Evidence-Informed Practice**

Evidence-informed practice is practice based on the best available research, practice expertise, and available resources.

# Steps in the Engagement Process with Families

The steps in the engagement process with families include:

## Building relationships

Building respectful and trusting relationships with families is the first step in the engagement process. These relationships can help create a network of support for children and foster a sense of safety and attachment.

## Communicating

Communication is a core part of family engagement. Teachers should have a way to stay in contact with families, whether the children are in the classroom or learning remotely.

## Modeling welcoming families

Consider what families are looking for when choosing a program for their child. Families often experience a range of emotions when seeking a program for their child.

## Steps in the Engagement Process with Families

### Working together

Family engagement is a shared responsibility between schools and families. Schools and other organizations should reach out to families in meaningful ways, and families should be committed to supporting their children's learning and development.

## Steps in the Engagement Process with Families

Some other tips for family engagement include:

Reaching out routinely

Creating incentives

Setting goals

Celebrating success

Getting families together as a group

Encouraging group reflection

Creating space for peer-to-peer mentorship

## In Class Activity

Group work focused on family issues in child welfare:

1. When was a time you or a family member was not treated properly in a health care situation?
2. What has been your experience in engaging families?
3. Be prepared to discuss in your groups and in class