FAMILY TO FAMILY
SUPPORT NETWORK

Family to Family Support Network™ is a pro-education, non-profit organization that partners with healthcare professionals and community organizations to better serve families throughout pregnancy, delivery and post-delivery.

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The Problem

- Each year approx. **55% of births** (~34K) in Louisiana are the result of an unintended pregnancy
- Unintended pregnancy disproportionately affects those most in need of support and resources (e.g. those impacted by poverty, mental health issues, substance use disorder, sexual assault…)
- Healthcare system biases, insensitive care and language, and societal stereotyping are creating unequal access to care and a lower quality of care
- Comprehensive systems of support for this population do not exist and these expectant families are frequently left to navigate the complexities of their situation alone
- Increased risk of adverse maternal and child health and well-being outcomes

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Patient Journey: Gap Assessment

Prenatal Care

Second and Third Trimester
(13 – 40 weeks)

Labor & Delivery

33 Hours
Average Hospital Stay

Case Management
&
Patient Discharge

COMMUNITY RESOURCES

CHILD PROTECTIVE SERVICES ©

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The Solution: Unique Families Program

- **Mission:** To transform the healthcare culture and services to be unique family-sensitive
- **Theory:** Creating a healthcare environment where all expectant patients feel supported, connected, and empowered throughout their pregnancy journey, and with their parenting decisions, will result in improved maternal and child health and well-being outcomes
- Model designed through a value-based lens (patient experience) with a prevention focus (early planning, resource connection)
- Neutral compassionate care as the foundation
- Integrated, systems approach with the patient-child at the center

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UNIQUE FAMILIES PROGRAM MODEL

1 TRAINING AND EDUCATION

Comprehensive hospital training to provide neutral compassionate care to every patient served. The training increases hospital staff awareness of their own personal biases regarding unique families, allowing them to serve patients in a non-judgmental manner.

2 INFRASTRUCTURE DEVELOPMENT

Simple infrastructure to meet complex needs. Hospitals receive operational guidance to update their current policies, paperwork, and workflows to incorporate and sustain the care model.

3 COMMUNITY RESOURCE CONNECTION

Pro-active resources addressing patient needs, resulting in improved patient outcomes. Hospitals and community organizations collaborate to create a system that allows for a coordinated, "warm hand-off" to community resources throughout the care continuum.

NEUTRAL COMPASSIONATE CARE...

is the fundamental value and foundation of the Unique Families Program™. This proven approach empowers healthcare professionals to serve unique patient populations with confidence and creates greater access and coordinated connection to family supports.

UFP INTEGRATIVE APPROACH

Program implementation occurs within the hospital followed by outreach to the clinics and community resources to move conversations to address unique needs further upstream.

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Key Program Goals

Goal: Healthcare professionals are trained to provide neutral, compassionate care to all expectant patients

- Expectant patient feels respected and validated
- Opens door for honest, safe conversations around unique needs the patient may have beyond standard prenatal care
- Encourages patient to maintain ongoing prenatal care and empowers them to be responsible for healthy outcomes

Goal: Expectant patients are connected to community resources earlier in pregnancy

- Families proactively plan for parenting prior to delivery
- Planning occurs in a low stress environment over a period of time

Goal: Expectant patients are connected to specific needs-based community resources via network partners

- Barriers to healthy parenting reduced
- Families supported and confident throughout their pregnancy and with parenting decisions

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Program Status: Louisiana

HOSPITAL SITES

- Approximately 2,700 hospital staff and providers trained
- Program concepts built into department education
- Monthly program taskforce meetings - system integration, patient workflow, and updated discharge materials
- Community Connection Development in process

COMMUNITY PARTNERSHIP

- The Blue Cross and Blue Shield of Louisiana Foundation
- Louisiana Association of United Ways
- Louisiana Nurse-Family Partnership
- Secretary of the Louisiana Department of Health, Dr. Rebekah Gee
- Secretary of the Department of Children and Families, Marketa Garner Walters
- Casey Family Programs
- Association of Women's Health, Obstetric and Neonatal Nurses

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Program Results: Nurses

"This could change our community completely!

The lack of knowledge and resources is overwhelming and frustrating for me as the RN, but also for the patient who looks to me for help."

-- Nurse in Mississippi

"I was looking forward to this training and you did not disappoint! It opened my eyes to becoming a better nurse in such a wonderful time in people's lives, and even in the hardest of situations. Thank you both so much!"

-- Aidan, Nurse of 18 years

"This training is amazing! I am excited to finally see a program that will train all staff to better handle these unique families! I cannot say enough positive things about what you two presented today."

- Emily, RN in Louisiana

"After 20 years of training, this was by far the most complete training in an area that is so lacking."

-- Diane, Nurse of 20 years

"I have a lot in my suitcase and I now realize my bias toward certain situations. Now I can work on myself to better help my patients."

-- Sandy, RN, Baton Rouge

"Becoming more knowledgeable about these unique family issues makes for better patient outcomes and saves money as a nation."

-- Kirby, Nurse in Mississippi

"This program would help us in caring for and supporting patients and families with complex situations. Makes us as caregivers more comfortable in such situations. This class has really opened my eyes and helped me think outside the box."

-- Kendall, BSN, RN

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Program Results: Families

From: __(Name & Email of Adoptive Mother)__
Sent: __(DATE)__
Subject: Praise for the staff at Woman's Hospital

To Whom It May Concern,

I am writing to commend the wonderful nursing staff and physicians at Woman's Hospital. My husband and I traveled from __(name of state)__ to adopt our son who was born at Woman's on __(date)__. His birth mother and our new dear friend, __(name of birth mother)__, was treated with the utmost care and respect throughout her labor and delivery, as well as postpartum.

Our first L&D nurse was __(1st L&D RN's name)__, and she went out of our way to make our time there very pleasant, as well as treat his birth mother respectfully and lovingly. She broke the ice many times with her wonderful humor, and even came by to visit __(birth mother)__ and baby __(first name)__ two nights later when she was back on duty. We're very grateful for her.

The baby nurses who came in were just wonderful! They took great care of __(baby)__, and respected the uniqueness of our open adoption and treated us all wonderfully. We were given a room on the Mother/Baby floor right next to __(birth mother)__ and that was such an incredible blessing to us. Our first night nurse, __(1st Night Mother/Baby RN's name)__, was so so kind and helped us through the awkwardness of "sharing" time with __(baby)__ with __(birth mother)__. The remainder of the nurses were also so wonderful, always happy to transport __(baby)__ from room to room when __(birth mother)__ said we could have him or that she wanted him back with her.

This is our third child, but first adoption, and your staff was such an answer to prayer. We're so grateful for their over-the-top care of __(birth mother)__, __(baby)__ and treating us so wonderfully as guests.

We have since traveled home to __(state)__ with __(baby)__ and are loving (through the newborn fog) retelling his birth story to so many loving family and friends. It would not have been so wonderful without the MANY amazing women who make up your staff. Please give them our greatest praise and gratitude.

Many Blessings,
__(Adoptive Parents' Names)__

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How to Learn More

Contact Us:

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Visit Our Website:

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