

## Family Assessment for Child and Family-Centered Care

### Survey Questions

When my child is receiving care at Hassenfeld Children's Hospital at NYU Langone:	Never	Sometimes	Most of the time	Always	Does not apply
I am encouraged to be with my child and not treated as just a visitor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My other children and extended family are encouraged to be present.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family receives care and information in our language of choice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family's cultural needs are met. (For example: food preferences, family traditions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When my child has tests and/or procedures done in adult care areas, staff are sensitive to our family's needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

While at the hospital, staff offered the following supports to my family:	Never	Sometimes	Most of the time	Always	Does not apply
Child Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Psychologist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chaplaincy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pet Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music Therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer-to-Peer support: Staff help link my family to other families who share similar situations. For example, children with the same diagnosis or healthcare needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When communicating about my child's care:	Never	Sometimes	Most of the time	Always	Does not apply
I am encouraged to help set goals for my child's care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable asking questions about my child's care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff considers the age of my child when they offer me the option of speaking about my child's care privately instead of in front of my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff listens and responds to my concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff communicates well with one another about my child's care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When my child has had pain or discomfort, the following has happened:	Never	Sometimes	Most of the time	Always	Does not apply
I am encouraged to take part in decisions about pain management for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am given options for managing my child's pain. (For example, I can choose application of a cold pack to a painful area instead of giving pain medication.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff has offered options for complementary and alternative therapies like relaxation and massage therapy and acupuncture for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When staff shares information about my child's care:	Never	Sometimes	Most of the time	Always	Does not apply
My child's medical information is explained to me in ways that I can understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily access my child's medical record.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

MyChart is the NYULMC portal or site that enables families to log in to their child's health information from home. Please check which best describes your situation.

- ☐ I have not been provided information on how to access MyChart.
- ☐ I know about MyChart, but have never used it.
- ☐ I have used MyChart.
- ☐ I think MyChart is useful.

When participating in my child's care:	Never	Sometimes	Most of the time	Always	Does not apply
I am encouraged to participate in the information being shared about my child when nurses report to each other during change of shift.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am encouraged to participate when the health care team makes rounds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff listens and responds when I make comments during rounds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am given the choice to be present during invasive procedures (For example, starting an IV, lumbar puncture.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My family's knowledge and experience are valued as we work together to make healthcare decisions for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When I think about patient safety in my child's care:	Never	Sometimes	Most of the time	Always	Does not apply
Overall, I observe staff commitment to patient safety (examples: handwashing, patient identification before giving medication.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am given information on how I can support safe care for my child such as handwashing, best time to give my child medication, what warning signs to watch for, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. Please share what is working well. What supports or practices would you like staff to continue or expand to other areas?
2. What would improve your family's experience while receiving care at Hassenfeld Children's Hospital?