



FAMILY CENTERED ROUNDS: THE IMPLEMENTATION OF A COMPLEX INTERVENTION

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Introduction

Family Centered Rounds (FCRs) is a complex healthcare intervention. It requires a specific mindset, flexibility and various skills of the healthcare professionals (HCPs), patients and their families. Therefore, development and implementation of FCRs demands a careful and structured approach. We describe experiences with this process on three wards in a paediatric hospital, using the Medical Research Council's framework for Development and Evaluation of Complex Interventions.

<u>Development</u>

- A blueprint for the FCRs was developed based on the available literature.

Implementation

- FCRs were implemented on three different wards sequentially.
- Evaluation data and experiences were fully shared and discussed. Every ward succeeded its own process of implementation.

Piloting

- The blueprint was tested at one ward including daily evaluations with paediatric nurses and paediatricians.
- Parents were interviewed to reveal facilitators, barriers and practical issues.

Evaluation

- The blueprint was finalized in terms of location, timing and procedure.
- HCPs were informed and offered coaching on the job in communication.
- The FCRs were continuously evaluated with quantitative and qualitative data provided by HCPs, parents and teenagers.

Adapted figure: Key elements of the development and evaluation process¹

Conclusion

The MRC framework helped to develop and implement FCRs successfully. Qualitative and quantitative feedback of parents, teenagers and healthcare professionals contributed to this success. Context appeared to be an important variable and therefore every ward demanded its own implementation process.

