



FAMILY CENTERED CLIMATE APPRAISAL FCCA FY 00-01



There are two parallel components of the Family Centered Climate Appraisal (FCCA). The information and data from both components will be utilized in the improvement and strengthening of a family centered approach to serving families and their children under the CMS Program.

Component One:

The FCCA-Family Report Card will be collected on an annual basis by FIFI through a random selected process. All Report Cards will be sent from and returned to FIFI to a minimum of 800 CMS families from across the state, representing 40 from each of the 20 area offices. Reports on the outcomes and recommendations resulting from the surveys will be disseminated to the CMS Program Office and Nursing Directors.

Component Two:

FIFI will utilize the following protocol to gather and analyze the family centered efforts of CMS Offices in conjunction with the Site Review/Monitoring process.

MONITORING PROTOCOL

The office to be monitored will be contacted by FIFI no less than two weeks prior to the visit to discuss their impression of their family involvement efforts and to review the upcoming visit. The format and approach to gathering necessary information will be outlined.

FIFI will attempt to conduct the visit one week prior to the state team visit. During the visit FIFI will:

- Call five families at random and fill out the Family Report Card
- Assess the office environment using the Family Climate Appraisal Environmental Review tool and analyze results
- Review at least 10 records using the Family Climate Appraisal Record Review tool
- Discuss office process in areas of planning (FSP & Disaster) and supporting families using the Office Support and Planning Process Review Sheet
- Conduct a Family Focus Group with CMS families (See attached Focus Group Protocol)
- Meet with staff to discuss family involvement needs during visit, if appropriate
- Share information on family centered care resources
- Meet with the Nursing Director or designee on the results of the visit
- Submit a report complete with tool analysis and recommendations to the state program office monitoring team

A. Family Report Card:

A minimum of 5 families will be called to complete the Family Report Card during the site visit. The families will be randomly selected by FIFI and should be representative of a variety of cultures, special needs, and clinics.

B. Family Focus Group

A minimum of five families will participate in a Focus Group facilitated by FIFI to gather qualitative information on the following questions:

- 1.) What is working well for your family through the CMS Program?
- 2.) What do you feel could be done better?
- 3.) If you had a magic wand and you were asked to create a new CMS and if there were no barriers, funding restraints, or rules, what would the system of care for children with special health care needs (CSHCN) look like?

The FIFI Family Focus Group protocol will be utilized to the extent possible to set up the group.

C. Family Centered Climate Appraisal (Part Two) - The Environmental Review:

An appraisal of the clinic environment should be documented. This analysis is to gain insight on the interpretation from a family point of view of the environmental friendliness of the office.

D. Office Support and Planning Process Review Sheet

A review of the office approach to supporting and working with families and how this integrates with established family centered practices. Also included are the planning practices utilized to ensure families are well prepared to be effective stewards of their child's health and safety.

E. Family Report Card Summary:

This form documents total averages for each question and each area/domain on the Family Report Cards. To arrive at the averages:

- ☞ Add up the total score for each individual question using the scale at the end of these instructions. Place this number in column "1".
- ☞ Add up the total number of responses that were not an "X" for each question and put in column "2".
- ☞ Divide column "1" by column "2" and put this number in column "3".

To arrive at the total average for the section for each Total row (e.g. Delivering Services):

- ☞ Add up all of the numbers in column "1" and put the number in the Total row under column "1".
- ☞ Add up all of the numbers in column "2" and put the number in the Total row under column "2".
- ☞ Divide the Total row column "1" by Total row column "2" and write this number in column "3".

F. Family Report Card Quarterly Report/Exit Sheet

This form is used to document interpretations resulting from the summary of the Family Report Cards. Transfer the total average for each area/domain to the “average” box. Using the Family Report Card Summary Sheet document specific strengths and concerns relating to each area. Strengths are identified by high grades or scores based on the scale at the end of these instructions. Concerns might result from low scores or grades. For example, many families may have reported that they wait longer than two hours to see the doctor and may have answered this question with an average of 1.0 or a “D”. Use the recommendation box to share ideas for improvement.

G. Family Centered Climate Appraisal Environmental Review Quarterly Report/Exit Sheet

Using the same process as for the Family Report Card Summary:

- ☞ Add up the total score for each individual question using the scale at the end of these instructions. Place this number in column “1”.
- ☞ Add up the total number of responses that were not an “X” for each question and put this number in column “2”.
- ☞ Divide column “1” by column “2” and put this number in column “3”.

To arrive at the total average for the area for each Total row:

- ☞ Add up all of the numbers in column “1” and put that number in the Total row under column “1”
- ☞ Add up all of the numbers in column “2” and put that number in the Total row under column “2”.
- ☞ Divide the Total row column “1” by Total row column “2” and write this number in column “3”

SCALE:
A=4 B=3 C=2 D=1 E=0 X=Not applicable
X answers do not count!



FAMILY REPORT CARD

This is a report card to help us see what things Children's Medical Services-CMS is doing well and where they might improve. Please use this scale to grade them on how well you think they are doing!

		SCALE					
A	B	C	D	E	X		
Excellent or always	Above average or often	Average or sometimes	Below average or seldom	Failure or never	Does not apply to me		
I	1. Waiting time at CMS is less than one hour					A B C D E X	
	2. We receive answers to our questions about our child and the CMS Program					A B C D E X	
	3. CMS staff gives us enough of their time					A B C D E X	
	4. CMS asks if appointment times and dates are okay with us					A B C D E X	
	5. The CMS staff understands our child's and family's needs					A B C D E X	
II	1. CMS helps us to understand our child's special needs					A B C D E X	
	2. We understand how the CMS program works					A B C D E X	
	3. We can reach our CMS nurse care coordinator when necessary					A B C D E X	
	4. If I have questions about test and assessment results, our nurse care coordinator explains them					A B C D E X	
	5. CMS shares information on other community programs and services with us					A B C D E X	
	6. CMS works with other agencies that our child receives services from, such as schools					A B C D E X	
	7. CMS staff explains how to get copies of our child's records					A B C D E X	
	8. The CMS social worker role and other CMS supports for families are explained					A B C D E X	
	9. Other providers serving our child knows how the CMS program works					A B C D E X	
	10. We are told how to work out disagreements with the CMS staff and the program					A B C D E X	
III	1. CMS staff ask if there are other concerns besides our child's medical problems we would like to discuss					A B C D E X	
	2. The words and language used by CMS staff are easy to understand					A B C D E X	
	3. We understand our role in the Family Support Plan (FSP)					A B C D E X	
	4. We participated in the development of our FSP					A B C D E X	
	5. We received a copy of our Family Support Plan (FSP)					A B C D E X	
	6. The plans outlined in our FSP were followed					A B C D E X	
	7. CMS staff listens to our ideas in meeting our child's needs					A B C D E X	
	8. CMS staff encourage participation from other family members, including significant others, in our child's care					A B C D E X	
IV	1. CMS waiting rooms, exam rooms, and rest rooms are clean and comfortable					A B C D E X	
	2. The CMS location is satisfactory					A B C D E X	
	3. The CMS office is easy for individuals with physical disabilities to get around in, such as those requiring wheelchairs					A B C D E X	
	4. The parking is satisfactory					A B C D E X	
	5. CMS staff are courteous, helpful, and respectful					A B C D E X	
	6. We are asked if we are satisfied with the CMS services we receive					A B C D E X	
	7. The CMS program is currently meeting our needs					A B C D E X	
	8. We would recommend the CMS program to other families					A B C D E X	



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Part Two

Environmental Review

SCALE					
A Excellent or always	B Above average or often	C Average or sometimes	D Below average or seldom	E Failure or never	X Does not apply to me

	GRADE	COMMENTS
1. The CMS program/building entrance is well marked	A B C D E X	
2. The parking is ample and well marked	A B C D E X	
3. The CMS waiting room, rest rooms, and rules are well marked	A B C D E X	
4. There is ample seating for families	A B C D E X	
5. The building is ADA accessible	A B C D E X	
6. The CMS rest rooms and office are clean	A B C D E X	
7. There is accessible educational material for families	A B C D E X	
8. The CMS program and office exhibit sensitivity to the cultures they serve	A B C D E X	
9. There is play and reading material for all developmental abilities	A B C D E X	
10. The CMS walls and rooms represent a friendly atmosphere	A B C D E X	
11. The CMS office staff is warm and friendly to families	A B C D E X	



FAMILY CENTERED CLIMATE APPRAISAL

Office Support and Planning Process Review Sheet

Component	Comments
<p>Family Centered The program fosters family involvement and promotes them as the major decision makers in the care of their child. It maintains the family as the constant and ensures their place at all levels of care planning and delivery.</p>	
<p>Accessibility All services are accessible for the family, physically, emotionally, and cognitively. Families are ensured that they have choices within their system of care and that all information concerning their child is accessible to enable them to participate as decision makers on the health care team.</p>	
<p>Coordination The services necessary to promote and sustain maximum health are well coordinated through a unified team effort resulting in partnership between all stakeholders, including the family. Responsibility for the coordination of services is clearly delineated.</p>	
Planning Documentation:	
<p>Family Support Planning Process utilized by office meets or exceeds recommended approach to engaging families in the FSP process.</p>	
<p>Disaster planning with families is a component of planning and coordination activities and documentation of efforts and shared planning with families is maintained in charts</p>	
<p>Other Comments</p>	



FAMILY REPORT CARD SUMMARY 00-01

Date: _____ Area Office _____ Completed by: _____

I	1	2	3
1. Waiting time at CMS is less than one hour			
2. We receive answers which we can understand to our questions about our child and the CMS Program			
3. CMS staff gives us enough of their time			
4. CMS asks if appointment times and dates are okay with us			
5. The CMS staff understands our child's and family's needs			
II			
1. CMS helps us to understand our child's special needs			
2. We understand how the CMS program works			
3. We can reach our CMS nurse care coordinator when necessary			
4. If I have questions about test and assessment results, our nurse care coordinator explains them			
5. CMS shares information on other community programs and services with us			
6. CMS works with other agencies that our child receives services from, such as schools			
7. CMS staff explains how to get copies of our child's records			
8. The CMS social worker role and other CMS supports for families are explained			
9. Other providers serving our child know how the CMS program works			
10. We are told how to work out disagreements with the CMS staff and the program			
III			
1. CMS staff ask if there are other concerns besides our child's medical problems we would like to discuss			
2. The words and language used by CMS staff are easy to understand			
3. We understand our role in the Family Support Plan (FSP)			
4. We participated in the development of our FSP			
5. We received a copy of our Family Support Plan (FSP)			
6. The plans outlined in our FSP were followed			
7. CMS staff listens to our ideas in meeting our child's needs			
8. CMS staff encourage participation from other family members, including significant others, in our child's care			
IV			
1. CMS waiting rooms, exam rooms, and rest rooms are clean and comfortable			
2. The CMS location is satisfactory			
3. The CMS office is easy for individuals with physical disabilities to get around in, such as those requiring wheelchairs			
4. The parking is satisfactory			
5. CMS staff are courteous, helpful, and respectful			
6. We are asked if we are satisfied with the CMS services we receive			
7. The CMS program is currently meeting our needs			
8. We would recommend the CMS program to other families			

Additional Comments:



FAMILY REPORT CARD QUARTERLY REPORT/EXIT SHEET

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Use this form to give overall scores in each domain on the Report Card and document observations regarding the strengths, concerns, and recommendations based on the results.

Date:	Area Office:	Completed by:	
DOMAIN	STRENGTHS	CONCERNS	RECOMMENDATIONS
I Delivering Services AVERAGE			
II Sharing Information & Care Coordination AVERAGE			
III Family Support AVERAGE			
IV Program Satisfaction AVERAGE			

COMMENTS:



Family Centered Climate Appraisal Quarterly Report/Exit Sheet 00-01

Date:		Area Office:			Completed By:	
Environmental Review	1	2	3	Strengths	Concerns	Recommendations
1. The CMS program/building entrance is well marked						
2. The parking is ample and well marked						
3. The CMS waiting room, rest rooms, and rules are well marked						
4. There is ample seating for families						
5. The building is ADA accessible						
6. The CMS rest rooms and office are clean						
7. There is accessible educational material for families						
8. The CMS program and office exhibit sensitivity to the cultures they serve						
9. There is play and reading material for all developmental abilities						
10. The CMS walls and rooms represent a friendly atmosphere						
11. The CMS office staff is warm and friendly to families						
TOTAL						



Family Centered Climate Appraisal Chart Review

SCALE					
4 Always	3 Most of the time	2 Sometimes	1 Seldom	0 Never	N/A Not Applicable

The CMS...	1	2	3	4	5	6	7	8	9	10	Total
1. Chart contains a current Family Support Plan											
2. Chart indicates involvement of family in decision making and care planning											
3. Chart documents family observations and suggestions											
4. Chart is free of judgmental statements about the family											
5. Chart documents collaboration efforts with programs outside of CMS											
6. Chart documents youth participation											
7. Chart is legible and well organized											
8. Chart documents social and emotional status of child/youth											
TOTALS											

COMMENTS:

For questions, concerns, or more information please feel free
to contact us at:



Florida Institute for Family Involvement (FIFI)
3929 Spring Creek Highway
Crawfordville, FL 32327
Phone: (850) 926-3514
Fax (240) 358-6542
E-mail: [cjwells@ sprynet.com](mailto:cjwells@sprynet.com)