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BIENESTAR EMOCIONAL EN
PEDIATRÍA

GROWING with children's rights. A Conference on the implementation of the Council of Europe Strategy for the Rights of the Child 2012-2015. Dubrovnik, Croatia, 27-28 March 2014

Roundtable 1 Children's rights to child-friendly services: health and social services (Strategic Objective 1). "Improving approaches to the emotional wellbeing of children during their hospital stay". By Ms Pilar Hilarión, Director, Area of Social Care, Mental Health, Elderly and Dependency, Avedis Donabedian Research Institute, Autonomous University of Barcelona, Spain.

PROMOTING CHILDREN'S RIGHTS, THROUGH THE EYES OF A CHILD. SPAIN. A collaborative project to improve the emotional welfare at 7 Spanish pediatric hospitals.

This is a multifocal and multicentre initiative that aims to promote good practices based on the available evidence and consensus development with health providers, children, families and experts in Spain.

THIS INITIATIVE HAS BEEN:

- ✓ Conducted in the setting of the 25th anniversary of the **European Charter for Children in Hospital**.
- ✓ Integrated into **person-centred care** framework, a worldwide priority in quality improvement issues.
- ✓ Developed to contributed to the Council of Europe Strategy for the Rights of the Child (2012-2015), in its Strategic Objective 1 about Children's Rights to Child Friendly Services: **Child-friendly health care**.
- ✓ Designed to potentiate ongoing initiatives for the promotion of children's rights during hospitalisation in paediatric hospitals and units.

AIMS:

- ✓ To propose strategies and recommendations for children, adolescents and their families, volunteers, health workers and hospital managers, to improve the approach to the emotional wellbeing of children and adolescents during their hospital stay.
- ✓ To carry out a series of collaborative projects with nonprofit organizations in order to effectively implement the designed tools and make the necessary adjustments.



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- ✓ To apply good practices to promote and improve the emotional welfare of children and teenagers at pediatric hospital by 25% (of key indicators).

KEY ACTIONS:

1. First Phase: The voice of children in hospital (2011-2012)

- a) Initial analysis of initiatives conducted in hospitals to improve the emotional wellbeing of hospitalised children and adolescents.
- b) Qualitative research with children, teenagers and families to identify emerging issues related to the emotional wellbeing of children and adolescents in hospital.
- c) Design recommendations guides.
- d) Identify team perceptions and workshops with hospital to prioritize interventions to improve children's and teenagers' emotional welfare.

2. Second phase: Promoting children's rights, through the eyes of a child: The improvement of emotional welfare at 7 Spanish pediatric hospitals (2013-2014)

Collaborative project with the following measures (ongoing):

- ✓ Assessment and emotional support by multidisciplinary team
- ✓ Information and communication with children and family
- ✓ Presence of parents 24 hours in special units, ICU and during anesthetic induction.
- ✓ Pain Assessment and Management for routine procedures.
- ✓ Continuity and coordination of pediatric care

BRIEF DESCRIPTION OF THE KEY ACTIONS

1. First Phase: The voice of children in hospital.

AIM: To propose strategies and recommendations for children, adolescents and their families, volunteers, health workers and hospital managers, to improve the approach to the emotional wellbeing of children and adolescents during their hospital stay.

ACTIONS:

1. Initial analysis of initiatives conducted in hospitals to improve the emotional wellbeing of hospitalised children and adolescents.
2. Qualitative research to identify emerging issues related to the emotional wellbeing of children and adolescents in hospital.
3. Design five guides of recommendations to improve emotional welfare during the hospitalization process address to: children, teenagers, families, volunteers and



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professionals and hospital managers. The guides addressed to patients and families had a pilot process involving 7 major pediatric hospitals in Spain.

PARTICIPANTS:

- Representative from patients, families, volunteers, staff, customer care and managers.
- Representative from an ethics committee.
- Representative of scientific societies.
- Representatives of professional associations and societies.
- Representatives of family organisations.
- Staff from the Department of Integration at Fundación “la Caixa” Welfare Projects.

2. Second Phase: Collaborative project to improve the children and teenagers’ emotional welfare at pediatric hospitals.

At this moment we are conducting a learning collaborative project with the aim to improve the emotional welfare of inpatient children and teenagers in 7 hospitals in Spain.

Participating hospitals:

- ✓ Hospital Universitario La Paz. Madrid
- ✓ Hospital Infantil Sant Joan de Déu. Barcelona
- ✓ Hospital Universitari Vall d'Hebron. Barcelona
- ✓ Hospital Infantil Universitario Niño Jesús. Madrid
- ✓ Hospital Universitario La Fe. Valencia
- ✓ Complejo Hospitalario Universitario Insular Materno infantil de Las Palmas
- ✓ Hospital Materno-Infantil Carlos Haya. Hospital Regional y Virgen de la Victoria de Málaga.

In that project we identified the main factors and needs related with this process. After that, we published a guide for children, family, volunteers and professionals and selected 5 core measures prioritized by the same participating hospitals.

Measures what are been implemented by hospitals:

- ✓ Emotional assessment and support by multidisciplinary team
- ✓ Information and communication with children and family
- ✓ Presence of parents 24 hours in special units, ICU and during anaesthetic induction.
- ✓ Pain Assessment and Management for routine procedures.
- ✓ Continuity and coordination of paediatric care



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A summary of the main strategies of the collaborative project are:

- ✓ Campaign to disseminate good practices to improve child and teenagers emotional welfare at hospital.
- ✓ Coaching during the implementation to aid the introduction of the recommendations prioritised.
- ✓ Implementation of improvement actions
- ✓ Basic training
- ✓ Advanced training
- ✓ Toolkit for improvement
- ✓ Follow Webinars and visits
- ✓ Presential meetings
- ✓ Improvement evaluation

We trust that this initiative will help generate areas of agreement and dialogue which improve the wellbeing of children in hospital.

PROJECT ENDORSED BY (2012):

- ✓ Mrs. Elda Moreno. Head of the Human Dignity and Gender Equality Department . Directorate General of Human Rights and Rule of Law . Council of Europe.
- ✓ Vice-Chair of the Standing Committee of the Medical College Spanish
- ✓ President of the General Council of Official Colleges of Nursing in Spain
- ✓ President of the Spanish society of pediatric hematology and oncology
- ✓ Member of the Board of the European Patients' Forum. Chairperson of the Forum and a member Patients Catalan Spanish Patients Forum.
- ✓ Management and Medical Direction. Polytechnic University Hospital and the Fe - Valencia

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