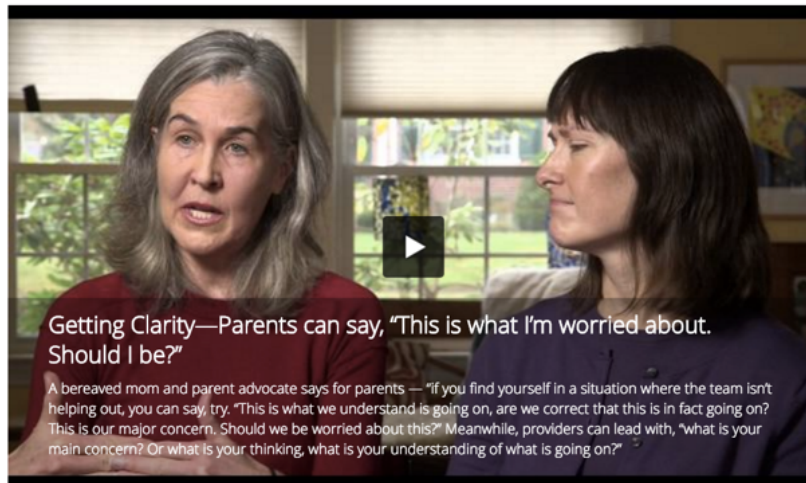


CPN's New Hospital Unit – Videos and Guide Empower Parents and Educate Providers

The Hospital



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It's not about having “no” fear. It's about having courage. There's a big difference. — ... Continued

CPN Identified a Need

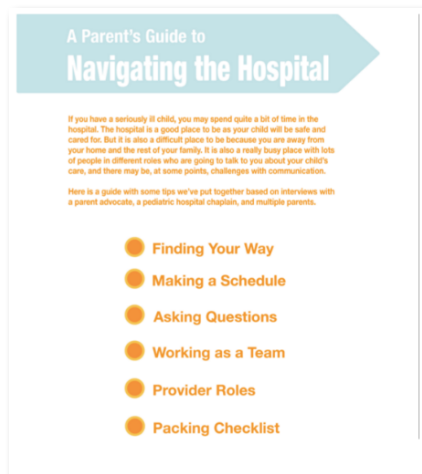
- Parents entering the hospital world for the first time with their seriously ill child (especially academic teaching hospitals) are vulnerable and need help navigating this new world.
- Providers seek help understanding the “parent experience” so as to deepen their understanding of family needs and ultimately improve their practice.

CPN Created a Solution: The CPN Hospital Unit

- A series of 20 short videos and related guide for Parents. Video titles include, for example: *The Hospital Feels Like a Foreign Land*; *It's Hard to Know Which Doctor is in Charge*; *Parents Get Stressed Out by The Steady Stream of Specialists*; *If You Have Questions, Just Ask*; *Self-Care in the Hospital*.

In Their Own Words: Video Excerpt

There is this impulse by parents to want to be liked by the team, which is very hard to navigate because sometimes when you do have a valid question or concern, you may feel like you don't want to voice it because you don't want to risk jeopardising the good relationships that you have with the team. Ideally a parent feels comfortable enough with her provider to say, ‘I so appreciate the collegial relationship that we have and quite frankly I like you a lot and it means a lot to me that I think that you like and appreciate me. However, I need to tell you something and a part of me fears that this is going to jeopardize our relationship. But I have to, because I am my child's advocate and I feel like this is not the right direction.’ Now, was I ever brave enough? Did I have the courage to say those sorts of things? I think I approximated it, I got partially there but not without a lot of angst. It's hard, it's very hard.”



CPN Guides Parents

In conjunction with our video series, the Hospital Unit includes a downloadable guide for parents as another way, different format, to orient them to the hospital: Topics include:

- Finding Your Way
- Making A Schedule
- Asking Questions
- Working with the Medical Team
- Provider Roles: Who's Who in the Hospital
- Hospital Packing Checklist

CPN Provides Professional Education for Medical Providers

CPN is helping educate providers who lack training in the lived parent experience and feel vulnerable for this lack of training. Medical providers—residents, medical students, chaplains, social workers, and nurses—**crave the parent voice and parent insights.**

“The parent voices of the Courageous Parents Network teach and reach residents in ways that our traditional methods of education cannot, by giving them a privileged view into their family lives. I have seen how each practitioner finds their own humanness and connection in these powerful parent stories, and can take away a different understanding that helps them become better, more compassionate and more effective caregivers.”

Pat O’Malley, MD, Massachusetts
General Hospital for Children

In one month alone, CPN presented Hospital Unit parent videos and others from the video library to providers at Boston Children’s Hospital, Tufts Medical School, and UMass Memorial Hospital. **A total of 115 residents and medical students** have heard how vulnerable parents sometimes feel and how exhausting the hospital experience is for them.

The traction we are having with providers suggests there is a **commercial opportunity to package our content for professional medical education.** This opportunity is so promising that we see it as a potential source of recurring revenue for Courageous Parents Network. We seek expertise in helping us investigate this opportunity. Please let us know if you can help.

In the Pipeline: CPN Parents Forum and Online Education Series

Our next level of programming looks to deepen parents’ engagement with our content and each other.

- A private Forum that will allow parents to connect and discuss directly amongst themselves, supporting each other in real time.
- A 4-week online Parent Education Series, hosted by a child psychologist and grief therapist, for participating parents to explore in real time issues of anticipatory grief, relationships, caring for their healthy children, and self-care.