

AAP ZIKA ECHO

(EXTENSION FOR COMMUNITY
HEALTHCARE OUTCOMES)

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Communicating with Families Affected by Zika Virus Syndrome

Presented February 27, 2018



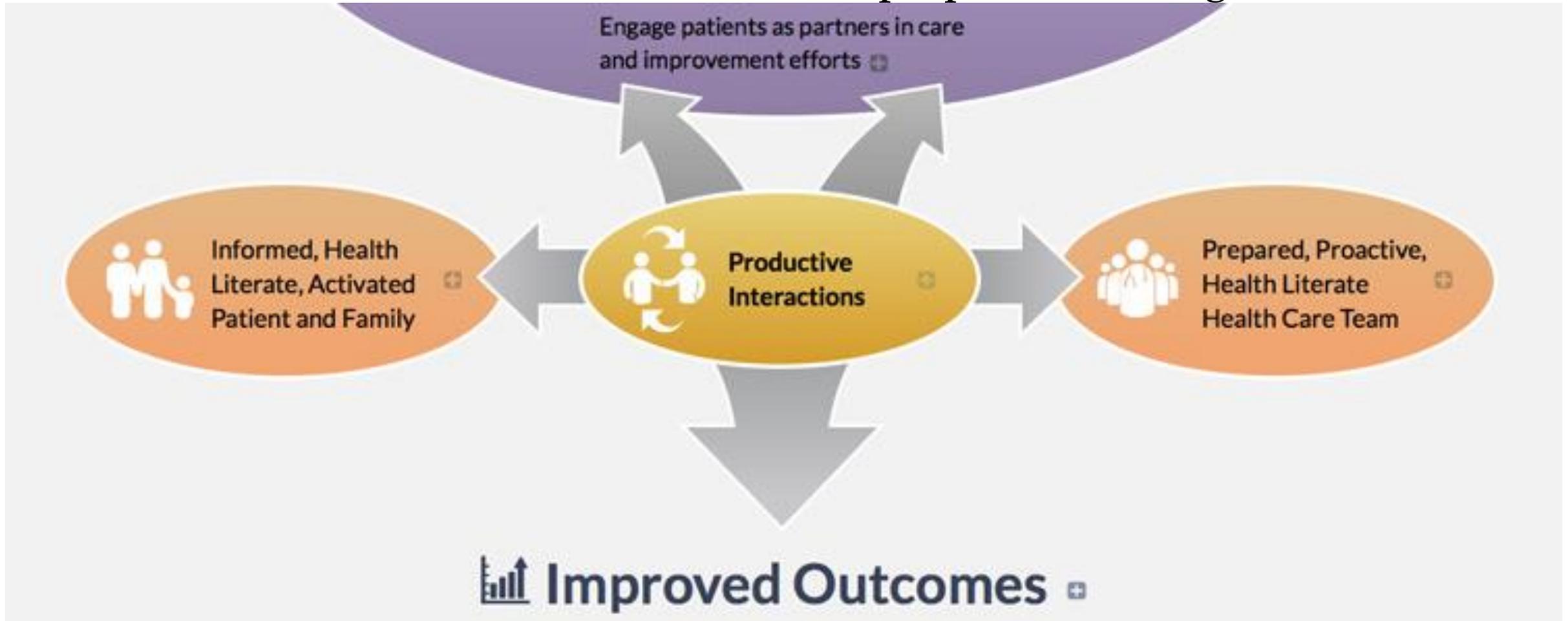
A Provider should....

- Be up to date with the latest information and guidance on Zika virus and its potential consequences.
- Get acquainted with the medical neighborhood of the family
- Get acquainted with available services and support / referral systems for people and their families affected by Zika virus infection during pregnancy and/or microcephaly.



Conveying Health Information

... in a manner that considers people's well-being



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Supportive Communication Tips

Location/Setting:

- Calm and quiet place to talk.
- Minimized outside distractions.
- Private and confidential space.
- Non-hurried atmosphere.



Supportive Communication Tips, cont'd.

- Provide information in a way that people can understand – keep it simple.
- Respect the families' culture, age, and gender.
- Honestly address family members' concerns.
 - *Ex: "I don't know, but I will try to find out for you and will let you know as new information becomes available"*
- Let them know you are listening and make sure you understand what is being said (reiterate/echo what is being said)
- Acknowledge the families' strengths.
- Encourage family members to write information down and/or offer to share resources after the visit.
- Allow for silence.
- Respect the families' right to make their own decisions.



Supportive Communication

Do:

- Allow time for someone's story (i.e. avoid looking at your watch or speaking too rapidly).
- Remember you won't solve all the person's problems.
- Avoid pressuring families for information or their story.
- Avoid blaming the woman for becoming pregnant
- Avoid making things up or giving false promises/reassurances.
- Stay focused on that family (i.e. avoid telling your or someone else's story).
- Remain non-judgmental about actions and feelings.



Common Reactions to Difficult News

- Irritability, anger
- Guilt, shame
- Insomnia, nightmares
- Physical symptoms (shaking, headaches, feeling very tired, loss of appetite, aches and pains) without an organic cause
- Crying, sadness, depressed mood, grief
- Excessive worries, anxiety, fear
- Unhealthy behaviors



"I'm afraid Mr. Bickles has some bad news."

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Some Patients will Suffer from Serious Psychological Distress...

Unless you are trained to assess and manage severe symptoms of distress, you should refer people with severe symptoms of distress to specialized care.



Other causes of distress

- Always ask about any other needs or concerns the person may have.
- Do not presume that Zika and its possible consequences are the family's main worry. Other stressors may include:
 - Financial
 - Psychosocial
 - Family
 - Other health problems
- Link families to the relevant services and supports to address these needs and concerns.



Encourage Positive Coping Strategies

Reiterate the importance of families to:

- Rest
- Eat regular nutritious meals and drink water
- Talk and spend time with family and friends
- Discuss problems with someone they trust
- Relax (walk, sing, pray)
- Exercise

Discourage families from:

- Using drugs and alcohol
- Sleeping all day
- Isolation
- Neglecting basic personal hygiene
- Violence



Advice for Parents

For parents of children with both microcephaly and neurological complications (e.g. developmental disorders, epilepsy):

- Help the parents become aware of their child's positive characteristics and build confidence in caring for the child.
- Model a positive and caring attitude towards the child.
- Explain that the child's health problems are not the mother's fault and, if relevant, are not related to sins, witchcraft, or other things.
- Promote child development.
- Remind parents that all children have the ability to learn and develop skills by engaging in everyday activities.



Advice for Parents, cont'd.

- Refer children for further assessment and management of health complications, as needed
- Provide information on community-based rehabilitation and social services.
- Support the parents to overcome barriers preventing recommended care and services for the infant.
- Promote adult self-care: activities, social development, networking.
- Promote and protect the human rights of the child and family.



Advice for Parents, cont'd.

For parents of children with microcephaly without evident neurological complications

- Recognize the baby's positive characteristics.
- Help parents build confidence in caring for the baby.
- Remind the parents that many children with microcephaly can have normal development.
- Model a positive and caring attitude towards the child with microcephaly.
- Counsel on breastfeeding, if necessary.



Advice for Parents, cont'd.

- Ensure parents are connected to support sources such as family and community.
- Emphasize the importance of play and communication activities for proper development throughout childhood.
- If the mother or primary caregiver presents significant psychological distress:
 - Identify if time off from work is needed
 - Help identify a person who can assist with taking care of the baby.
- Offer further assessment or follow up care, if needed.



Resources

AAP Zika Virus: Psychosocial Support Videos and Handouts

For clinicians: “Zika: Ten Tips for Pediatricians Supporting Families”

For families: “Pediatrician Advice for Families: Responding to your Concerns about Zika” (English/Spanish)

www.aap.org/zika

World Health Organization (WHO)

Psychosocial support for pregnant women and for families with microcephaly and other neurological complications in the context of Zika virus: Interim guidance for health-care providers

<http://www.who.int/csr/resources/publications/zika/psychosocial-support/en/>

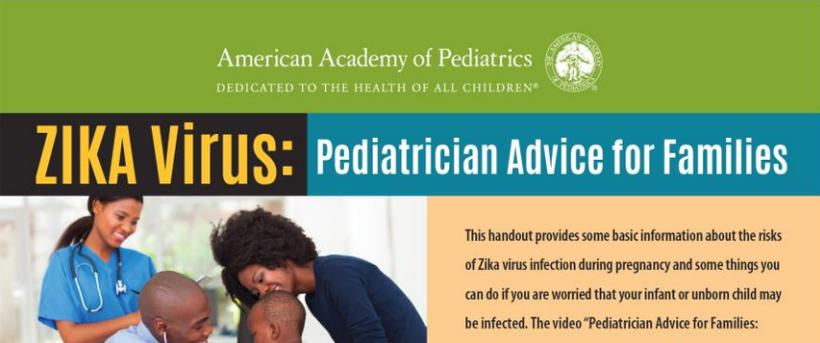
Substance Abuse and Mental Health Services Administration (SAMHSA)

Behavioral health resources on Zika virus

www.samhsa.gov/dtac/zika

Psychological First Aid for Parents and Children:

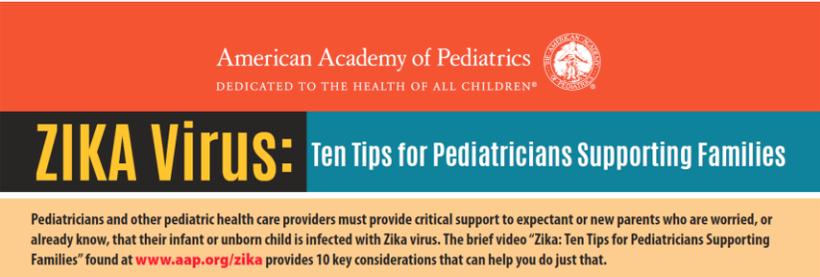
<https://sowkweb.usc.edu/download/about/centers-affiliations/ncscb-psychological-first-aid-parents>



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ZIKA VIRUS: Pediatrician Advice for Families

This handout provides some basic information about the risks of Zika virus infection during pregnancy and some things you can do if you are worried that your infant or unborn child may be infected. The video “Pediatrician Advice for Families:



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ZIKA VIRUS: Ten Tips for Pediatricians Supporting Families

Pediatricians and other pediatric health care providers must provide critical support to expectant or new parents who are worried, or already know, that their infant or unborn child is infected with Zika virus. The brief video “Zika: Ten Tips for Pediatricians Supporting Families” found at www.aap.org/zika provides 10 key considerations that can help you do just that.

1 Families may be very concerned. Parents are likely to have many questions, concerns, worries, and a range of strong feelings, including sadness, anger, and guilt. *Doors who are struggling with these reactions may*

4 We are learning more about this virus all the time. New findings are coming out continuously regarding Zika virus, how it is transmitted, and its effects. While there is still much we don't yet know about Zika virus,

Resources, continued

SAMSHA, Behavioral Health Resources on Zika

<http://www.samhsa.gov/dtac/zika>

ASPR, Promoting Stress Management for Pregnant Women during the Zika Virus Disease Outbreak

<http://www.phe.gov/Preparedness/planning/abc/Pages/zika-stress.aspx>

Family Voices

www.familyvoices.org

March of Dimes

<http://www.marchofdimes.org/complications/zika-virus-and-pregnancy.aspx>

Center for Parent Information and Resources

<http://www.parentcenterhub.org/find-your-center/>

National Center for Family and Professional Partnerships

<http://www.fv-ncfpp.org/activities/zika-resources/>

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Resources, continued

Puerto Rico Specific

Apoyo a Padres de Niños con Impedimentos (APNI)

<http://www.apnipr.org>

Puerto Rico Department of Health

<http://www.salud.gov.pr/Sobre-tu-Salud/Pages/Embarazadas.aspx>

La Leche League, Puerto Rico

<http://www.llli.org/puertorico.html>

AAP Bright Futures; Spanish

<https://brightfutures.aap.org/families/Pages/Resources-for-Families.aspx>

(note: the Spanish version has not been updated)

