

### **\*Guidance for Conducting Brainstorming**

The purpose of coaching is to build the individual's capacity to solve problems (identify, evaluate, and implement effective solutions). Brainstorming should be implemented in a manner that prompts the individual being coached to take the lead role in identifying potential solutions/ideas. The potential solutions should include a mix of informal and formal resources and supports. Informal supports include family, friends, neighbors, acquaintances, etc. with whom families often "trade favors." Informal supports are often flexible and renewable, meaning the family can continue to access it and the family contributes in some valuable way the relationship. Formal supports include organizations, agencies, and businesses whose resources are reliable, but sometimes costly or nonrenewable. The following prompts can be used to ensure the practitioner provides ample opportunities for the active participation of the individual being coached.

- What else have you done/thought about?
- What other options can you think of? What are the advantages and disadvantages of each?
- Would it be helpful if I offer what I know?

After these (or similar) prompts it is appropriate for the coach to offer up some additional ideas. After the ideas are on the table, the coach reinforces the leadership role of the individual by asking him/her what he/she thinks about the ideas.

The focus should be to help the family build and maintain a network of resources.

### **\*\*Informative Feedback to Assist with Finding a Doctor**

A medical home provides acute, chronic, and preventative health care services, coordinates health care services, and promotes optimal health. The American Academy of Pediatrics stresses that health care for children and adults should be provided by a medical home and that the medical home must be accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally effective. Using a medical home and reserving emergency room visits for unexpected emergencies saves time, money, and lives. Having an ongoing relationship with a physician who knows you and your child well is the best way to keep your family healthy.

The following are examples of what to look for in a medical home:

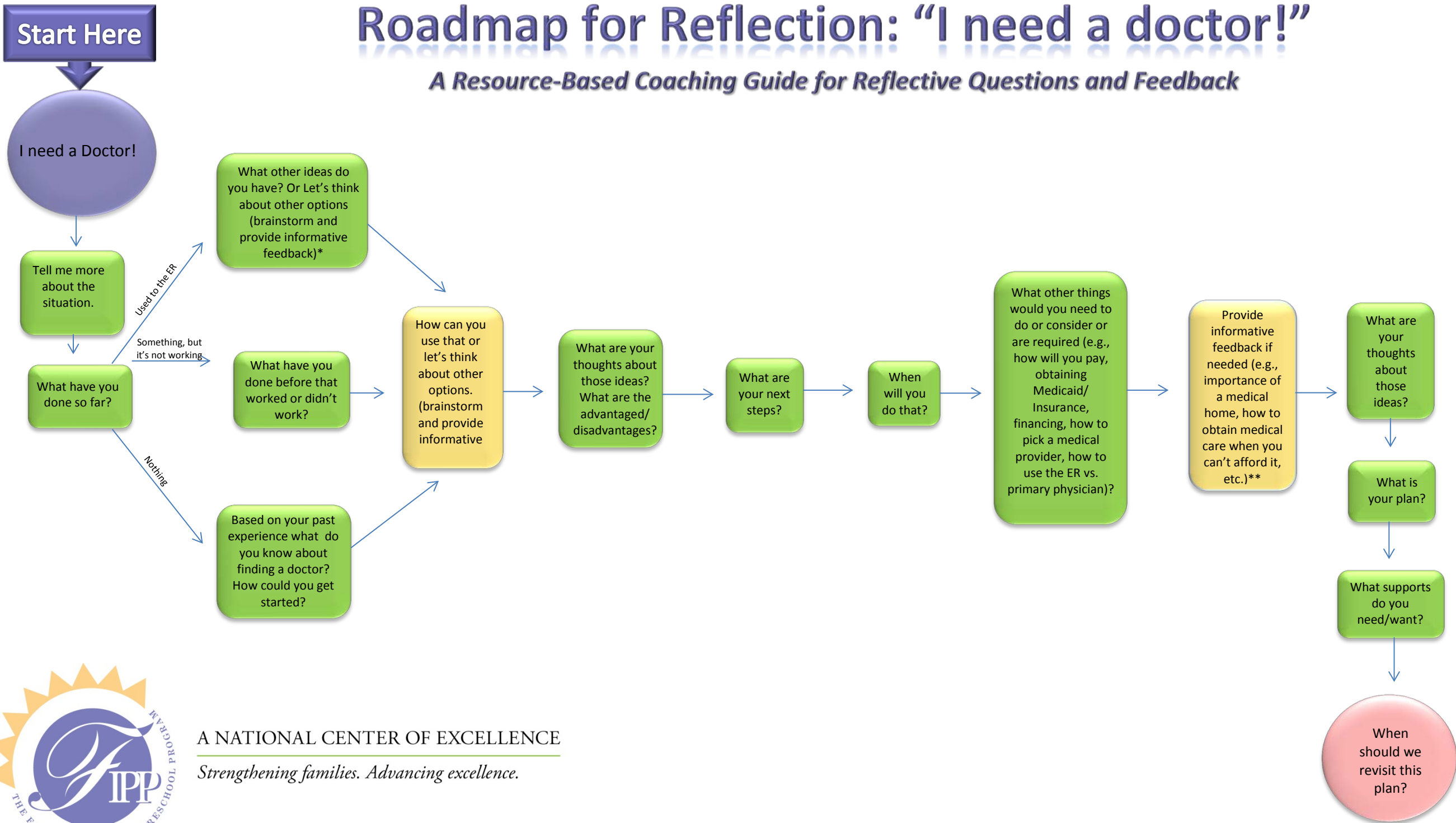
- What medical school did the pediatrician attend, and where did he or she undergo postgraduate and residency training? (Medical directories in many public libraries—such as the Directory of Medical Specialists and the American Medical Directory—can also help answer these questions.)
- If it becomes necessary for your child to be hospitalized, where would he be admitted?
- Is the pediatrician's office conveniently located? Is it easily accessible by car or public transportation?
- Are the office hours convenient for your own schedule? Some offices have weekend hours.
- Is there a nurse in the office who can answer routine questions?
- Do you sense a genuine interest by the doctor in the problems of your child, including particular health disorders he may have?
- Do both the physician and the office staff appear friendly and courteous? Do they demonstrate compassion and patience? Or do you feel rushed in the office, as though the doctor is eager to move on to the next patient?
- How are visits for acute illnesses handled? Can you make an appointment on short notice if your child needs to see the pediatrician because of a sore throat or an infection, for example?
- Does the doctor communicate clearly, using layman's language (not medical jargon) to explain illnesses and treatments, and does the doctor make an effort to ensure that all your questions are answered?
- What are the doctor's usual fees for sick visits, routine examinations, and immunizations? What is the office policy regarding the processing of insurance forms or Medicaid?
- If your child should ever develop a complex illness that necessitates the care of one or more specialists, will your pediatrician coordinate care among all the doctors providing treatment?

Becoming insured (i.e. Medicaid, private insurance, etc.) is the most effective method for receiving complete healthcare. However, not having insurance does not mean families have to go without. Retail drugstores, urgent care centers, community health centers, and free clinics are available for a fee or sliding fee to help provide families with medical care when health insurance isn't an option. If you or child is experiencing a true emergency, the emergency room is the best place to go.

(American Academy of Pediatrics)  
For more information visit [www.aap.org](http://www.aap.org)

# Roadmap for Reflection: "I need a doctor!"

A Resource-Based Coaching Guide for Reflective Questions and Feedback



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