

FCC TASKFORCE SPOTLIGHT



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Meet Lelis Bauzá Vernon! She serves as an Executive Council Family Partner for the Family-Centered Care Taskforce.

How were you personally activated to advocate for and support NICU families?

My advocacy for family engagement and improved healthcare began in the NICU with the premature birth of my twin boys. Four months in the NICU revealed significant gaps in care and communication. This life-changing experience motivated me to create opportunities for improvement. I became the first volunteer to mentor and support NICU families [in my local unit], sharing my experience and leading support groups. As an Argentine, I understand the unique challenges Latino and Hispanic families face. To address these disparities, I collaborate on projects focused on diversity, equity, and inclusion, providing valuable feedback to healthcare entities committed to these values.

How does your organization/company/hospital support NICU families?

I share my story and mentor families to empower them to make informed decisions. Through my work in clinical research and quality improvement, I strive to improve the outcomes for babies in the NICU, ensuring they receive optimal care and support.

Healthcare partners are... essential to redesign and improve the healthcare landscape of the future.

NICU & bereaved parents are... resilient and deserving of compassionate support and understanding.

What insight or advice do you have for healthcare partners who want to implement/strengthen FCC practices in their hospital?

Patient and Family-Centered Care is not just something nice to for families - it is science! Training staff in FCC principles, fostering empathy, and adapting policies to reflect family needs are crucial steps. Continuous feedback loops and cultural sensitivity enhance trust and improve patient and family experiences.

What are the greatest needs of families in maternal-infant health you observe through your work?

Families in maternal-infant health often need comprehensive support beyond medical care. They require emotional reassurance, clear information about their baby's health, and guidance navigating complex healthcare systems. Access to resources like counseling and community networks proves crucial in mitigating SDOH (Social Determinants of Health) and addressing diverse needs effectively.

What is your greatest wish in terms of the positive impact the FCC Taskforce members can make together in maternal-infant health?

To foster a culture where every family in maternal-infant health feels fully supported, empowered, and respected. By implementing Family-Centered Care practices, we can enhance communication, improve outcomes, and create environments where families thrive emotionally and medically during challenging times.

Anything else you want our community to know?

It's important for our community to recognize that we are united in our mission to support families in maternal-infant health. You are not alone; your voice and experiences are valuable as we work towards a shared goal of enhancing the well-being of all families.



What does being part of the FCC Taskforce mean to you personally?

Being part of the FCC Taskforce gives me an opportunity to influence policies that prioritize patient and family needs, ensuring the voices of babies and their families are valued in the design of innovative processes for better outcomes.



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