



## Mission Statement

Our objective is to provide families with client-centered, safe and coordinated care before and after birth and to promote a healthy start in life for newborns.

Familystart is a midwifery network that works with maternity clinics and outpatient care providers to ensure coordinated healthcare at the very start of life. Our services are oriented towards the needs of mothers, fathers, newborn babies and families.

For the care of vulnerable families, Familystart provides additional support in the 'SORGSAM - Support at the start of life' programme and works closely with organizations and services in the field of early help.

## Our values

### Guaranteed care for an optimal start in life

To ensure primary care before and after birth, Familystart offers interested maternity clinics a contractual guarantee of postnatal care at home. Services include consultations for prospective parents, professional home visits 365 days a year

### Early detection and earliest help

Familystart is committed to ensuring that all population groups have access to midwifery care and that risk situations for the healthy development of the newborn are recognised early. The 'SORGSAM- Support at the start of life' programme offers midwives 7-day first-line support and hardship fund compensation for emergency assistance and interprofessional coordination services for the care of vulnerable families. This enables midwives to organise initial assistance in emergency situations and provide families with access to suitable early support services.

### Integrated care

Familystart is committed to overcoming the fragmentation in the provision of perinatal care and to developing an integrated system of care provision. To offer families coordinated healthcare services, Familystart ensures the seamless transition of care from the hospital to the home and partners with outpatient care providers.

### A healthy start in life – promoting health

Familystart contributes to a healthy start in life by ensuring high-quality care in the sensitive early phase of life. Qualified midwives work according to the biopsychosocial care model. They provide basic medical care, strengthen parental care skills and advise on preventative health measures.



### **In line with clients' needs**

The Familystart services are oriented towards the needs of families with a newborn baby. We explicitly accommodate the perspectives of mothers and fathers in the design of our services.

### **Equal opportunities**

To ensure the accessibility of care for foreign-language families, Familystart tries to arrange a midwife with the appropriate language skills and partners with professional interpreters.

### **Quality**

Our philosophy is to offer high quality services. Familystart promotes evidence-based practice that relies on three pillars – research evidence, professional experience and client preferences – while honoring the uniqueness of every family.

Bridging the gap between science and practice, Familystart collaborates with research institutes with the aim of evaluating and optimizing postnatal care.

### **Professionalization**

Familystart supports midwives to establish themselves as professional and indispensable partners in the healthcare system. By forming a network, midwives are able to actively participate in developing integrated models of care.

Familystart strives to ensure that the value of the coordination and counseling services provided by midwives is recognized and adequately remunerated in the context of Familystart.