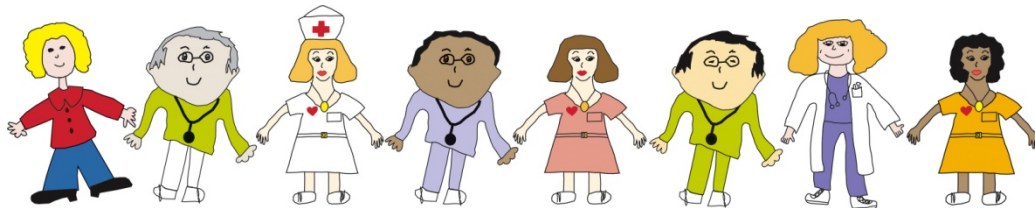


# Patient & Family Centered Care



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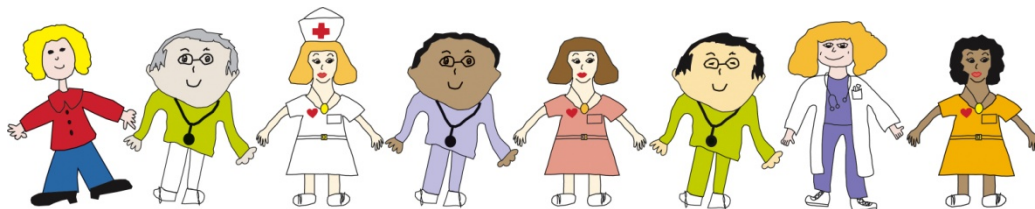


Children's  
Hospital of Pittsburgh  
of UPMC

# Patient and Family-Centered Care (PFCC)

## @ What is Patient and Family-Centered Care (PFCC)?

PFCC is a hospital-wide approach to pediatric care based on the knowledge that the family is the child's primary source of strength and support.



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# Patient and Family-Centered Care (PFCC) Goals

🌐 The Goal of PFCC is:

To create partnerships between health care practitioners, patients and families that will lead to the best outcomes and enhance the quality and safety of health care.



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# What are the Principles of Patient and Family Centered Care?

## @ Respect and Dignity

- Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.

## @ Information Sharing

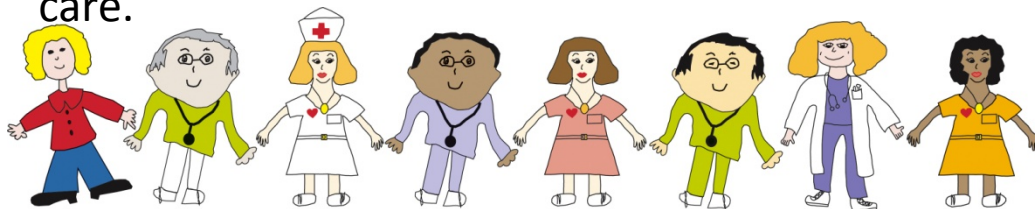
- Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and Families receive timely, complete and accurate information in order to effectively participate in care and decision- making.

## @ Participation

- Patients and families are encouraged and supported in participating in care and decision- making at the level they choose.

## @ Collaboration

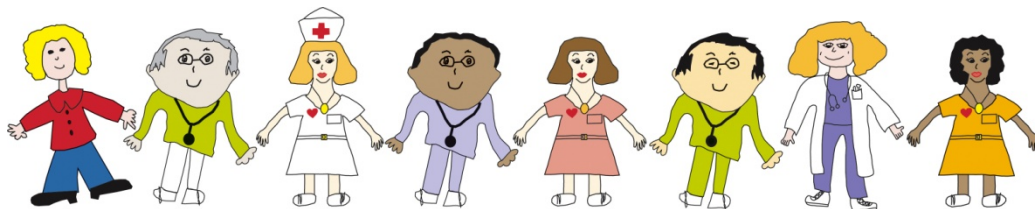
- Patients, families, health care practitioners, and hospital leaders collaborate in policy and program development, implementation and evaluation; in health care facility design and in professional education, as well as in the delivery of care.



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# Examples of Dignity & Respect

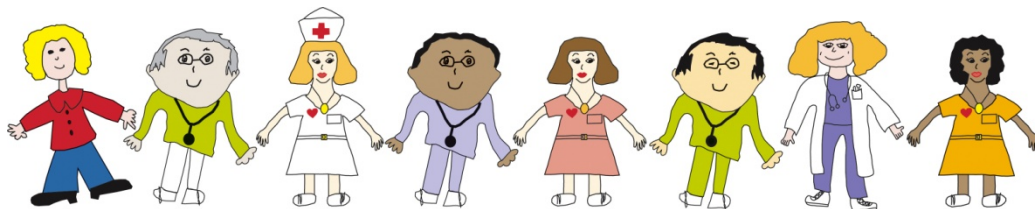
- ② Learning the parent or guardian's name and using it rather than the more familiar “Mom” or “Dad”.
- ② When you take the time to learn about the patient and family’s values, beliefs and cultural backgrounds.
- ② Knocking on doors, closing curtains to assure privacy and offering choices where they exist.



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# Examples of Information Sharing

- ① Providing the patient and family with complete and accurate information to help them make decisions and participate in their child's care.
- ① Always remembering to use language the family and patient understands.
- ① Assuring that language and interpretive services are available if needed.



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# Examples of Collaboration

- ② Gaining insights from the patient and family perspective when developing plans of care.
- ② Providing information in written, diagrammatic and demonstrative formats to meet the needs of different learning styles among families.
- ② Assuring transparency when sharing information.



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# Examples of Participation

- ④ Regarding parents, guardians and other family members not as visitors, but as partners in care.
- ④ Encouraging participation in care by patients, parents and guardians at their comfort level.
- ④ Reinforcing the capacity of family members to learn the skills they will need to care for their loved one after discharge.



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# PFCC is the hospital's care model

## 🕒 Strategic Plan

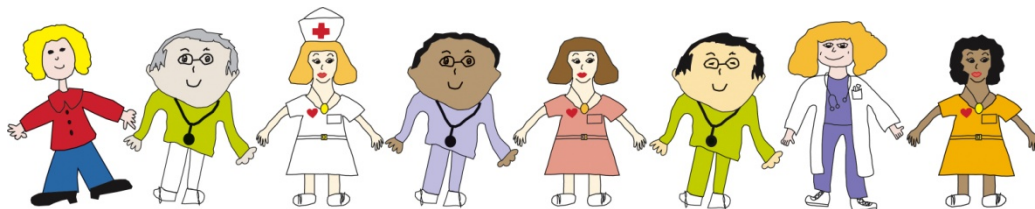
- 📄 A plan developed by CHP's executive leadership that sets the direction of the institution for the next five years, is structured to promote a culture that supports the vision, mission & values and includes initiatives that support PFCC .

## 🕒 Magnet

- 📄 The structure and processes of the Care Delivery System that involves the patient and their family in the planning and delivery of care.

## 🕒 Hospital wide PFCC Working Groups

- 📄 Teams that are comprised of staff, nurses, physicians and patients & families, are unit or department specific and are being implemented to identify and work towards the optimal patient experience.



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# Our Values also support PFCC

Putting patients and families first through:

- Quality & Safety
- Dignity & Respect
- Caring & Listening
- Responsibility & Integrity
- Excellence & Innovation

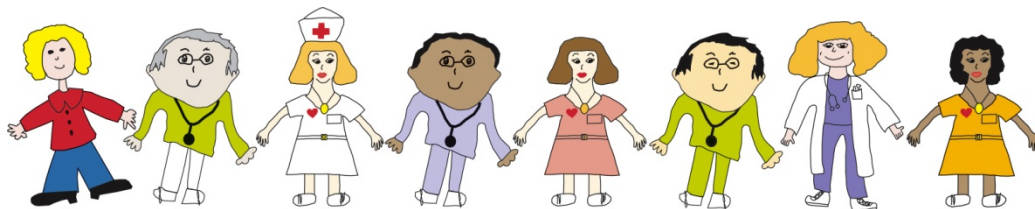


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# Quality & Safety

- ④ Strive to deliver the safest, most efficient care at all times
- ④ Identify opportunities for improved clinical outcomes through evidence-based practice
- ④ Hold each other to the highest standards of care delivery and safety



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# Dignity & Respect

- @ Being courteous and kind
- @ Embracing differences
- @ Being compassionate
- @ Exhibiting empathy
- @ Valuing the ideas and opinions of others
- @ Promoting a collaborative culture
- @ Treat others as they want to be treated



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# Caring & Listening

- ② Employing an international physician liaison to help ease the challenges of non-English speaking families
- ② Allowing a parent to exit the elevator before you
- ② Not talking or texting on your phone in public areas

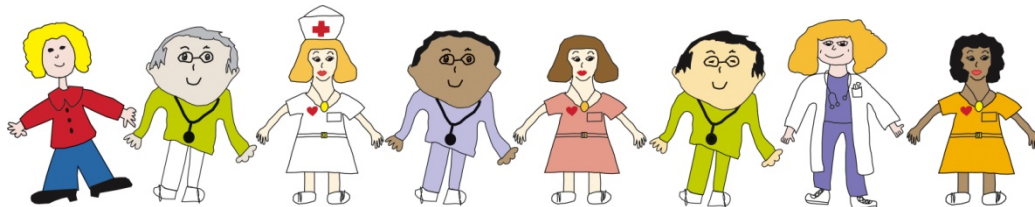


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# Responsibility & Integrity

## @ Doing the right thing

- ▣ Valuing corporate and individual integrity
- ▣ Ensuring fiscal responsibility
- ▣ Identifying and achieving organizational efficiencies
- ▣ Delivering on commitment



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# Excellence & Innovation

- ② Going beyond the status quo and embracing change
- ② Never hesitating to use our imaginations to find the best way to do things
- ② Seeking creative input from staff as well as patients and their families in order to meet their needs
- ② Exceed expectations - go beyond the prescribed medical treatments and add personal touches to make a difference in the lives of our patients and families.



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# Conclusion

All of us, every day, have the opportunity to make a positive impact. It is the commitment and ability of all of us that makes Children's Hospital a great place for patients, families, and employees.



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# PFCC resources

## 📍 The Library's PFCC Resource Section

📍 6<sup>th</sup> floor, main hospital

## 📍 Patient Bill of Rights

## 📍 Patient Representative Department

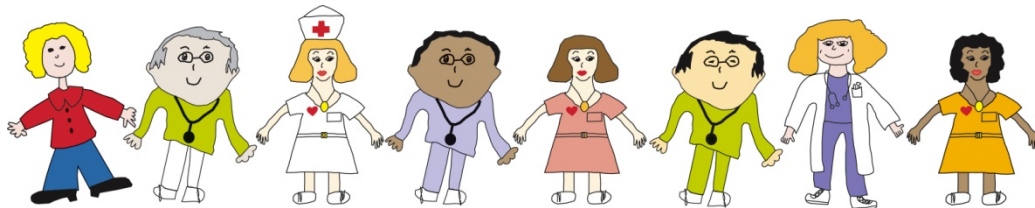
## 📍 Websites

📍 The Institute for Patient and Family-Centered Care

📍 <http://www.ipfcc.org/>

📍 PFCC Partners @ The Innovation Center of UPMC

📍 <http://visionquest.amd3.org/>



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