

Patient and Family-Centered Care: Frequently Asked Questions



- What is Patient-Family Centered Care (PFCC)?
- How does the University of Colorado Hospital define Patient-family centered care?
- Does family centered care have anything to do with Family practice?
- Does PFCC cost more?
- What does a PFCC hospital look like?
- What is a patient- family advisor?

What is Patient-Family Centered Care (PFCC)?

Patient and family centered care is an approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among patients, families and healthcare practitioners. It is founded on the understanding that the family plays a vital role in ensuring the health and well being of patients of all ages.

American Hospital Association and the Institute for Family Centered Care 2004.
www.familycenteredcare.org

How does the University of Colorado Hospital (UCH) define Patient -family centered care?

Welcoming patient and families as partners in care delivery.

UCH Patient Family Retreat, November 2005

Value Statements

- **Teamwork-** A collaborative, caring partnership of patients, families and care team members to achieve desired care outcomes and support informed patient decision.
- **Communication-** Is mutual dialogue between the patient, family and care team members. We believe information sharing will be open, honest, and timely.
- **Integrity-** We act honestly and our actions demonstrate our belief that patient and family centered care is essential for quality, safety and satisfaction.
- **Respect-** Is honoring patient's and family's values, preferences and knowledge in an empathetic and caring environment.

UCH Patient Family Retreat, November 2005

Does family centered care have anything to do with Family Practice?

Family Practice is a medical specialty where one physician accepts patients of all ages where PFCC is an approach to care that is multi-disciplinary including the family and patients themselves.

Does PFCC cost more?

PFCC does not cost the patient, or insurance company, any more money. Many aspects of patient-and family-centered care improve the quality and effectiveness of communication. It is proactive, rather than reactive. As a result, many problems are prevented, and others are handled before they grow out of control.

What does a PFCC hospital look like?

A PFCC hospital is designed with patients and families in mind. PFCC facilities should be welcoming and easy to use.

What is a patient- family advisor?

The advisors are volunteers to the organization who have had any hospital experience and feel passionate about the partnership we are building at UCH.