

Patient and Family-Centered Care: Current Application and Future Direction

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Definition of Patient and Family-Centered Care (PFCC)

- A philosophy and approach to care that guides all aspects of care provision and builds on mutually beneficial partnerships between patients, families and service providers.

(Adapted from Institute for Patient & Family Centered Care, 2008)



Core Concepts of PFCC

- Dignity and Respect
 - Information Sharing
 - Participation
 - **Collaboration** (Institute for Patient and Family Centered Care. <http://www.ipfcc.org/faq.html>)
 - Co-creation
- * The aim is working with patients and families rather than doing to or for them



PFCC helps us clearly understand
that. . .

*...this is **FAMILY** and
is **CONSTANT**.....*



*and these are **VISITORS** and
they **FLUCTUATE**.....*



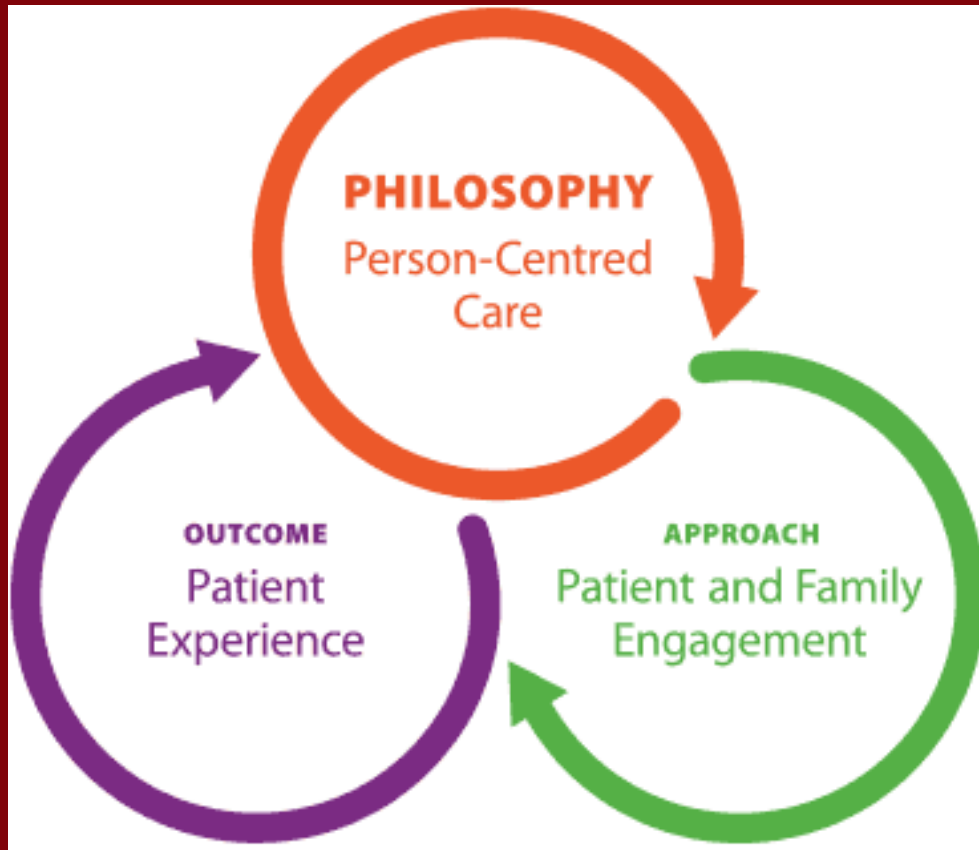


With that being said, this concept may evoke a multitude of emotions....





What we want to achieve with PFCC



Taken from Cancer Care Ontario website:
https://www.cancercare.on.ca/pcs/person_centred_care/



Challenges of PFCC

- PFCC is a complex phenomenon
- The practice of PFCC requires a paradigm shift and a profound change in culture for organizations
- Sustainability of practice: allocation of resources, support and ongoing evaluation required
- Lack of coverage in curricula of health care professions



Why practice PFCC?

- Legislation Requirements (Alberta CCHS)
- Accreditation Requirements
- Vital component of business model for health care organizations
- Technology advancements
- Increase patient and staff satisfaction and experiences
- Increase awareness of patients' rights
- Ethical reasons: It is the right thing to do



Summary

- PFCC represents a cultural shift
- PFCC is a means to improve quality and safety of care
- Sustaining PFCC practice is challenging
- Transition from creating patient and family centered moments to a patient and family centered culture: From individual experiences to attaining group consensus for practising PFCC is the positive approach



Resources

- Institute for Patient and Family Centered Care
(<http://www.ipfcc.org/>)
- Patient and Family Centered Care: Saskatchewan Health Initiative
(<https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/saskatchewan-health-initiatives/patient-and-family-centred-care>)
- Alberta Health Services: Patient and Family Centered Care Resource Kit
(<http://www.albertahealthservices.ca/assets/info/pf/pe/if-pf-pe-pfcc-resource-kit-ext-web.pdf>)