Patient and Family Centred Care

WHAT IS PATIENT AND FAMILY CENTRED CARE (PFCC)?

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. It redefines the relationships in health care by placing an emphasis on collaborating with people of all ages, at all levels of care, and in all health care settings. In patient- and family-centered care, patients and families define their “family” and determine how they will participate in care and decision-making. A key goal is to promote the health and well-being of individuals and families and to maintain their control.

This perspective is based on the recognition that patients and families are essential allies for quality and safety—not only in direct care interactions, but also in quality improvement, safety initiatives, education of health professionals, research, facility design, and policy development.

Patient- and family-centered care leads to better health outcomes, improved patient and family experience of care, better clinician and staff satisfaction, and wiser allocation of resources.

Core Principles of Patient and Family Centred Care

Dignity and Respect. 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.

This principle recognizes that each patient and family is unique. Each has different personalities, abilities, life experiences, values, beliefs, education and religious/cultural backgrounds.

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.

This principle recognizes the need for open, honest and accessible communication between patients, their families, and health care staff. It encourages openness to talk about the experiences in order to change, improve, and develop best care practices and policies. This communication enhances the patient and family health care experiences and outcomes.

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

This principle encourages patients and families to join in their health care journey. It maintains that when patients and families understand their options, they are empowered to be involved in their care.

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

This principle acknowledges that patients and families have much to offer in ensuring safe and quality care for all. By working together, patients, families and staff create partnerships, shared knowledge and understanding which result in high quality care.

For more information visit our website

Adapted from:
Saskatchewan PFCC Framework
Institute for Patient- and Family-Centered Care, http://www.ipfcc.org/