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

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ICCER Networking Event
September 26, 2016
Calgary, Alberta
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

* 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/)