

Person- and Family Centered Care

An approach to care that begins with understanding the person's goals and results in a plan directed by the individual's goals, preferences and values. This approach also recognizes the involvement of family as caregivers and honors individual and family dignity, cultures, traditions, strengths and expertise. As a consequence of this orientation, the individual and the family caregiver will be able to identify and access a mix of services and supports that will assist them to achieve personally-defined outcomes consistent with identified needs and preferences.¹

Background

The concept of patient-and family centered care, or person-and family centered care is one that has grown out of framework set forth over the past 40 years. A natural melding of patient-centered care and family-centered care, it's only within the last decade that the term has developed. Early definitions of patient-centered care did not include nor recognize the role that family in making care decisions. Family and community support systems play a critical role in maintaining the health and well-being of individuals and should be seen as natural allies in the decision making process. For the purpose of this publication, we suggest that family is "broadly defined and refers to any relative, partner, friend, or neighbor who has a significant relationship"² with the individual receiving care.

Core Concepts³

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.

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

Culture Change

Person- and family centered care is sometimes referred to as culture change, recognizing that a universal organizational commitment must be made by management, the workforce, members, and care recipients to fully align its culture and all its operations systems to practices that support person- and family centered outcomes. Culture change also refers to the progression from institutional or traditional models of care to more individualized, consumer-directed practices.

Additional Resources

Agency for Healthcare Research & Quality

<http://www.ahrq.org>

AHRQ funds, conducts, and disseminates research to improve the quality, safety, efficiency, and effectiveness of health care.

Center for Excellence in Assisted Living

<http://www.ceal.org>

Fosters access to high quality assisted living by creating resources and acting as an objective resource center and national clearinghouse for quality improvement and assisted living.

Centers for Medicare & Medicaid Services

<http://www.cms.gov>

The federal agency that administers the Medicare and Medicaid programs and oversees quality standards in long-term care facilities.

The Commonwealth Fund

<http://www.cmwf.org>

A private foundation that aims to promote a high performing health care system that achieves better access, improved quality, and greater efficiency, particularly for society's most vulnerable, including low-income people, the uninsured, minority Americans, young children, and elderly adults.

Eden Alternative

<http://www.edenalt.org>

A training and consulting organization dedicated to helping individuals and organizations embrace and implement culture change across the continuum of care.

Green House Project

<http://www.ncbcapitalimpact.org>

A small intentional community for a group of elders and staff; it is a radical departure from traditional skilled nursing homes and assisted living facilities, Green House alters facility size, interior design, staffing patterns, and methods of delivering skilled professional services.

Institute for Healthcare Improvement

<http://www.ihl.org>

A leader in advancing the improvement of health care, IHI has done significant research in patient- and family centered care and care transitions, among other topics.

Institute for Patient- and Family Centered Care

<http://www.ipfcc.org>

IPFCC provides counseling and serves as a central resource for policy makers, administrators, program planners, direct service providers, educators to advance the understanding and practice of patient- and family centered care.

Institute of Medicine

<http://www.iom.gov>

Affiliated with the National Academies of Science, IOM serves as an excellent source on current research and publications devoted to health care. IOM's major report, *Crossing the Quality Chasm: A New Health System for the 21st Century*, serves as a landmark publication in examining the problems of the current U.S. health care system and offering strategies for change.

National Quality Forum

<http://www.qualityforum.org>

NQF is a nonprofit organization that builds, endorses and promotes consensus measures and standard practices to improve the quality of American healthcare. They have endorsed 10 performance measures and 25 preferred practices for care coordination.

Planetree

<http://www.planetree.org>

An organization promoting a model of care that supports the patient and family as active participants in care and decision-making and emphasizes patient and family education. Planetree fosters cultural change in health care organizations and the creation of healing health care environments for patients, families, and staff.

Pioneer Network

<http://www.pioneernetwork.net>

An organization that brings together elders, family members, administrators, nurses, physicians, social workers, educators, researchers, advocates, regulators and architects to promote culture change in all settings where elders live. The Network, through its conferences, publications, and other programs, fosters the development of elder-directed communities.

United Hospital Fund

<http://www.uhfny.org>

Although this is a New York state organization, UHF has been at the forefront of shaping positive change in health care systems, helping to forge effective working partnerships between family caregivers and health care professionals.

About Long-Term Quality Alliance

The Long-Term Quality Alliance was formed to respond to the increasing demand for long-term services and support and the expanding field of providers who are delivering that care. The Alliance will work to make sure that the 11 million people who need long-term services and supports in the United States receive the highest quality of care regardless of where that care is delivered.

¹ Consensus definition adopted by the LTQA Quality Measurement Workgroup.

² AARP Public Policy Institute, *Valuing the Invaluable: 2011 Update, The Growing Contributions and Costs of Family Caregiving*. 2011

³ Institute for Patient- and Family Centered Care