

Patient- and Family-Centered Care Organizational Self-Assessment Tool


Elements of Hospital-Based Patient- and Family-Centered Care (PFCC) and Examples of Current Practice with Patient and Family (PF) Partnerships

Domain	Element ¹	Low to High					Do not know
		1	2	3	4	5	
Leadership / Operations	Clear statement of commitment to PFCC and PF partnerships	1	2	3	4	5	
	Explicit expectation, accountability, measurement of PFCC	1	2	3	4	5	
	PF inclusion in policy, procedure, program, guideline development, Governing Board activities	1	2	3	4	5	
Mission, Vision, Values	PFCC included in M, V, and/or Core Values	1	2	3	4	5	
	PF “friendly” Patient Bill of Rights and Responsibilities	1	2	3	4	5	
Advisors	PF serve on hospital committees	1	2	3	4	5	
	PF participate in quality and safety rounds	1	2	3	4	5	
	Patient and family advisory councils	1	2	3	4	5	
Quality Improvement	PF voice informs strategic / operational aims/goals	1	2	3	4	5	
	PF active participants on task forces, QI teams	1	2	3	4	5	
	PF interviewed as part of walk-rounds	1	2	3	4	5	
	PF participate in quality, safety, and risk meetings	1	2	3	4	5	
	PF part of team attending IHI, NPSF, and other meetings	1	2	3	4	5	
Personnel	Expectation for collaboration with PF in job descriptions & PAS	1	2	3	4	5	
	PF participate on interview teams, search committees	1	2	3	4	5	
	PF welcome new staff at new employee orientation	1	2	3	4	5	
	Staff/physicians prepared for & supported in PFCC practice	1	2	3	4	5	
Environment And Design	PF participate fully in all clinical design projects	1	2	3	4	5	
	Environment supports patient and family presence and participation as well as interdisciplinary collaboration	1	2	3	4	5	
Information / Education	Web portals provide specific resources for PF	1	2	3	4	5	
	Clinician email access from PF is encouraged and safe	1	2	3	4	5	
	PF serve as educators/faculty for clinicians and other staff	1	2	3	4	5	
	PF access to / encouraged to use resource rooms	1	2	3	4	5	

¹ Codes: PFCC=Patient- and Family-Centered Care; PF=Patient and Family; PAS= Performance Appraisal System

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Elements of Hospital-Based Patient- and Family-Centered Care (PFCC) and Examples of Current Practice with Patient and Family (PF) Partnerships

Domain	Element ²		Low		High		Do not know
Diversity & Disparities	Careful collection and measurement; race / ethnicity / language	1	2	3	4	5	
	PF provided timely access to interpreter services	1	2	3	4	5	
	Navigator programs for minority and underserved patients	1	2	3	4	5	
	Educational materials at appropriate literacy levels	1	2	3	4	5	
Charting and Documentation	PF have full and easy access to paper/electronic record	1	2	3	4	5	
	Patient and family are able to chart	1	2	3	4	5	
Care Support	Families members of care team, not visitors, with 24/7 access	1	2	3	4	5	
	Families can stay, join in rounds & change of shift report	1	2	3	4	5	
	PF find support, disclosure, apology with error and harm	1	2	3	4	5	
	Family presence allowed/ supported during rescue events	1	2	3	4	5	
	PF are able to activate rapid response systems	1	2	3	4	5	
	Patients receive updated medication history at each visit	1	2	3	4	5	
Care	PF engage with clinicians in collaborative goal setting	1	2	3	4	5	
	PF listened to, respected, treated as partners in care	1	2	3	4	5	
	Actively involve families in care planning and transitions	1	2	3	4	5	
	Pain is respectfully managed in partnership with patient and family	1	2	3	4	5	

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