



## INSTITUTE FOR FAMILY-CENTERED CARE

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The Institute for Family-Centered Care provides essential leadership for advancing the practice of patient- and family-centered care. Through the development and dissemination of materials, policy and research initiatives, training, technical assistance, and on-site consultation, the Institute serves as a central resource for increasing the understanding and skills necessary to build effective partnerships with patients and families.

For well over a decade, there has been growing recognition of the enormous benefits patient- and family-centered care offers to health care providers, patients, and families in all areas of health care and especially in primary care settings. As primary care practices, hospitals, and health systems struggle with issues related to quality, safety, HIPAA compliance, workforce capacity, the use of information technology, the need to renovate or build new facilities, and cost control, they are recognizing that patient- and family-centered approaches and the perspectives of patients and families are essential to their efforts.

Visit the Institute's website at [www.familycenteredcare.org](http://www.familycenteredcare.org) for information about applying patient- and family-centered concepts and strategies to primary care, and additional resources, tools, schedule of educational events, profiles of patient and family advisors and leaders, and profiles of organizational change.

### **Selected Primary Care Resources from the Institute's Website**

The Primary Care Section on the Institute's website connects users with resources on how to partner with patients and families in ambulatory settings.

<http://www.familycenteredcare.org/advance/topics/primary-care.html>

A wide variety of PDF documents are available as free downloads, including:

- ***Advancing the Practice of Patient- and Family-Centered Ambulatory Care: How to Get Started***

What is patient- and family-centered ambulatory care? Why does it matter? How does it fit with our overall mission? And finally, what can our practice or organization do to advance the practice of patient- and family-centered care? Where do we start? *Advancing the Practice of Patient- and Family-Centered Ambulatory Care: How to Get Started* was developed to provide answers to these questions.

<http://www.familycenteredcare.org/advance/topics/pc-howtogetstarted.html>

- ***Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System: Recommendations and Promising Practice***

This document and the expert panel that generated the recommendations for this report were funded by the California HealthCare Foundation and the Robert Wood Johnson Foundation. Examples of best practices drawn from hospitals, ambulatory programs, medical and nursing schools, funders of health care, patient- and family-led organizations, and other health care entities are highlighted. These organizations are making exemplary progress in partnering with patients and families to enhance quality and safety and to improve the experience of care.

<http://www.familycenteredcare.org/tools/downloads.html>

- ***Patient- and Family-Centered Ambulatory Care: A Checklist:***

This checklist emphasizes the fundamental aspect of patient- and family-centered ambulatory care and will serve as a tool to evaluate ambulatory practice.

<http://www.familycenteredcare.org/advance/topics/primary-care.html>

- ***Self Assessment Inventory—Ambulatory Care***

This in-depth self-assessment is specifically designed for ambulatory care and is available for purchase. The assessment tool will help in developing a plan to advance the practice of patient- and family-centered care in ambulatory settings.

<http://www.familycenteredcare.org/resources/other/index.html>

## **Educational Opportunities**

### ***Hospitals and Communities Moving Forward with Patient- and Family-Centered Care: An Intensive Training Seminar Enhancing Quality and Safety for Patients and Their Families***

The Institute offers three educational intensive training seminars each year. Seminars provide an opportunity for health care professionals at all levels learn how to integrate patient- and family-centered care according to their organizational needs. Organizations from around the country and beyond assemble teams of health care professionals and patient and family members to learn about examples of excellence in implementing patient- and family-centered care. Participants will develop Action Plans for patient- and family-centered change. To learn more about the seminars, go to:

<http://www.familycenteredcare.org/events/seminars.html>

### ***The 4<sup>th</sup> International Conference on Patient- and Family-Centered Care— Partnerships for Quality and Safety August 17-19, 2009 Philadelphia, PA***

This international conference will showcase innovative programs that are dedicated to collaboration among health professionals, patients, and families. Examples of excellence and innovation will be presented that are relevant to a variety of settings — primary care, medical home, and ambulatory specialty care; hospice, home care, and other community-based programs; mental health and public health agencies; hospitals and health systems; rehabilitation and long-term care; schools of medicine, nursing, allied health, and other health and helping professions; and patient- and family-led organizations.

Plan now to join colleagues from around the world to learn about best practices for building partnerships with patients and families.

<http://www.familycenteredcare.org/events/conference.html>