

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 Patient Family Centered Care and Patient/Family partnerships	1	2	3	4	5	
	Explicit expectation, accountability, measurement of Patient Family Centered Care	1	2	3	4	5	
	Patient/Family inclusion in policy, procedure, program, guideline development, Governing Board activities	1	2	3	4	5	
Mission, Vision, Values	Patient Family Centered Care included in Mission, Values, and/or Core Values	1	2	3	4	5	
	Patient/Family "friendly" Patient Bill of Rights and Responsibilities	1	2	3	4	5	
Advisors	Patient/Family serve on hospital committees	1	2	3	4	5	
	Patient/Family participate in quality and safety rounds	1	2	3	4	5	
	Patient and family advisory councils	1	2	3	4	5	
Quality Improvement	Patient/Family voice informs strategic / operational aims/goals	1	2	3	4	5	
	Patients/Families active participants on task forces, QI teams	1	2	3	4	5	
	Patient/Family interviewed as part of walk-rounds	1	2	3	4	5	
	Patient/Family participate in quality, safety, and risk meetings	1	2	3	4	5	
	Patient/Family part of team attending IHI, NPSF, and other meetings	1	2	3	4	5	
Personnel	Expectation for collaboration with Patient/Family in job descriptions & Policies in Performance Appraisal Process	1	2	3	4	5	
	Patient/Family participate on interview teams, search committees	1	2	3	4	5	
	Patient/Family welcome new staff at new employee orientation	1	2	3	4	5	
	Staff/physicians prepared for & supported in Patient/Family Centered Care practice	1	2	3	4	5	
Environment And Design	Patient/Family 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	

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		1	2	3	4	5	
Information / Education	Web portals provide specific resources for Patient/Family	1	2	3	4	5	
	Clinician email access from PF is encouraged and safe	1	2	3	4	5	
	Patient/Family serve as educators/faculty for clinicians and other staff	1	2	3	4	5	
	Patient/Family access to / encouraged to use resource rooms	1	2	3	4	5	

Domain	Element ²	Low  High					Do not know
		1	2	3	4	5	
Diversity & Disparities	Careful collection and measurement; race / ethnicity / language	1	2	3	4	5	
	Patient/Family 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	Patient/Family 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	
	Patient/Family 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	
	Patient/Family 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	

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Domain	Element ⁴	Low ➔ High					Do Not Know
Care	Patient/Family engage with clinicians in collaborative goal setting	1	2	3	4	5	
	Patient/Family 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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