Enhancing Patient- and Family-Centered Care in a Health System
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Introduction & Background

• Patient- and family-centered care (PFCC), encompassing dignity and respect, information sharing, participation, and collaboration, is beneficial for supporting positive health outcomes (Institute for Patient- and Family-Centered Care, n.d.).
• An opportunity exists to enhance PFCC to support quality, safety, and experience of care.

Purpose

To implement a PFCC initiative, encompassing education on PFCC and patient and family advisor (PFA) partnerships, for stakeholders participating in a quality, safety, and patient experience council.

Aims

1. Evaluate the impact of the education on stakeholder knowledge of PFCC and PFA partnerships through a pre-and post-intervention survey during the 2-week implementation period.
2. Evaluate the impact of the education on stakeholder confidence in partnering with PFAs through a pre-and post-intervention survey during the 2-week implementation period.
3. Evaluate the impact of the education on stakeholder readiness in partnering with PFAs through a pre-and post-intervention survey during the 2-week implementation period.

Methods

• Design: Pre-test post-test
• Setting: Health system
• Sample: Interdisciplinary stakeholders in an oncology quality, safety, and patient experience council (n = 3)
• Intervention: Education, group debrief, and pre-and post-education surveys
• Data analysis: Descriptive statistics

Aim #1 Results

• Median pre-knowledge summary score: 10
• Median post-knowledge summary score: 12

Aim #2 Results

• Median pre-confidence score: 6
• Median post-confidence score: 8

Aim #3 Results

• Median pre-readiness score: 6
• Median post-readiness score: 6

Conclusions

• Education may be beneficial for supporting PFCC and patient and family partnerships by improving knowledge and confidence.
• Additional resources, tools, and initiatives for preparing for the partnership of patients and families may be valuable for supporting readiness.

References