



INSTITUTE FOR FAMILY-CENTERED CARE

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RECOGNIZING THE DRIVING FORCES

Driving Forces:

SC System-centered: needs of, or benefits to, the system drive the delivery of care.

PF Patient-focused: staff focuses on strengths and needs of the patient, not seeing the family as a potential partner in care.

FF Family-focused: families are the "unit of intervention."

PFC Patient- and family-centered: priorities and choices of the patient and family drive the delivery of care.

_____ Visiting policies specify that immediate family are allowed to visit in the NICU at any time.

_____ The job description for nurses states that they are to develop discharge plans for patients.

_____ Computers are available in the waiting area of the Obstetrics clinic for patients to record their goals/priorities for each office visit.

_____ A patient who has been newly added as a member of the Quality Improvement Committee is sent a letter telling her where and when the next meeting will be held.

_____ An administrator invites patients and families to comment on the final plans for the facility's upcoming renovation.

_____ Patients and family members teach an orientation class for all new staff and physicians.

_____ A multidisciplinary committee develops new educational materials for patients and their families about the use of corticosteroids during premature labor.

_____ After reviewing patient satisfaction surveys, the clinic changes its office hours to include some evening sessions.

_____ Each new mother must attend a group breastfeeding class before discharge.

_____ After getting permission from their physician, patients and family members have access to the hospital library

_____ NICU staff link a parents whose baby has been newly admitted to the unit to a peer parent mentor.

_____ A nurse and a social worker co-lead monthly support group meetings for families who have experienced perinatal death.

_____ Three patient and family advisors are invited to join a patient safety team that is beginning an initiative to improve medication reconciliation.