

# Recognizing Patient- and Family-Centered Care

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# What is a Family?

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- ◆ Families are big, small, extended, nuclear, multi-generational, with one parent, two parents, and grandparents. We live under one roof or many. A family can be as temporary as a few weeks as permanent as forever. We become part of a family by birth, adoption, marriage, or from a desire of mutual support. A family is a culture unto itself., with different values and a unique way of realizing its dream; together, our families become the source of our rich cultural heritage and spiritual diversity. Our families create neighborhoods, communities, states and nations.

-Task Force on Young Children  
and Families, New Mexico  
Legislature



# Recognizing the Driving Forces

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## ◆ **System-Centered Driving Force:**

The priorities of the system and those who work within it drive the delivery of health care.

## ◆ **Patient- Focused Driving Force:**

The patient is the focus or unit of care. Interventions are done to and for him/her, instead of with the patient. The patient is not viewed within the context of family or community.

## ◆ **Family-Focused Driving Force:**

While the family is the focus or the unit of care, interventions are done to and for them, instead of with them.

## ◆ **Patient- and Family-Centered Driving Force:**

The priorities and choices of patients and their families drive the delivery of health care.



# Paradigm Shifts to Implementing a Family Support Model

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1. A movement away from interventions based solely on professionally-identified needs to interventions that are responsive to family concerns and desires. This kind of practice assumes that families are truly listened to and it requires that professionals impart knowledge that can be used to promote decision making capabilities.
2. A movement away from intervention practices that focuses primarily on correcting child and family deficits and weaknesses toward practices that build upon and strengthen child and family capabilities.



# Paradigm Shifts to Implementing a Family Support Model (cont'd)

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3. A movement away from defining solutions to child and family needs solely in terms of professional services, towards practices that utilize both informal and formal community resources and supports. This means recognizing that all communities have a wealth of supports, resources and services.
4. A change in the help-giving practices, away from those that are paternalistic and dependency-forming towards practices that create opportunities for children and families to learn skills and acquire competencies.

Dunst, C. J. , Trivette, C. M. & Deal, A. G. (Eds.). (1994). *Supporting and Strengthening Families*, (pp. 224-225).



# Academic Medical Center CEO

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***“Patient- and family-centered care is not just a catch phrase or vague concept, rather it is a tangible model of care including initiatives, processes, principles, and tools to do the job. It means we don’t just treat the patient; we engage our patients and their families in the care process. They demand it of us, and we demand it of ourselves.”***

***- Joseph Mapa***

***President and CEO***

***Mt. Sinai Hospital, Toronto***

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