

# Family-Centered Care Pilot Project

A project of the National Center for Medical Home Implementation in the American Academy of Pediatrics and the National Center for Family/Professional Partnerships in FamilyVoices

Funded by a cooperative agreement from the Maternal and Child Health Bureau of the Health Resources and Services Administration

## Purpose

The purpose of the Family-Centered Care Pilot Project is to familiarize pediatricians with elements of family-centered care that are consistent with the core components of a patient- and family-centered medical home by developing and assessing a pilot program.

## Program Components

- Educate healthcare clinicians on elements of family-centered care using the flipped classroom model. With this model, clinicians will engage in education related to family-centered care by individually reviewing relevant materials prior to participating in group learning through a series of interactive educational webinars.
- Pilot test the Family-Centered Care Assessment for Families (FCCA-F) in measuring family perceptions of family-centered care quality among individual healthcare clinicians. The FCCA-F is a 24-item patient self-administered quality measurement questionnaire. The 24 items that comprise the FCCA-F are psychometrically sound, with documented high reliability and evidence of empirical validity. This new measure expands areas of quality measurement to important new content areas in decision-making interactions, family support, contact with community, and cultural competence.

## Evaluation Goals

- Describe participating pediatricians' experiences with the project's family-centered care education
- Assess the extent to which the FCCA-F is useful as a tool to support improvements related to family-centered care
- Provide pediatricians with summaries of their patients' perceptions of family-centered care based on FCCA-F results as well as recommendations for making quality improvements related to family-centered care

Family-Centered Care assures the health and well-being of children and their families through a respectful family-professional partnership. It honors the strengths, cultures, traditions and expertise that everyone brings to this relationship. Family-Centered Care is the standard of practice which results in high quality services.

The foundation of family-centered care is the partnership between families and professionals. Key to this partnership are the following principles:

- Families and professionals work together in the best interest of the child and the family. As the child grows, s/he assumes a partnership role.
- Everyone respects the skills and expertise brought to the relationship.
- Trust is acknowledged as fundamental.
- Communication and information sharing are open and objective.
- Participants make decisions together.
- There is a willingness to negotiate.

## Outcomes

- Increased clinician knowledge of concepts and strategies related to family-centered care
- Increased clinician capacity to assess patient perceptions of family-centered care
- Clinicians will be able to identify strengths and areas in need of improvement related to family-centered care



For more information about this project, contact:

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