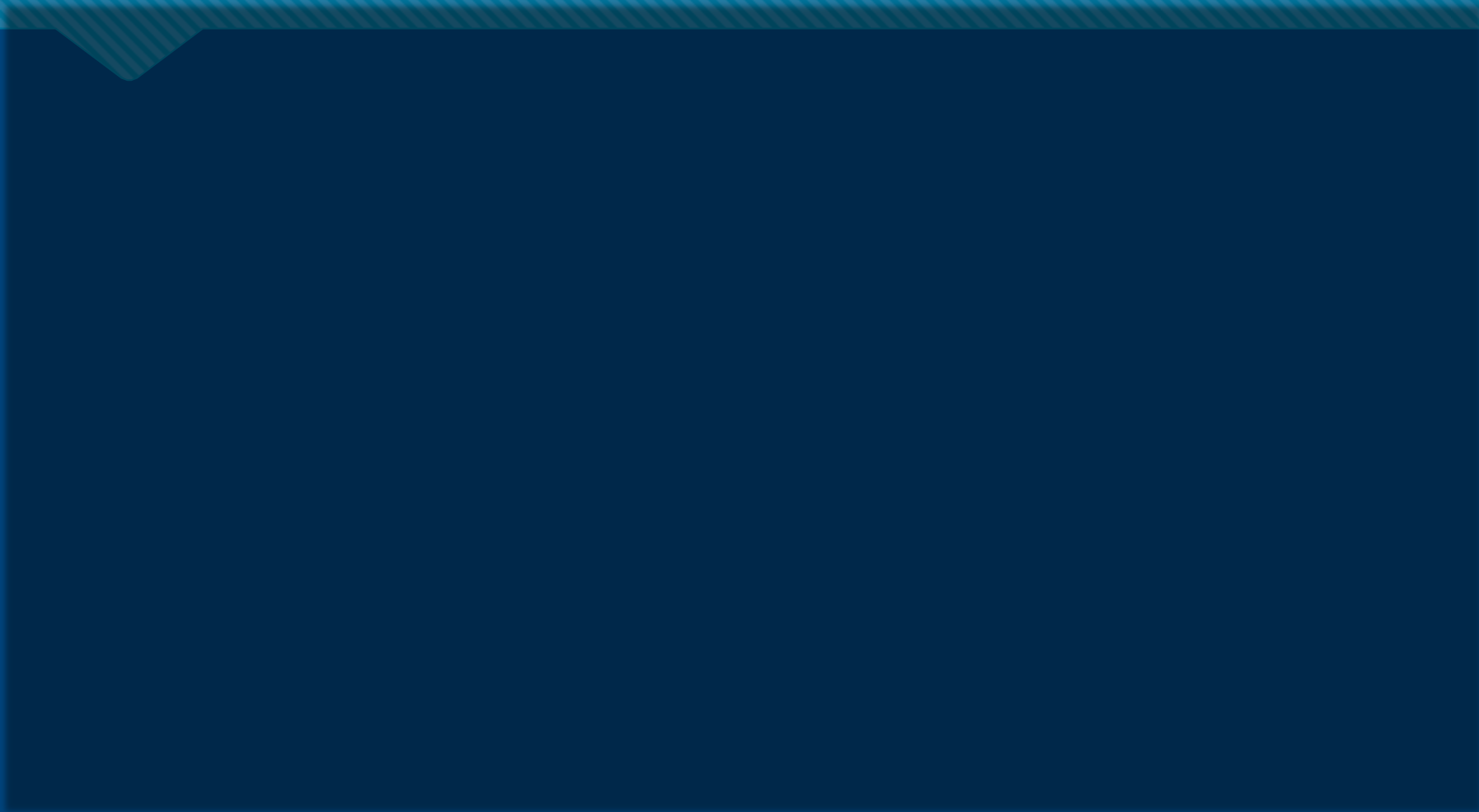


# Patient- and Family-Centered Care

Patient- and Family-Centered Care  
(PFCC)

is working **with** patients and families,  
rather than doing **to** or **for** them.

# Family



# PFCC Core Concepts



Respect and Dignity

Participation

Information Sharing

Collaboration

# What does it mean?

(PFCCpartners)

Noun

- Patient- and Family-Centered Care

Verb

- Patient Engagement

Outcome

- Patient Safety
- Patient Experience
- High Quality Care

# Quality & Safety

At MUSC Health the PFCC Department resides in Quality and Safety because the goal of PFCC is aligned with high reliability.

Safe, timely, effective, efficient, equitable and patient-centered care.

# Partnering with Patients and Families

## In the Delivery of Care:

- Bedside Shift Report
- Physician Rounds
- Discharge Planning

## In the Planning and Evaluation of Care:

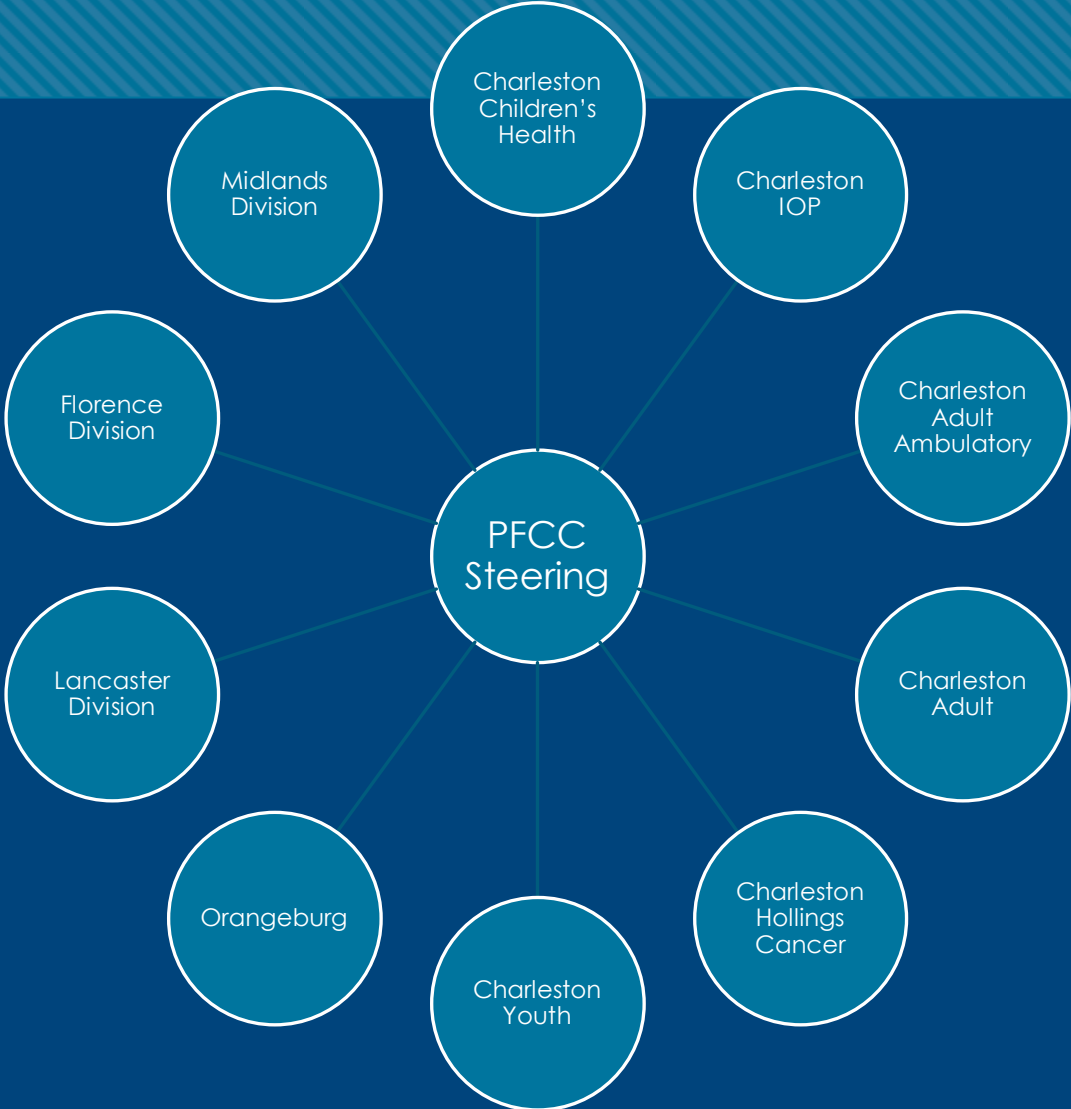
- PFACs
- Hospital Committees
- Co-design

# Patient and Family Advisory Council (PFAC)

- Patients, families and MUSC care team members work together on our PFACs which meet monthly
- Bringing their perspectives together to create ONE TEAM fosters a culture of partnerships!



# MUSC Health PFACs



# PFAC Accomplishments



- Facility Design
- Family Presence + Visitation Guidelines
- Document Reviews
- Family Resource Guide
- PFA Rounding
- Transitions in Care

# Beyond the PFAC

- Welcome Videos
- Safety Rounds
- Policy Reviews
- National Webinars
- Dietary Teams
- Vaccine Task Force
- Root Cause Analysis

# Our DEI Journey



- Race
- Ethnicity
- Sexual Orientation
- Gender Identity
- Gender
- Age
- Financial Situation
- Physical and mental ability
- Education
- Diagnosis
- Religion

*We don't always see diversity just by looking at someone.*

*"We started this journey with the goal of recruiting a diverse group of members that represent the populations we serve. Along the way, we recognized that being inclusive is equally as important. We want to make sure that everyone feels valued and welcomed."*

*-A Patient and Family Advisor*

# Narrative Medicine

Patients suffer at the hands of health care providers who cannot “follow a narrative thread; who cannot adopt an alien perspective; who become unreliable narrators of other people’s stories.”

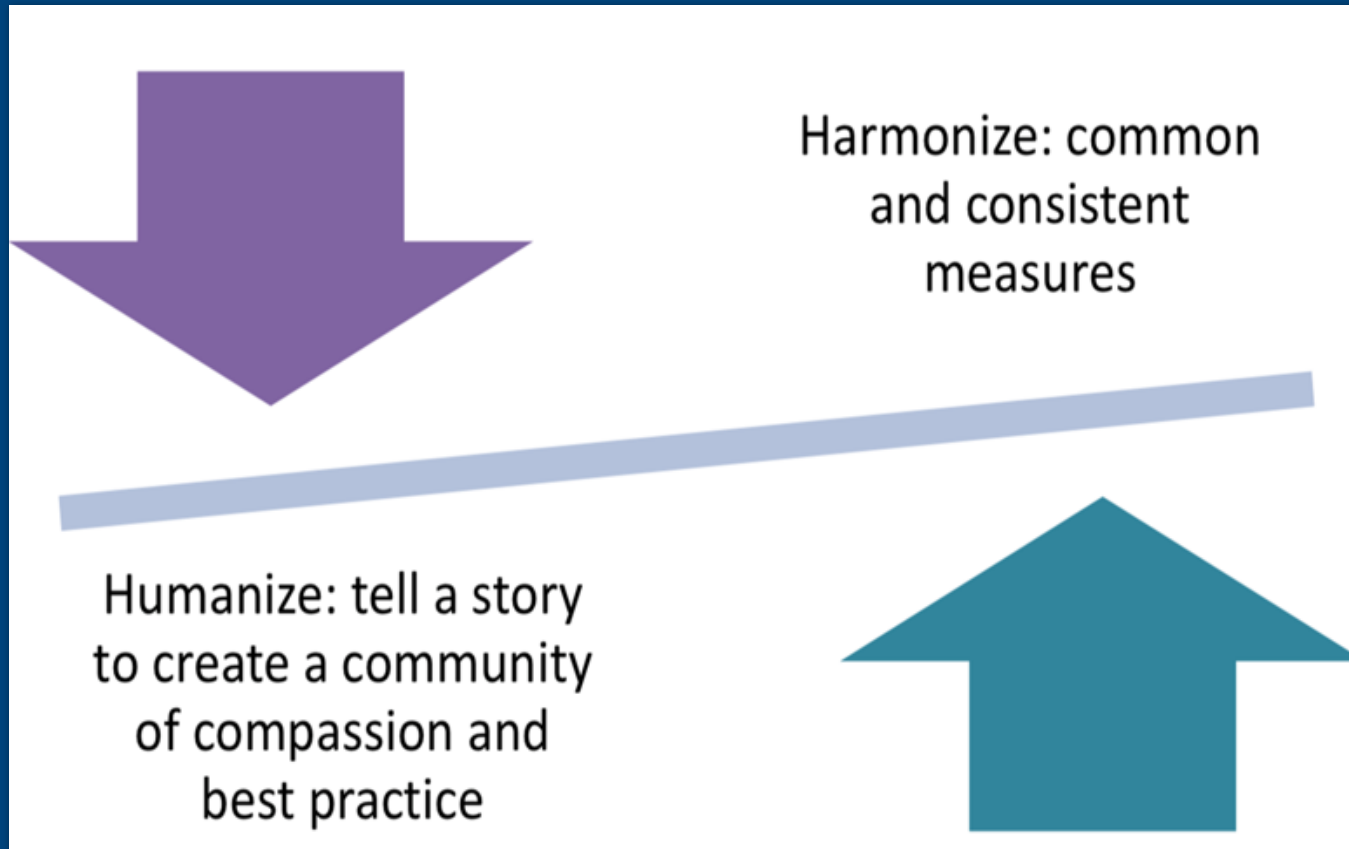
Rita Charon, MD, PhD  
Columbia University



# Teaching PFCC Through Stories



# Harmonize & Humanize the Data



# I Am Not a Number

Statistics are important for recognizing trends and creating solutions to complex problems. However, data must also be “humanized” to prevent us from...

- Becoming desensitized
- Generalizing data
- Marginalizing people

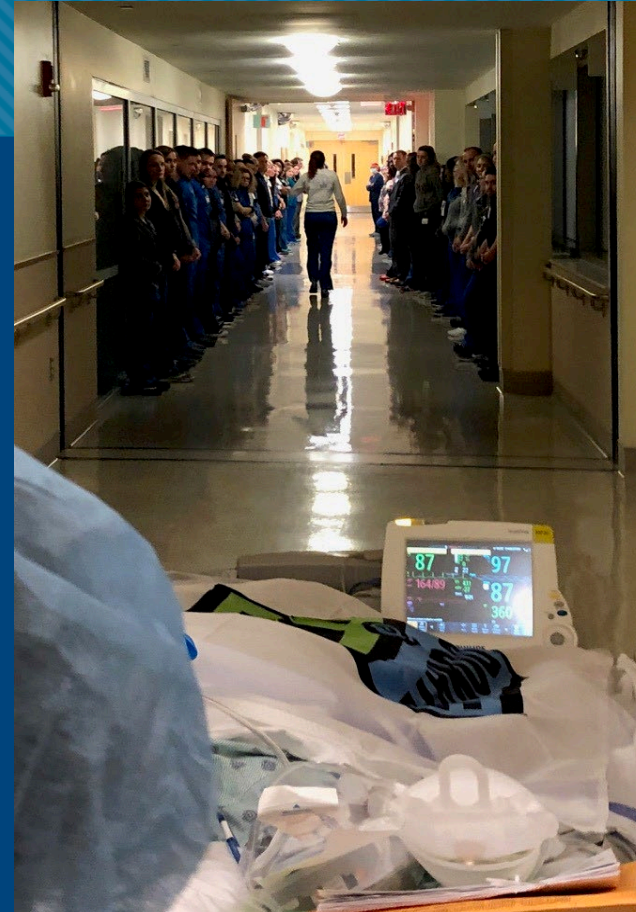


# The Power of One

Stephanie and Abby's story changed a policy!

In the wake of tragedy we can  
make positive changes together

# Honor Walk



"It was very respectful and overwhelming to see the halls lined with doctors, nurses, students and staff paying their respects."

-Family member of an organ donor

# PATIENT-AND FAMILY-CENTERED care



## PFCC Partnership Award



### Overview:

This was created by the MUSC Health PFCC Department for the purpose of recognizing care team members who exemplify the core concepts of patient- and family-centered care.

The core concepts of PFCC are respect & dignity, information sharing, collaboration, and participation.

The award will be given out quarterly by the PFCC Steering Committee.

### Award:

Any MUSC Health care team member is eligible.

Scan the QR Code to nominate someone.

The winner is:

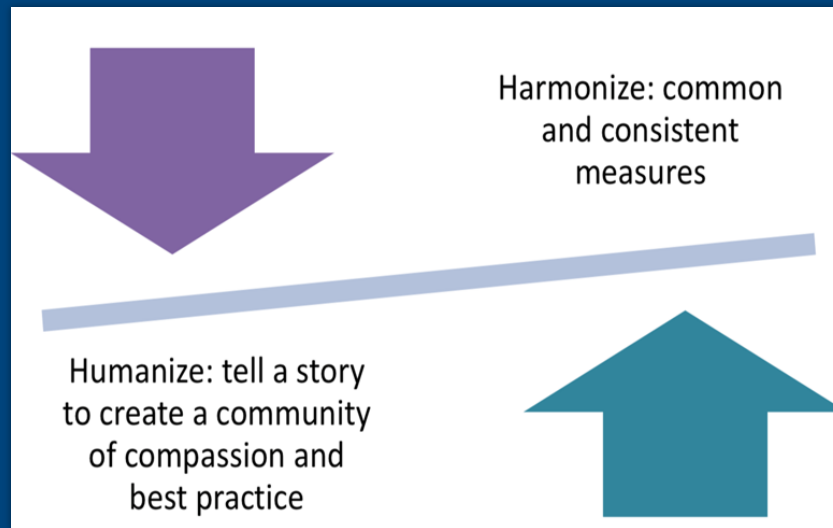
- Presented a partnership pin for their badge.
- Recognized across internal media outlets.
- Honored at Town Hall.



# What Can You Do?



1. Use the core concepts in your role



2. Humanize your data



3. Invite PFAs to join your teams!

# Encourage Patients and Families to Join the Team!

Healthcare is an exercise in interdependency not in personal heroism. You simply cannot do the right job alone."

-Dr Don Berwick