

FAMILY-CENTRED CARE (FCC) RECOMMENDED RESOURCES



Introduction

CMNRP's Family Advisory Committee is promoting Family-Centred Care (FCC) among perinatal organizations within Champlain and South East LHINs. In FCC, all activities are centred on the principal unit of patients and their families. The FCC mindset involves a shift in perspective: care is provided *with* the family, not *for* the family.

The following list of resources have been reviewed and selected by members of CMNRP's Family Advisory Committee, in an attempt to provide high quality, academic resources to help our partner organizations start their journey or continue along the path to providing family-centred care in their perinatal departments. All resources can be obtained by contacting France Morin (fmorin@cmnrp.ca) or Lauren Rivard (larivard@cmnrp.ca).

Reports

Balik, B., Conway, J., Zipperer, L. & Watson, J. (2011) *Achieving an exceptional patient and family experience of inpatient hospital care*. Institute for Healthcare Improvement – IHI Innovation series white paper. Cambridge, Massachusetts. Retrieved from <http://www.ihl.org/resources/Pages/IHIWhitePapers/AchievingExceptionalPatientFamilyExperienceInpatientHospitalCareWhitePaper.aspx>

Saskatchewan Ministry of Health. (2011). *Patient and Family Centred Care in Saskatchewan: A Framework for Putting Patients and Families First*. Regina, SK: Government of Saskatchewan. Retrieved from <http://www.health.gov.sk.ca/pfcc-framework>

Videos

Dr. Tony DiGioia Discusses Patient & Family Centered Care –IHI Open School

<http://www.pfcc.org/openschoolvideo/>

My PFCC – PFCC Innovation Center of UPMC

<http://www.pfcc.org/my-pfcc/>

Patient and family centred care: Why it matters and how to practice it – IHI Open School

<https://www.youtube.com/watch?v=7g-5I7DO1rQ>

Say This – Not That

<https://www.youtube.com/watch?v=r842Ylpa-nQ>

Wendy Camlin, Director of Obstetrics, Magee Womens Hospital

<https://vimeo.com/75794038>

Websites

Institute for Patient- and Family-Centered Care

<http://www.ipfcc.org/>

PCFF Innovation Center - Patient and Family Centered Care Methodology and Practice

<http://www.pfcc.org/what-is-pfcc/>

The Health Foundation - Person-Centred Care Resource Centre

<http://personcentredcare.health.org.uk/>

Patients Canada

<http://www.patientscanada.ca/>

Picker Institute

<http://pickerinstitute.org/>

Planetree

<http://planetree.org/>

The Institute for Healthcare Improvement – Person- and Family-Centered Care

<http://www.ihl.org/Topics/PFCC/Pages/default.aspx>

The King's Fund, Patient and Family-Centred Care toolkit

<http://www.kingsfund.org.uk/projects/pfcc>

Canadian Institute for Health Information – Patient experience

<https://www.cihi.ca/en/health-system-performance/quality-of-care-and-outcomes/patient-experience>

Books

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Articles

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