

Northwest Patient Safety Conference

Washington Patient Safety Coalition

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Patient- & Family-Centered Care

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Driving Forces for Patient Care

- **System-Centered**
 - The priorities of the system and those who work within it drive the delivery of health care.
- **Patient-Focused**
 - 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 seen within the context of family or community.
- **Family-Focused**
 - While the family is the focus or unit of care, interventions are done to and for them, instead of with them.
- **Patient- and Family-Centered**
 - The priorities and choices of patients and their families drive the delivery of health care.

Adapted from Dr. Bill Schwab, “Moving Forward with Patient- and Family-Centered Care.” Conference presentation, Institute for Family- and Patient-Centered Care (www.IPFCC.org), Spring 2014.

Table Discussion

- What processes or systems do you have in place that are “patient- and family-centered”?
- If patients are not directly involved, how do you know the process is truly patient- and family-centered?
- What is preventing your organization from being patient- and family-centered?