

PATIENT- AND FAMILY-CENTERED AMBULATORY CARE: A CHECKLIST

- ❑ The ambulatory setting has a definition of quality that includes the experience of care for patients and families.
- ❑ First impressions are positive and welcoming to patients and their families.
- ❑ Physician and staff practices convey to patients and their families that they are respected and encouraged to be integral members of the health care team.
 - △ Physician and staff practices reinforce that care will be individualized for patient and family goals, priorities, and values.
 - △ There are programs, policies, and approaches in place to support patients and their families in developing goals and action plans for care and self-management of their chronic condition.
- ❑ Patients and their families have access to useful health information and support.
 - △ Patients and, when appropriate, families have timely access to visit notes, medication lists, and other clinical information (lab, x-ray, and other test results).
 - △ Information and educational resources are available in a variety of formats and media and in the languages and at the reading levels of the individuals served.
 - △ Patients and their families are involved in developing and testing the information and education materials and programs.
 - △ Patients and their families are involved in teaching or facilitating programs and group activities for patients and their families.
- ❑ Peer support and family-to-family support are made available systematically to patients with chronic conditions and their families.
- ❑ Strategies are in place to ensure patient and family access to useful community resources and programs.
- ❑ Strategies are in place to reduce the cultural and linguistic differences between staff and the patients and families they serve.
- ❑ Care is coordinated within the practice or clinic, between health care settings and with subspecialists, and with other support services.
 - △ Patients and their families assist with the development and evaluation of this care coordination system.
- ❑ Patients and their families are involved in the ambulatory setting's patient safety programs—for each clinical encounter and in developing safe systems of care.
- ❑ Patients and their families are involved in orientation, staff development, and education of professionals-in-training.
- ❑ Patients with chronic conditions and their families are involved in the planning, implementation, and ongoing evaluation of chronic care.
- ❑ Patients and their families are involved in processes to document the effectiveness and cost efficiency of care.
- ❑ The physical facility supports patient- and family-centered practice and access to information and peer education and support.
- ❑ Patients are asked to evaluate their experiences with care in the practice and with other services on a regular basis.

Source: Institute for Family-Centered Care. An excerpt from *Partnering with Patients and Families to Design a Patient- and Family-Centered Health Care System: Recommendations and Promising Practices*, (2008). Available at: <http://www.familycenteredcare.org/tools/downloads.html>