INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

www.ipfcc.org
Building Mutually Beneficial Partnerships | October 20, 2017
Washington, DC
Everyone on the Same Page

OpenNotes is the international movement dedicated to making health care more open and transparent by urging doctors, nurses, therapists, and others to share their visit notes with patients.

Today 17,109,000 patients have online access to their notes.

Thank You
Patient- and Family-Centered Care

Core Concepts

- People are treated with **respect and dignity**.
- Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration** among patients, families, and providers occurs in policy and program development, QI and safety, professional education, and research as well as in the delivery of care.
Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.
“In high-functioning health care teams, patients are members of the team; not simply objects of the team’s attention…”
"Vital Directions for Health and Health Care" 
National Academy of Medicine

◆ "...reforms need to ensure that patients and families are fully informed and able to participate as partners in determining outcomes and values for their own health and health care."

◆ “Empowering individuals to make informed, personal health decisions requires giving them ownership of their own health data . . .”

In a growing number of instances where truly stunning levels of improvement have been achieved…

Leaders of these organizations often cite — putting patients and families in a position of real power and influence, using their wisdom and experience to redesign and improve care systems — as being the single most powerful transformational change in their history.

“Facts bring us to knowledge, Stories bring us to wisdom.”

Rachel Remen