

FCC Overview Handout

Patient and Family-Centered Care was first defined in 1987 as part of the former Surgeon General Koop's initiative for family-centered, community-based, coordinated care for children and their families. Patient family-centered care is an approach to health care that focuses on the family as a child's primary source of strength, support, and well-being.

At the heart of patient family-centered care is the belief that health care staff and the family are partners, working together to best meet the needs of the child. Excellence in health care happens when we work together and honor the expertise each of us brings to every health encounter. Patient family-centered care is a continual effort to be responsive to the needs and choices of each family, not only at the bedside but also as policies and processes are developed which affect the family.

Focusing on the core concepts of patient family-centered care, dignity and respect, information sharing, involvement, and collaboration, parent volunteers, known as advisers, can take part in various ways which include, but are not limited to the following:

- Assist with planning, writing, and editing of the St. Jude Parents newsletter
- Serve on a hospital committee
- Discuss patient needs and experiences with new staff
- Take part in research related to patient care
- Have your family mentor another family
- Share your family's health care story
- Assist with strategic planning committees such as design and construction
- Take part in conferences, educational programs, and training
- Serve on the St. Jude Family Advisory Council
- Share your experience as a St. Jude patient family as a member of the St. Jude E-Council, an online private advisory council, offering your opinion and ideas to support best patient care

These advisers and the St. Jude staff and administrators recognize that each child and family is unique; that open and honest communication must exist between patients, their families and the health care staff; that we must ensure that the family joins in on their child's health care journey; and that we all work together to create a safe environment which results in excellent health care for the patient.