

Patient-Centered Care: A Transformation Not a Checklist!

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The Holistic Roots of Healthcare



The way...

Respect and Dignity
Information Sharing
Participation
Collaboration

4 Components of PFCC

Roundtable Discussion

Had you heard the term “patient- and family-centered care” before viewing this video? If so, did the video change your understanding of what it is? In what ways?

The Who, What, When, Where & Why



Who?



What?



When?



Where?



Why?



Stuck vs Unstuck

Stuck!

“I don’t know how to!”

“We don’t have that...”

“But we are different!”

Unstuck

“I will find out!”

“We don’t have that, but we have this...”

“We are different, but so are lots of others.”

But,
what about...

Fact vs Fiction

- It Costs More!
- It's Nice but Not Necessary!
- Our Patients Aren't Complaining!
- We are Already Doing Too Much!
- It's the Nurse's Job!

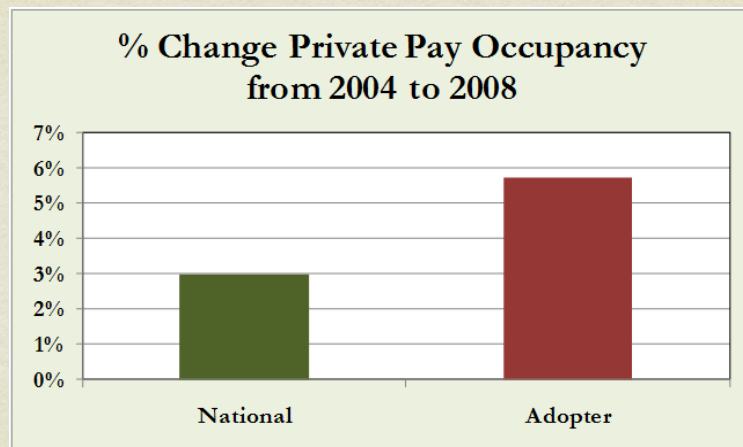
The Truth

- Increased satisfaction of residents, families & staff
- Marketing tool
- Dramatic decrease in malpractice suits
- Positive effect on HCAPs in hospitals
- Positive effect on bottom line

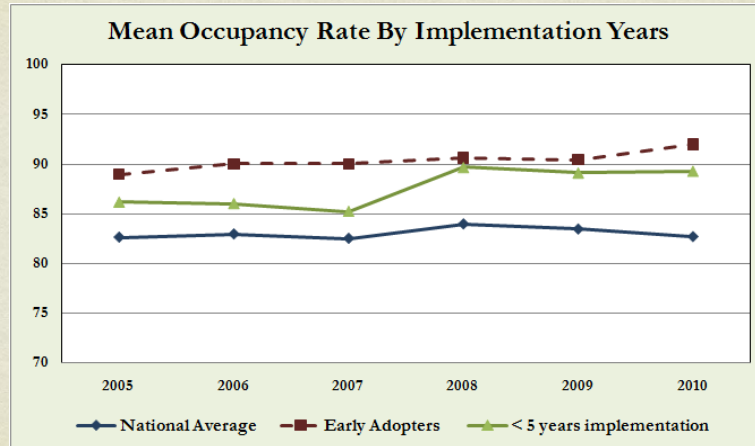
Stuck vs Unstuck



Would \$11.43 per resident per day get you unstuck?



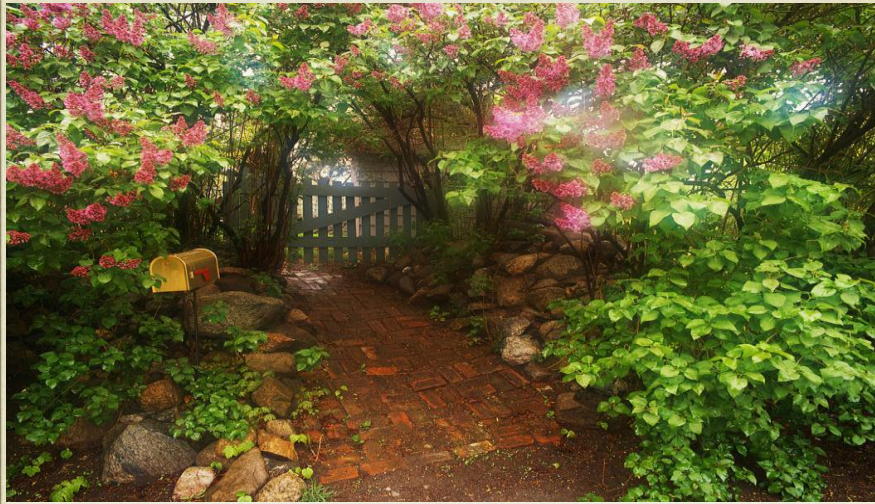
Would a 3% increase in census get you unstuck?



One Organization's Journey



CHCC Journey



Visualize



Respect and Dignity

Information Sharing

Participation

Collaboration

FAB

- **Features**
- **Advantages**
- **Benefits**

What's *your*
FAB on PFCC?



People often say that motivation doesn't last.
Well, neither does bathing--that's why we recommend it daily

~ Zig Ziglar ~



