



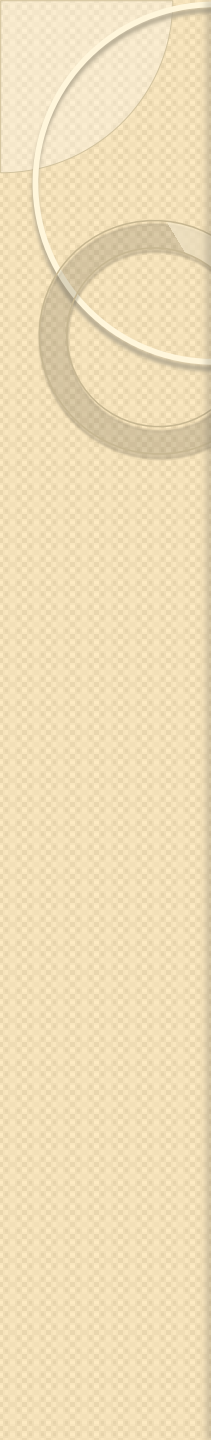
# **What is *your* definition of Patient / Family Centered Care?**

## **Patient Centered Care:**

**is patient driven healthcare delivered in a way that is focused on an individual patient's values and preferences and involves both sharing information and active shared decision making with patient, family/caregivers, and medical professionals to reach customized, individualized and realistically obtainable goals of care. This is an ongoing process, keeping in mind these goals may change over time.**

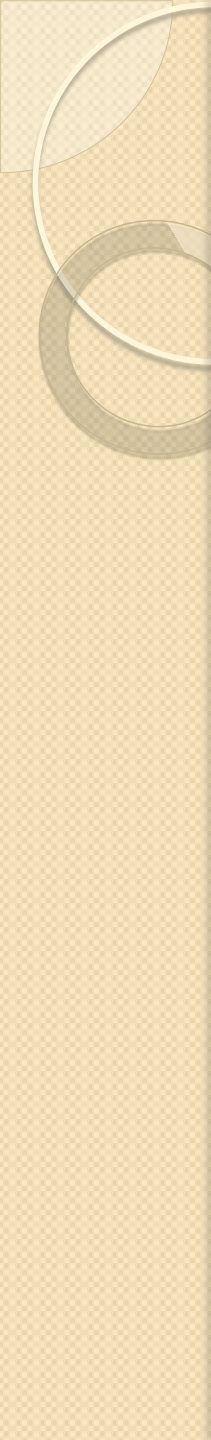
*Developed by the Forum of ESRD Network's Beneficiary Advisory Council (BAC) & Medical Advisory Council (MAC)*

*Approved by the Forum Board of Directors June 2014*



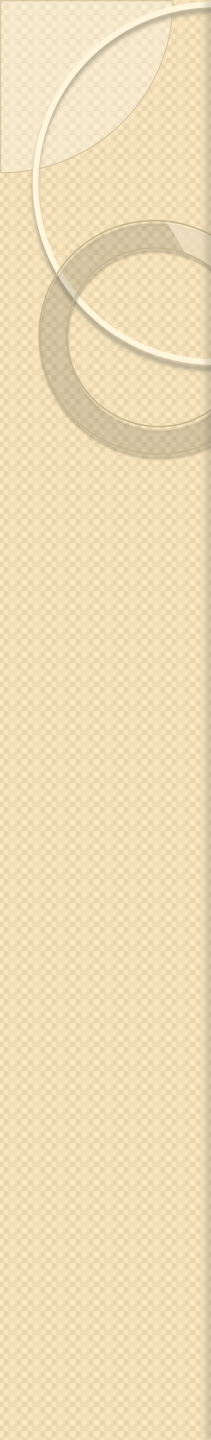
**Health care that establishes a partnership among practitioners, patients and their families, when appropriate, to ensure that decisions respect patients' wants, needs and preferences and that patients have the education and support they need to make decisions and participate in their own care.**

*Institute of Medicine*



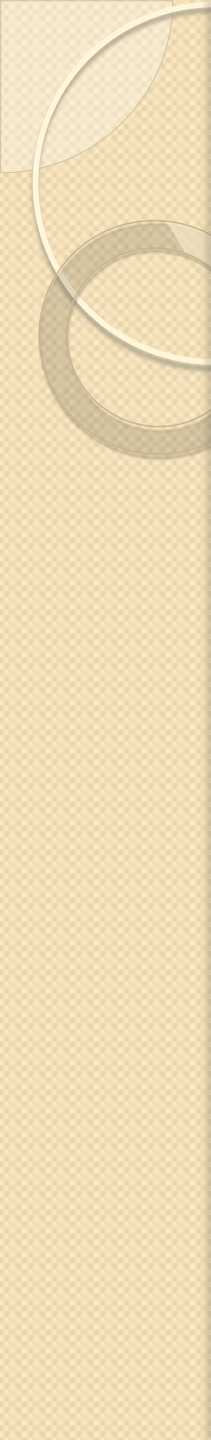
**Patient Centered Care is care that is:  
delivered in the patient's best interest,  
promotes transparency and participation,  
apologizes when things go wrong,  
customized to the patient, and recognizes  
we are guests in the patient's lives.**

*D. Berwick, What Patient-Centered Should Mean.  
Confessions of an Extremist. Health Affairs,  
May 19, 2009*



**Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.**

*The Institute of Medicine:  
2001 Crossing the Quality Chasm*



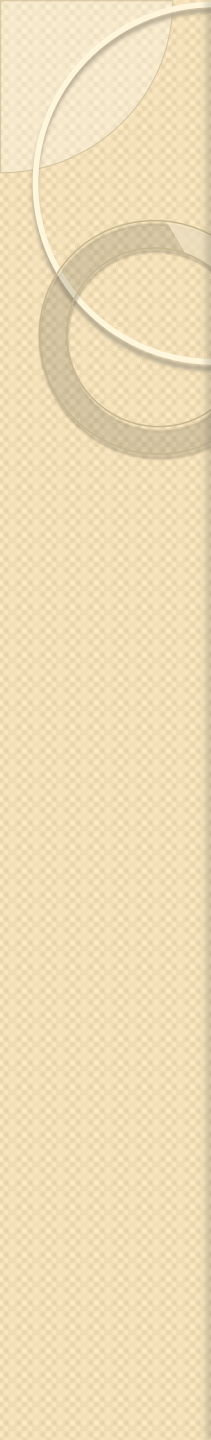
**Healthcare delivered in a way that is sensitive to patients' concerns and comfort, is responsive to their personal values and preferences, and actively involves patients and family members in shared decision making about their care.**

*The Picker Institute (Planetree) in Boston, Mass*



**An approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.**

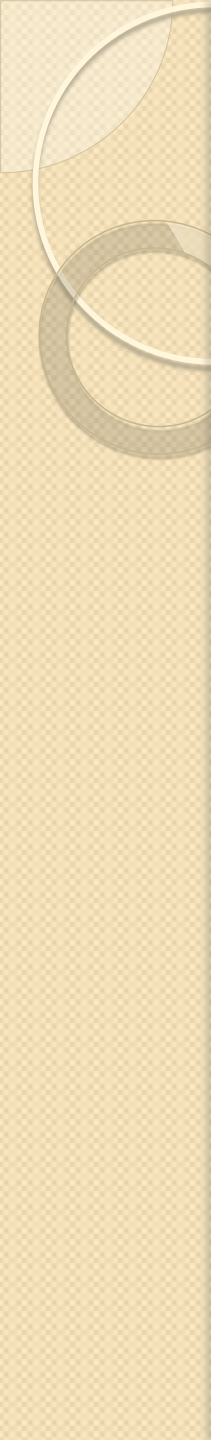
*The Institute of Patient and Family Centered Care*



**Patient Centered Care:**  
**Customizing care to meet patients' needs is intended to support the redesign and evaluation of new care processes that lead to greater patient empowerment, improved patient-provider interaction, easier navigation through health care systems and improved access, quality and outcomes.**

*AHRQ Program 2001*





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