



Family-Centered Care

“We share a vision of healing partnerships.”

The Promise *of* Partnership

Family-Centered Care

at The Children’s Hospital of Philadelphia®

The Promise of Partnership belongs to all of us — patients, families and healthcare professionals. It is realized through the knowledge and belief that excellence in healthcare happens when we collaborate in policy and system design and honor the expertise each of us brings to every encounter in healthcare settings.

Since 1994, The Children’s Hospital of Philadelphia has partnered formally and informally with patients and families to reach the highest standards of family-centered healthcare, the foundation for the promise of partnership.

Family-centered care places emphasis on mutually beneficial partnerships between patients, families and healthcare professionals. It acknowledges that families, however they are defined, are essential to patients’ health and well-being, and are allies for quality and safety within the healthcare system.

The core concepts of patient- and family-centered care are:

Dignity and Respect: Care providers listen to and honor patient and family perspectives and choices. Providers incorporate patient and family knowledge, values, beliefs and cultural backgrounds into care planning and delivery.

Information Sharing: Care providers communicate and share complete and unbiased information with patients and families in affirming and useful ways. Patients and families receive timely and accurate information so they may effectively participate in care and decision-making.

Participation: Care providers encourage patients and families to participate in care and decision-making at the level they choose.

Collaboration: Patients, families, care providers and Hospital leaders collaborate on policy and program development, execution and evaluation; in healthcare facility design, and in professional education and care delivery.

FAMILY-CENTERED CARE PROGRAMS AT THE CHILDREN’S HOSPITAL OF PHILADELPHIA

The Family Advisory Council: Since 1996, the Family Advisory Council has worked with Hospital leaders at the strategic planning level. Members of the Family Advisory Council have the unique perspective of being family members of children who are, or have been, served at Children’s Hospital. Council members work on projects that complement the Hospital’s strategic plans and provide the important family perspective to task forces, project teams and committees.

Family Consultants: The Children’s Hospital of Philadelphia has both full-time and part-time staff members who are parents of children served at the Hospital. Uniquely prepared to support families and consult with staff about strategies for communication and care, the Hospital’s Family Consultants meet with families, create programming for families and bring a family member’s voice to committees.

Family Faculty: Founded in 1994, the Family Faculty program prepares adult family members to teach staff about the experience of health and illness. Through personal narrative, family members illustrate how healthcare professionals can fulfill the mission, values and philosophy of the Hospital. The Family Faculty speak with new employees, medical students, attending physicians and interdisciplinary groups about what they most want and need from caregivers to collaborate and communicate effectively.

Youth Advisory Council: Who knows better how it feels to be a patient at Children’s Hospital than the children we serve? The Youth Advisory Council is comprised of patients and their siblings who are 10 to 18 years of age. Members advise Hospital leadership when planning new facilities and redesigning space, and work with staff to create programs to help kids cope with hospitalization.

If you are interested in more information on family-centered care, e-mail familycenteredcare@email.chop.edu or call 267-426-6974 (or ext. 6-6974 internally).