# **EXCELLENCE** in Patient-Family-Centered Care Award

## Examples of Nominee Qualifications

The nominee demonstrates several of the following qualifications:

### 1. *RESPECT*

- Respects patients'/families' values, beliefs, religious and cultural backgrounds and incorporates them into the planning and delivery of care.
- Fosters relationships based on respect between providers, patients, and families.
- Values what families know about their own children and treats them as experts in their child's care.
- Agrees that the patient/family has the power to make decisions and respects their choices.
- Respects different ways of dealing with stressful situations.

### 2. *INFORMATION SHARING*

- When meeting a new patient/family member, introduces himself/herself, explains his/her role in terms that can be understood, and offers means by which he/she is to be contacted.
- Keeps the patient/family informed, involved in care planning, and informed about programs and services, as needed, by communicating complete and unbiased information to the patient/family.
- Provides the patient/family with timely, complete and accurate information to effectively participate in care and decision-making.
- Values information provided by the patient/family and their involvement in the healthcare process.

### 3. *PARTICIPATION*

- Encourages and supports patients/families to participate in care decision-making at the level they choose.
- Ensures that patient/family choices, preferences, and goals are considered in the plan of care.

### 4. *COLLABORATION*

- Shares information with all care team members and fosters communication between care team members.
- Makes plans about care with patients/families and consults different care team members as needed.
- Offers to find information and other kinds of help.
- Works with patients, families, healthcare practitioners and hospital leaders in policy and program development, implementation and evaluation to foster family-centered care including, but not limited to, healthcare protocols and procedures, healthcare facility design and professional education.


**Patient/Family Advisory Council**
(202) 476-2062

Children's National™
111 Michigan Avenue, NW
Washington, DC 20010
www.ChildrensNational.org



**EXCELLENCE** in Patient-Family-Centered Care Award




# **INVITATION** to Nominate

## Deadline: September 13, 2015

Children's National™

The Power of one
*Making a Difference Every Day*

# **EXCELLENCE** in Patient-Family-Centered Care Award

**The Patient/Family Advisory Council** (PFAC) at Children's National Health System invites you to nominate an individual, department or inpatient or outpatient team at Children's National to receive its **"Excellence in Patient-Family-Centered Care Award."**

This award has been established to recognize and honor individuals, medical units or teams at Children's National who have demonstrated an outstanding commitment to delivering patient-family-centered care.

*The nomination deadline is September 13, 2015.*

The award will be presented at the Board's Annual Meeting and Celebration at the end of this year.



The 2014 Excellence in Patient-Family-Centered Care Award recipient, Dr. Kathleen Atmore, PsyD, developmental neuro-psychologist and autism specialist in the Division of Pediatric Neuropsychology.

## What is patient-family-centered care?

Patient-family-centered care is an approach to treating a child that is grounded in respect for a family's role on a child's healthcare team and recognition that both staff and family bring important knowledge, skills and experience to caring for a child. At the heart of patient-family-centered care is the belief that a child receives the best possible care when a patient and family work in partnership with the healthcare team.

*The core concepts of family-centered care are:*

- Respect for patients and their families
- Information sharing
- Family participation in the development and delivery of each patient's plan of care
- Collaboration among healthcare team members

## Criteria

Any employee, professional staff member, department or inpatient or outpatient team can be nominated. Professional staff who are PFAC members are exempt from being nominated while they are on the Council. Nominations will be accepted from all employees, physicians, patients, and families. A selection committee made of non-employee members of the Patient/Family Advisory Council will review all nominations and select the award recipient(s).

## How to submit a nomination:

Please provide a letter describing how your nominee best exemplifies the core concepts of patient-family-centered care, examples of which are provided on the back of this brochure. Letters should be no longer than 1-2 pages.

E-mail your nomination letter to *PFAC@ChildrensNational.org*

OR mail or fax the nomination to:

**Patient and Family Advisory Council**
**Children's National Medical Center**
**111 Michigan Avenue, N.W.**
**Washington, D.C. 20010-2970**

**Fax: (202) 476-3784**

*The nomination deadline is September 13, 2015.*

*For more information* about the Excellence in Patient-Family-Centered Care Award or a membership to the Patient/Family Advisory Council, please contact the Council at (202) 476-2062 or e-mail PFAC@ChildrensNational.org.

## Your nomination letter should include the following information:

**Nominator Information:**

1. Name
2. Address
3. Phone number
4. Nominator's relationship with Children's National Medical Center

**Nominee Information:**

1. Nominee Name
2. Address (if known)
3. Phone number (if known)
4. Department of Employment/Job title
5. Date(s) of care given by nominee(s) and location (if applicable).
6. In a narrative letter (of no more than 2 pages), please let us know why you feel this individual, medical unit/department or team best exemplifies the core concepts of patient-family-centered care. In doing so, please list examples of how they have made a difference in your child's life and the lives of others.

