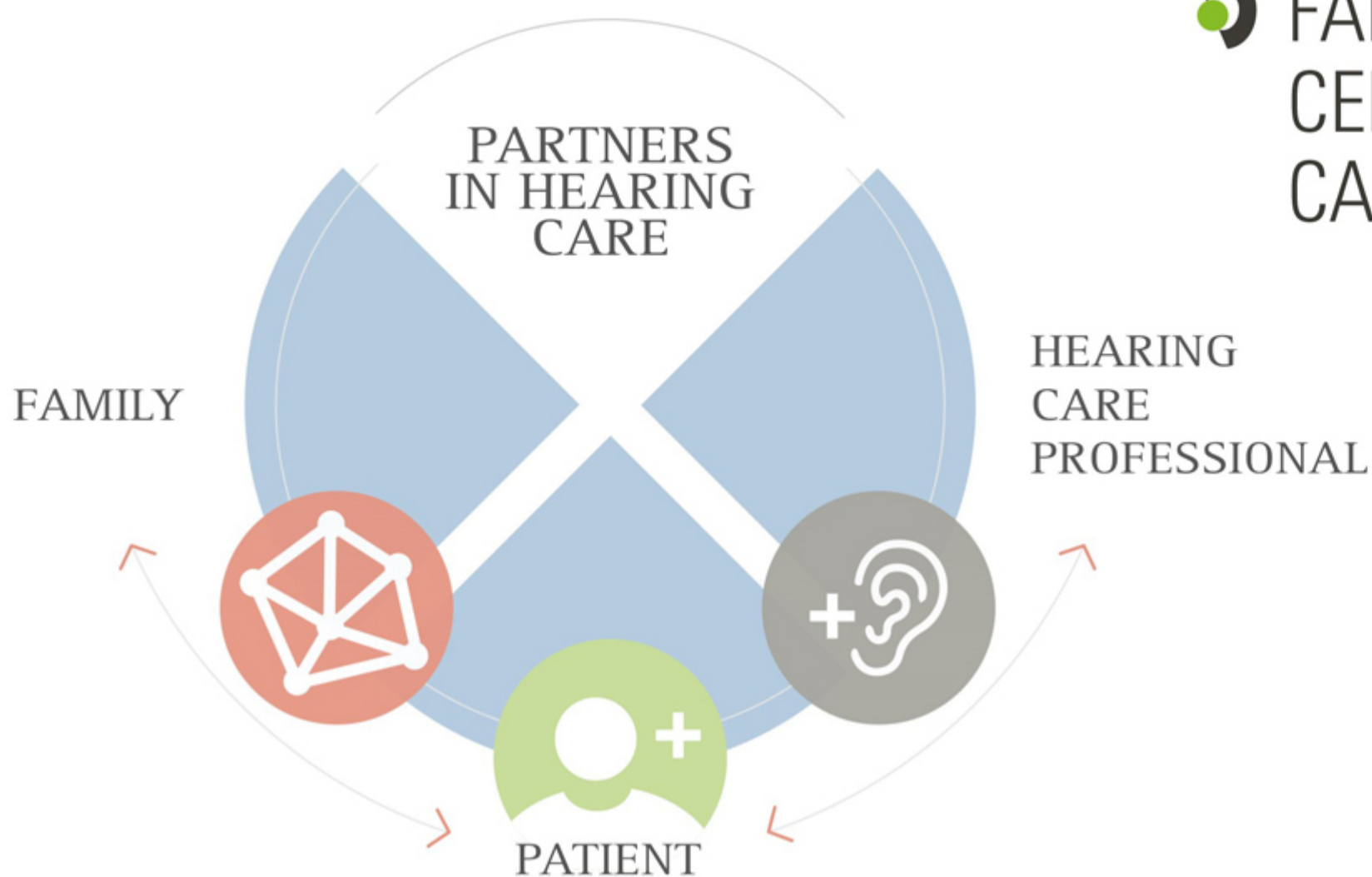


FAMILY CENTERED CARE



FAMILY-CENTERED CARE (FCC)

is an approach to healthcare that recognizes the vital role that families play. It considers the patient and his/her family members as partners in the planning, execution and monitoring of the treatment. FCC has become a success model in healthcare over the last decade, and it is now finding its way into hearing healthcare.

SITE-OF-LESION FOCUS

- Technology-focused
- Diagnostic tests → specific recommendations for treatment
- Cognitive, emotional, mental and social factors underemphasized



FAMILY-CENTERED CARE FOCUS

- Holistic
- Extension of patient-centered approach
- Greater emphasis on role of family



BENEFITS

PATIENT	FAMILY	CLINICIANS	BUSINESS
<ul style="list-style-type: none"> • Superior health outcomes • Better adherence to treatment recommendations • Higher satisfaction with healthcare services 	<ul style="list-style-type: none"> • Greater awareness of the effect of hearing impairment • Less third-party disability • Improved relationship quality 	<ul style="list-style-type: none"> • Improved patient-provider relationship • Recommendations are followed more often • Fewer medical malpractice claims 	<ul style="list-style-type: none"> • Higher rate of hearing aid uptake

RECOMMENDATIONS TO IMPLEMENT FAMILY-CENTERED CARE¹

- 1 Invite family members along to audiology appointments, reinforcing the reasons why they should attend
- 2 Set up a physical environment so that family are comfortably included in the consultation
- 3 Let patient and family know that input will be sought from both of them during the appointment

> Measure outcome of interventions for both patient and family

¹ <http://www.hearingreview.com/2016/03/family-centered-adult-audiologic-care-phonak-position-statement/>