Is Patient and Family Centered Care a Luxury?

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Wally Wasilewski, Spectrum Health Patient/Family Advisor
Felix K. Sodzi Sodzi-Tettey, Director of Ghana Operations, IHI
Anna Roth, CEO, Costa Contra Health Services
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Nothing to Disclose

The participants in this panel have no relevant financial or nonfinancial relationship(s) within the services described, reviewed, evaluated or compared in this presentation.
Session Objectives

After this presentation, participants will be able to:

- Engage in conversation about the role PFCC in all settings
- Engage in conversation about the role PFCC in all settings
- Identify challenges and advantages in low-resource settings
- Identify challenges and advantages in low-resource settings

Panelists and Introductions

- Panelists:
  - Teresa Pasquini
  - Wally Wasilewski
  - Felix K. Sodzi Sodzi-Tettey
  - Anna Roth
  - Novella Tascoe
  - Tiffany Tate

- Moderator:
  - Kristine White
Our Intent

- Share our experiences, challenges and transformations that come with engaging people in their care
- Share what is:
  - Partnership
  - PFCC
  - Best strategies to achieve agreement and impact at all levels
  - Pitfalls
- Discuss whether Patient and Family Centered Care is “icing on the cake” or an “essential ingredient”.
- Key learning's or discoveries while on the journey

So- what is/isn’t “it”… What does it look like?

- Partnership
- PFCC
What does it look like in action?

- Best strategies to achieve agreement on what “it” is/isn’t to achieve desired impact on all levels
  - Provider/patient relationship
  - Team
  - Organization/system/community

- Pitfalls and what we can learn

Icing vs. Ingredient

- Where do you stand?
- What is the feeling/actions within your organization and/or community
- Barriers?
- Enablers?
Key learning’s along the way

- Key “controversial questions” to debate
- PFAC’s the only way
- Preparing the organization required before beginning?
- Clear definition or goals before beginning
- Executive accountable?
- Grass roots driven?
- Start at point of care or start a revolution at a payer or federal level?

Questions/discussion from the audience

And/Or one “take away”!