

## Glossary of Terms

### **Patient and Family Centered Care (PFCC)**

Patient and Family Centered Care transforms patients' and family members' health care experience, as well as the experience of all Care Givers, into the ideal experience using our six-step PFCC Methodology.

### **PFCC Methodology and Practice**

The PFCC Methodology and Practice is a six-step process that transforms the care experience of patients and families from ordinary to ideal. The core principle is to view all care through the eyes of the patient and family which creates a sense of urgency to transform the care experience. The Methodology also changes the behavior of all Care Givers ultimately creating a PFCC Culture.

### **Care Experience**

Simply put, the care experience is anything and everything that the patient and their family experience throughout their entire journey to wellness.

### **Care Givers**

Any person within the health care setting whose work touches a patient's or family's experience including the doctors, nurses, therapists, technicians, dietitians, appointment schedulers, parking attendants, janitors, and those the patients and families may never see such as hospital leaders, supply chain employees, medical records clerks, and financial representatives.

### **Touchpoints**

Key moments and places in the health care setting where patient and family experiences are directly or indirectly affected by any Care Giver.

### **Current State**

The current state describes any aspect of the care that a patient and family currently experience which is a continuously changing state as improvements are implemented.

### **Ideal Care Experience**

The ideal care experience is the goal that we strive for and is considered blue sky. As the name implies, it is the highest level of care that we can possibly imagine without any limits or barriers in place. The ideal state is always written as a story in narrative form in first person from the perspective of the patient and their family.

### **PFCC Working Group and Project Teams**

The PFCC Working Group is the fundamental unit of the PFCC Methodology and Practice. The Working Group is formed around a defined care experience and made up of a Guiding Council and representatives from each area that "touches" the patient and family's care experience. Project Teams are formed from within a PFCC Working Group based on gaps between the current state of care and the ideal care experience. By moving toward delivering the ideal care experience, Working Groups also produce improved outcomes, quality, and safety as well as increased Care Giver engagement and satisfaction. Project Teams can disband when projects are completed and reform when the PFCC Working Group decides to make future projects active ones.

## Guiding Council

The Guiding Council for any PFCC Working Group is made up of key Champions for a given care experience. There can be one or two of each type of Champion who play a key role in the development of a PFCC Working Group.

- **The Administrative Champion** helps the group gather resources in order to implement key changes for improvement by putting the hospital's stamp of approval on key decisions.
- **The Clinical Champion** is a leader within the care experience and knows it well. The person in this role inspires colleagues to make and sustain needed changes and encourages the group to keep moving forward.
- **The Facilitator** will guide the group in the use of the PFCC Methodology.
- **The Scribe** is the administrative support of the Guiding Council and is responsible for arranging meetings, sending updates, maintaining project lists, and ensuring the flow of information to all involved.

## Patient and Family Shadowing (PFS)

Direct, real-time observation of patients and families as they move through each step of a care experience. Shadowing includes the development of a Care Experience Flow Map; together, these help provide a deep understanding of actual care experiences, leading Care Givers to feel an urgency to drive change and to perfect the care experience. It is an easy and inexpensive method of viewing all care experiences through the eyes of patients and families, and provides a mechanism by which patients and families and Care Givers participate in co-design of health care delivery, serving as real-time patient and family advisory councils.

## PFS Liaison

The PFS Liaison is the person responsible for shadowing patients and families throughout the selected care experience, as well as for recording and reporting observations.

## Care Experience Flow Map

The Care Experience Flow Map is a tool that highlights all care experiences as seen from the patient's and family's perspective. A Care Experience Flow Map can be as simple as a bulleted list of each step in the care experience or a hand generated diagram or chart but whatever style is used, the idea is to "map" the actual journey of the patients and families through the care experience.

## Storytelling

Storytelling refers to any and all information that is gathered from the patient and their family regarding their care. Stories come in many different forms. Stories can be letters sent in from patients, cards, emails, verbal exchanges, videos, pictures, blog posts, etc.



Email: [innovationcenter@upmc.edu](mailto:innovationcenter@upmc.edu) [www.innovationctr.org](http://www.innovationctr.org)  
Phone 412 -641-8890 Fax 412-641-8689

Copyright © 2010. Anthony M. DiGioia III, MD, AMD3 Consulting, Inc. and The Innovation Center of UPMC. All rights reserved.