Better Together
Partnering with Families in Children's Hospitals

Organizational Self-Assessment

This organizational self-assessment provides an opportunity for a pediatric hospital to assess current patient- and family-centered policies and practices. It helps determine initial priorities and action steps to begin the process of change and improvement. It can also be used to track progress over time.

The name of the hospital where I work is: _____

Hospital lead for patient- and family-centered care: _____

	YES	NO	PRIORITY FOR CHANGE		

1. Do our hospital's mission, vision, and/or philosophy of care statements convey a commitment to patient- and family-centered care? ○ ○ 1 2 3

2. Does our hospital acknowledge the importance of families and other care partners to the care, comfort, and safety of patients in:
- Written policies? ○ ○ 1 2 3
- Staff practices? ○ ○ 1 2 3
- Website? ○ ○ 1 2 3

3. Do our hospital's written policies refer to families and other care partners as essential members of the health care team and not as "visitors?" ○ ○ 1 2 3

4. Does our hospital encourage families to define family members or other care partners who will be involved in care and decision-making through:
- Written policies? ○ ○ 1 2 3
- Staff practices? ○ ○ 1 2 3
- Documentation systems? ○ ○ 1 2 3

5. Does our hospital encourage families to identify their preferences for how family members and other care partners will be involved in care, care planning, and decision-making in:
- Written policies? ○ ○ 1 2 3
- Staff practices? ○ ○ 1 2 3
- Documentation systems? ○ ○ 1 2 3

6. Does the hospital's family presence policy welcome siblings and children of all ages according to patient and family preferences? ○ ○ 1 2 3

7. Does our hospital make a distinction between families and other care partners AND visitors (i.e., friends, colleagues, or distant relatives who may wish to visit) in:
- Written policies? ○ ○ 1 2 3
- Website? ○ ○ 1 2 3
- Patient information materials? ○ ○ 1 2 3
- Staff practices? ○ ○ 1 2 3

8. Do our staff practices welcome families 24 hours a day and during:
- Daily interdisciplinary rounds? ○ ○ 1 2 3
- Shift changes? ○ ○ 1 2 3
- Codes or other emergency situations? ○ ○ 1 2 3

9. Do our staff practices encourage and support patients and families to participate in:
- Setting daily goals? ○ ○ 1 2 3
- Planning transitions/discharge? ○ ○ 1 2 3
- Planning end-of-life care? ○ ○ 1 2 3

10. Are patients and families welcomed as members of the health care team in:
- Pre-admission materials? ○ ○ 1 2 3
- Patient/family handbooks? ○ ○ 1 2 3
- Unit welcome packets? ○ ○ 1 2 3

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	YES	NO	PRIORITY FOR CHANGE

11. Does our hospital's website:

- Refer to families and other care partners as essential members of the health care team and not as "visitors?" — ❍ YES ❍ NO 1 2 3

- Convey the message that families and other care partners are welcome 24 hours a day and 7 days a week? — ❍ YES ❍ NO 1 2 3

- Provide useful information that encourages families and other care partners to participate in the care of their loved ones? — ❍ YES ❍ NO 1 2 3

12. Does the hospital and its clinical areas welcome families through:

- Signage that is prominent and worded positively? — ❍ YES ❍ NO 1 2 3

- Adequate and comfortable space at the bedside? — ❍ YES ❍ NO 1 2 3

- Financial support for parking or meals, if needed? — ❍ YES ❍ NO 1 2 3

13. Is there a systematic process for gathering information about patient and family satisfaction with policies and practices related to family presence and participation? — ❍ YES ❍ NO 1 2 3

	YES	NO	PRIORITY FOR CHANGE

14. Is the necessity of partnering with patients and their families as members of the health care team clearly addressed in:

- Orientation for clinicians? — ❍ YES ❍ NO 1 2 3
- Orientation for other staff? — ❍ YES ❍ NO 1 2 3
- Inservice and continuing education for clinicians? — ❍ YES ❍ NO 1 2 3
- Inservice and continuing education for other staff? — ❍ YES ❍ NO 1 2 3

15. Is the necessity of partnering with patients and their families as members of the health care team clearly articulated in:

- Position descriptions? — ❍ YES ❍ NO 1 2 3
- Performance appraisals? — ❍ YES ❍ NO 1 2 3

16. Do family advisors participate in the development, implementation, revision, and evaluation of the hospital's family presence policy? — ❍ YES ❍ NO 1 2 3

17. Do family advisors reflect the diversity of communities served by the hospital? — ❍ YES ❍ NO 1 2 3

Comments, Initial Priorities, and Action Steps

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