

The Family-Centered Care Assessment (FCCA)

To make health care more family-centered, families and health care providers must share a set of goals that create a total picture of what "family-centered" means. Families are key partners in choosing these goals, and in building tools to measure them. The FCCA is a validated tool to measure family-centered care created by Family Voices' National Center for Family-Professional Partnerships. The FCCA is a validatedⁱ, quality-measurement questionnaire developed through an extensive process of in-person meetings, conference calls, and interviews with expert family leaders and health care providers. This new measure expands areas of quality measurement to important new content areas in decision-making interactions, family support, community services, and cultural competence.

Uses of the FCCA

The FCCA tool can be integrated with efforts in patient engagement, program assessment, health care quality improvement, and research and will be valuable to families, health care providers, researchers, health plans, and policy makers at the community, state, and federal levels.

Key features of the FCCA :

- Measures family perceptions of the family-centeredness of health care from a provider.
- Reflects the quality-of-care issues considered essential by families.
- Covers content areas not currently measured by other quality-of-care assessments.
- Can be used in association with a variety of health care quality improvement activities, such as:
 - ✓ Medical home improvements;
 - ✓ Disease self/family-management;
 - ✓ Family-centered care training.



For more information, visit <http://www.fv-ncfpp.org/activities/fcca/>, or contact Nora Wells, nwells@familyvoices.org or Clarissa Hoover, choover@familyvoices.org.

To submit a request to use the FCCA, please visit <http://www.fv-ncfpp.org/activities/fcca/fcca-usage-request/>.

ⁱ Wells, N., Bronheim, S., Zyzanski, S., & Hoover, C. (2014) Psychometric Evaluation of a Consumer-Developed Family-Centered Care Assessment Tool.