



Family-centered care is a way of providing services that assures the health and well-being of children and their families through respectful family–professional partnerships. It honors the strengths, cultures, traditions, and expertise that families and professionals bring to this relationship. Family-centered care improves the patient’s and family’s experience with health care, reduces stress, improves communication, reduces conflict (including lawsuits), and improves the health of children with chronic health conditions<sup>(1; 2)</sup>. Patient- and family-centered care is endorsed by the Institutes of Medicine<sup>(3)</sup> and the US Department of Health and Human Services<sup>(4)</sup>, and is designated as a core component of a medical home by the American Academy of Pediatrics<sup>(5)</sup>.

## The Family-Centered Care Assessment for Families (FCCA-F)

The FCCA-F is a quality measurement questionnaire developed by Family Voices through an extensive collaborative process involving families, health researchers, pediatric providers and MCH professionals. The 24-question assessment measures a family caregiver’s perception of the family-centeredness of care that their child receives from a health care provider. The FCCA-F is validated for use in outpatient care settings, with families of children with special health care needs. It can be used with all families who have an established relationship with the health care provider; it is not appropriate for evaluating a single visit with a provider.

The extensive engagement process that went into development of the FCCA-F yielded a robust instrument for which there has been substantial interest from health care providers, researchers, and family groups. The findings from the FCCA-F validation study<sup>(6)</sup> provide compelling evidence of the value of families taking substantive roles as researchers in the development of quality measures. The high level of validity of the family-created questions indicates how consistent the concepts in the developed questions are with the expectations of families across multiple demographic groups. This model of partnership in research, with patients and family caregivers in the lead, provides an important model for consideration in future quality measure development.

In a pilot study completed by the American Academy of Pediatrics, pediatricians reported that they felt confident presenting the FCCA-F to families, that it was easy to use, and that it was beneficial.

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



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## Benefits of Using the FCCA-F

**For families,** the FCCA-F offers:

- A health care quality survey developed for families, by families of children with special health care needs.
- A spark for discussions of family-centered care with health care providers or other families.
- A measure of strengths and concerns in a particular child's health care.
- A description of common concerns and expectations that families have of health care.

**For health care providers,** the FCCA-F provides data for:

- Understanding how families view the family-centeredness of care provided.
- Ongoing assessment and evaluation.
- Informing quality improvement initiatives.

**For researchers,** the FCCA-F is useful for:

- Establishing correlates of family-centeredness (for example, communication, trust, outcomes, disparities).
- Evaluating the effectiveness of interventions.
- Converting "family-centeredness" from an abstraction to a measurable standard.

## Internet Resources

For updated information on the FCCA-F; other FCCA tools; supporting materials on family-centered care and family-led research; and links to outside resources on family-centered care, medical home, and health care quality improvement; go to the FCCA section of the Family Voices website <http://www.fv-ncfpp.org/activities/fcca/> or email [fcc@familyvoices.org](mailto:fcc@familyvoices.org).



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3. *Committee on Quality of Health Care in America, Institute of Medicine. Crossing the quality chasm: a new health system for the 21st century.* Washington, D.C. : National Academies Press, 2001.
4. *Department of Health and Human Services. 2011 report to congress: national strategy for quality improvement in health care. Agency for Healthcare Research and Quality. [Online] March 2011.* <http://www.ahrq.gov/workingforquality/nqs/nqs2011annrpt.htm>.
5. *The medical home. Medical Home Initiatives for Children with Special Needs Projects Advisory Committee.* 1, 2002, Pediatrics, Vol. 110, pp. 184-6.
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