



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^(1; 2). Patient- and family-centered care is endorsed by the Institutes of Medicine⁽³⁾ and the US Department of Health and Human Services⁽⁴⁾, and is designated as a core component of a medical home by the American Academy of Pediatrics⁽⁵⁾.

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⁽⁶⁾ 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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