

Measure #11a. Family-Centered Care Self-Assessment Tool – Family Version

CARE COORDINATION MEASURE MAPPING TABLE

	MEASUREMENT PERSPECTIVE		
	<i>Patient/Family</i>	<i>Health Care Professional(s)</i>	<i>System Representative(s)</i>
CARE COORDINATION ACTIVITIES			
Establish accountability or negotiate responsibility	■		
Communicate	□		
<i>Interpersonal communication</i>	■		
<i>Information transfer</i>	■		
Facilitate transitions			
<i>Across settings</i>			
<i>As coordination needs change</i>	■		
Assess needs and goals	■		
Create a proactive plan of care	■		
Monitor, follow up, and respond to change	■		
Support self-management goals	■		
Link to community resources	■		
Align resources with patient and population needs	■		
BROAD APPROACHES POTENTIALLY RELATED TO CARE COORDINATION			
Teamwork focused on coordination	□		
Health care home			
Care management	□		
Medication management			
Health IT-enabled coordination			

Legend:

- = ≥ 3 corresponding measure items
- = 1-2 corresponding measure items

Family Centered Care Self-Assessment Tool – Family Version

Purpose: To evaluate practices' provision of family-centered health care from the family perspective.

Format/Data Source: 98-item, written survey with questions across 3 domains: (1) family/provider partnerships, (2) care setting practices and policies, and (3) community systems of services and supports. These 3 domains are further divided into a total of 15 subtopics: (1) the decisionmaking team, (2) supporting the family as the constant in the child's life, (3) family-to-family and peer support, (4) supporting transition to adulthood, (5) sharing successes of the family/provider partnership, (6) giving a diagnosis, (7) ongoing care and support, (8) addressing child/youth development, (9) access to records, (10) appointment schedules, (11) feedback on care setting practices, (12) care setting policies to support family-centered care, (13) addressing culture and language in care, (14) information and referral and community based services, and (15) community systems integration and care coordination. The subtopics are referred to for measure-item mapping.

Date: Measure published in 2008.¹

Perspective: Patient/Family

Measure Item Mapping:

- **Establish accountability or negotiate responsibility:** 1.1A, 1.1B, 1.1D, 4.2C, 7.1F
- **Communicate:**
 - *Between health care professional(s) and patient/family:* 9.1A
 - Interpersonal communication:
 - *Between health care professional(s) and patient/family:* 1.2B, 1.2C, 1.5, 1.6, 2.1A-D, 3.1F, 7.1B-D, 7.1H, 8.1F
 - Information transfer:
 - *Between health care professional(s) and patient/family:* 1.4, 2.2A, 4.2E, 6.1A-C, 7.1E, 7.1G, 9.1D, 9.1E, 9.2, 12.1
 - *Across health care teams or settings:* 13.1D
 - *Participants not specified:* 4.2F
- **Facilitate transitions:**
 - As coordination needs change: 1.2D, 3.1D, 4.2A-H, 8.1B, 8.1F, 14.2
- **Assess needs and goals:** 1.2B-D, 1.3A-D, 2.1D, 7.5, 8.1B, 13.1A, 13.1B
- **Create a proactive plan of care:** 4.2C, 4.2E, 13.1B
- **Monitor, follow up, and respond to change:** 1.2D, 6.1A, 7.1F, 8.1A, 8.1F, 14.1C-F, 14.2
- **Support self-management goals:** 1.1D, 1.2A, 2.2B, 3.1E, 3.1F, 4.2A, 4.2B, 6.1C, 6.1D, 7.1A, 7.1I, 8.1C-D, 13.1E
- **Link to community resources:** 2.2B, 3.1B-D, 4.1C, 14.1A, 14.1B, 14.2, 15.1A
- **Align resources with patient and population needs:** 1.1C, 3.1C, 3.1F, 4.2D, 4.2H, 7.1I, 7.3, 7.4, 9.1B, 9.1C, 10.1A-D, 12.2, 13.1C
- **Teamwork focused on coordination:** 1.2A

- **Care management:** 15.1B

Development and Testing: The instrument was developed based on 10 components of family-centered care within a framework for partnership between families and professionals. No detailed testing information was described in the sources identified.¹

Link to Outcomes or Health System Characteristics: None described in the sources identified.

Logic Model/Conceptual Framework: National Center for Family-Centered Care Framework.²

Country: United States

Past or Validated Applications*:

- **Patient Age:** Children
- **Patient Condition:** Combined Chronic Conditions, Children with Special Health Care Needs
- **Setting:** Not Setting Specific

*Based on the sources listed below and input from the measure developer.

Notes:

- All instrument items are available online.¹
- This instrument contains 98 items; 90 were mapped.

Sources:

1. Family Voices, funded by the Maternal and Child Health Bureau (MCBH). *Family Centered Care Self-Assessment Tool – Family Version*. October 2008. Available at: <http://www.familyvoices.org/pub/index.php?topic=fcc>. Accessed: 17 September 2010.
2. National Center for Family-Centered Care. *Family-Centered Care for Children with Special Health Care Needs*. Bethesda, MD: Association for the Care of Children’s Health; 1989.