






Welcome to Patient and Family-Centered Care

This one-week intensive course is designed to provide healthcare professionals with the knowledge and skills needed to implement patient and family-centered care approaches in various healthcare settings.

The course combines theoretical foundations with practical case studies and interactive learning to help you transform your practice.

Start LearningCourse Overview

Course Highlights

-  **Duration:**One-week intensive (Monday to Friday)
-  **5 Lectures:**Comprehensive modules covering all aspects of PFCC
-  **5 Case Studies:**Real-world applications and examples
-  **Interactive Quizzes:**Test your knowledge as you learn
-  **Certificate:**Upon successful completion of the course

The Four Core Principles



Dignity and Respect

Healthcare practitioners listen to and honor patient and family perspectives and choices.



Information Sharing

Communicating complete and unbiased information with patients and families in affirming ways.



Participation

Patients and families are encouraged and supported in care and decision-making at their chosen level.



Collaboration

Patients, families, and healthcare practitioners collaborate in policy, program development, and care delivery.

Weekly Schedule

Day	Morning Session (9am-12pm)	Afternoon Session (1pm-4pm)
Monday	Lecture 1: Foundations of PFCC	Case Study 1: Bronson Methodist Hospital
Tuesday	Lecture 2: Core Principles in Practice	Case Study 2: Pediatric ICU Family Involvement
Wednesday	Lecture 3: Communication Skills for PFCC	Case Study 3: NICU Design with Patient/Family Input
Thursday	Lecture 4: Building Systems to Support PFCC	Case Study 4: Emergency Department PFCC Implementation
Friday	Lecture 5: Measuring and Improving PFCC Outcomes	Case Study 5: Chronic Disease Management Partnerships

\* Daily assessment quizzes will be available following each lecture and case study.

Learning Outcomes

✔ **Knowledge**

- Define Patient and Family-Centered Care and its importance
- Identify the four core principles of PFCC
- Explain how PFCC evolved historically in healthcare
- Discuss the evidence supporting PFCC implementation

✂ **Skills**

- Apply PFCC principles in clinical practice
- Develop effective communication strategies
- Implement systems that support PFCC
- Measure and evaluate PFCC outcomes