

Family-Centered Care Recommendations for Clinical Administrators

To advance family-centered approaches as the standard of care, the Collaborative Family Healthcare Association (CFHA) recommends the following next steps for clinical administrators:

Implement workflows that support family engagement in patients' care. For example:

- Train front desk/scheduling staff to inform patients that they may bring someone to their visit.
- Invite all patients to bring a family member into their visit as a standard part of the rooming process: *"Did you bring anyone with you today that you'd like to join your visit? We can also send them a video link if they're not here."*
- Create a scheduling workflow to allow for behavioral health services to be delivered to a patient's caregiver with or without patient present (e.g., baby's parent with postpartum depression/anxiety, adult patient's primary caregiver with significant caregiver stress).
 - *This can be documented in the patient's chart when indicated, or the caregiver can establish their own care with the clinic.*

Train all clinic team members in FCC strategies:

- Asking patients' consent for inviting family to participate in their care.
- Engaging family members effectively during care (see resources below).
- Using electronic health record (EHR) video technology to engage family members who are unable to be physically present at a visit.
 - Create workflows for "hybrid" visits where patient is in-person and family joins virtually.
- Adjusting billing protocols to appropriately reflect the increased complexity of FCC.
 - Higher complexity E&M codes
 - Time-based billing
 - Relational psychotherapy codes
 - 90785 interactive complexity add-on code

Partner with EHR teams to incorporate family data into patient medical records.

- See our EHR Recommendations for EHR changes that can better facilitate FCC.

Design clinical spaces for FCC:

- When clinic space is built or modified, include exam rooms large enough to accommodate family members.
- Set up exam rooms with seating for a family member.

Resources for Implementing Family-Centered Care

- [AHRQ: Engaging Patients and Families in Their Healthcare](#)
- [Institute for Patient- and Family-Centered Care](#)
- Family Interviewing Skills training module: [FCOF](#)
- Family Nursing Practice Scale
 - Simpson, P. & Tarrant, M. (2006). Development of the Family Nursing Practice Scale. *Journal of Family Nursing*, 12(4), 413-425. doi: 10.1177/1074840706290806
- [Family Voices Family-Centered Care Self-Assessment Tool](#)
 - Wells, N., Bronheim, S., Zyzanski, S., & Hoover, C. (2015). Psychometric evaluation of a consumer-developed family-centered care assessment tool. *Matern Child Health J*, 19, 1899-1909. doi: 10.1007/s10995-015-1709-y
- Institute for Healthcare Improvement [Patient- and Family-Centered Care Organizational Self-Assessment Tool](#)
- Lamson, A. L., Hodgson, J. L., Limon, F., & Feng, C. (2022). Medical family therapy in rural community health: A longitudinal "Peek" into integrated care successes. *Contemporary Family Therapy*, 44(1), 29-43. doi: 10.1007/s10591-021-09626-1

See our FCC Resources and Exemplars page for a list of other texts, resources, and research exemplars to facilitate FCC training and implementation.