

FAMILY-CENTERED CARE (FCC)

is an approach to healthcare that recognizes the vital role that families play. It considers the patient and his/her family members as partners in the planning, execution and monitoring of the treatment. FCC has become a success model in healthcare over the last decade, and it is now finding its way into hearing healthcare.

**SITE-OF-LESION
FOCUS**

- Technology-focused
- Diagnostic tests → specific recommendations for treatment
- Cognitive, emotional, mental and social factors underemphasized



**FAMILY-CENTERED
CARE FOCUS**

- Holistic
- Extension of patient-centered approach
- Greater emphasis on role of family




BENEFITS

PATIENT	FAMILY	CLINICIANS	BUSINESS
<ul style="list-style-type: none">• Superior health outcomes• Better adherence to treatment recommendations• Higher satisfaction with healthcare services	<ul style="list-style-type: none">• Greater awareness of the effect of hearing impairment• Less third-party disability• Improved relationship quality	<ul style="list-style-type: none">• Improved patient-provider relationship• Recommendations are followed more often• Fewer medical malpractice claims	<ul style="list-style-type: none">• Higher rate of hearing aid uptake

**RECOMMENDATIONS TO IMPLEMENT
FAMILY-CENTERED CARE¹**

- 1 Invite family members along to audiology appointments, reinforcing the reasons why they should attend
- 2 Set up a physical environment so that family are comfortably included in the consultation
- 3 Let patient and family know that input will be sought from both of them during the appointment

 **Measure outcome of interventions for both patient and family**

¹ <http://www.hearingreview.com/2016/03/family-centered-adult-audiologic-care-phonak-position-statement/>