

Organizational Self-Assessment

This organizational self-assessment provides an opportunity for a hospital to assess current patient- and family-centered policies and practices. It helps determine initial priorities and action steps to begin the process of change and improvement. It can also be used to track progress over time.

The name of the hospital where I work is: _____

Hospital lead for patient- and family-centered care: _____

	YES	NO	PRIORITY FOR CHANGE				YES	NO	PRIORITY FOR CHANGE		
1. Do our hospital's mission, vision, and/or philosophy of care statements convey a commitment to patient- and family-centered care?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
2. Does our hospital acknowledge the importance of families and other care partners to the care, comfort, and safety of patients in:											
• Written policies?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Staff practices?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Website?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
3. Do our hospital's written policies refer to families and other care partners as essential members of the health care team and not as "visitors?"	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
4. Does our hospital encourage patients to define family members or other care partners who will be involved in care and decision-making through:											
• Written policies?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Staff practices?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Documentation systems?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
5. Does our hospital encourage patients to identify their preferences for how family members and other care partners will be involved in care, care planning, and decision-making in:											
• Written policies?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Staff practices?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Documentation systems?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
6. Does the hospital's family presence policy welcome siblings and children of all ages according to patient and family preferences?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
7. Does our hospital make a distinction between families and other care partners AND visitors (i.e., friends, colleagues, or distant relatives who may wish to visit) in:											
• Written policies?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Website?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Patient information materials?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Staff practices?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
8. Do our staff practices welcome families 24 hours a day and during:											
• Daily interdisciplinary rounds?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Shift changes?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Codes or other emergency situations?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
9. Do our staff practices encourage and support patients and families to participate in:											
• Setting daily goals?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Planning transitions/discharge?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Planning end-of-life care?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
10. Are patients and families welcomed as members of the health care team in:											
• Pre-admission materials?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Patient/family handbooks?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Unit welcome packets?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3

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Better Together

Partnering with Families in Hospitals

	YES	NO	PRIORITY FOR CHANGE				YES	NO	PRIORITY FOR CHANGE		
11. Does our hospital's website:											
• Refer to families and other care partners as essential members of the health care team and not as "visitors?"	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Convey the message that families and other care partners are welcome 24 hours a day and 7 days a week?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Provide useful information that encourages families and other care partners to participate in the care of their loved ones?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
12. Does the hospital and its clinical areas welcome families through:											
• Signage that is prominent and worded positively?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Adequate and comfortable space at the bedside?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Financial support for parking or meals, if needed?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
13. Is there a systematic process for gathering information about patient and family satisfaction with policies and practices related to family presence and participation?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
14. Is the necessity of partnering with patients and their families as members of the health care team clearly addressed in:											
• Orientation for clinicians?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Orientation for other staff?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Inservice and continuing education for clinicians?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Inservice and continuing education for other staff?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
15. Is the necessity of partnering with patients and their families as members of the health care team clearly articulated in:											
• Position descriptions?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
• Performance appraisals?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
16. Do patient and family advisors participate in the development, implementation, revision, and evaluation of the hospital's family presence policy?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3
17. Do patient and family advisors reflect the diversity of communities served by the hospital?	<input type="radio"/>	<input type="radio"/>	1	2	3		<input type="radio"/>	<input type="radio"/>	1	2	3

Comments, Initial Priorities, and Action Steps
