Development of the Patient and Family Centered care Attitude Survey

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Patient and Family Centered Care

- Is the norm in many countries
- In the USA, the growth of the hospitals pushed family members out of the care of the patient over the 20th Century.
- Strict limited visiting hours were imposed and waiting areas were small and uncomfortable.
- Changes began in the USA primarily in obstetrics and pediatrics about 25 years ago.
- Pediatrics saw similar changes about the same time.
- Changes in general adult care areas has been much slower.
- In the past 10 years there has been a major emphasis on providing patient and family centered care in all areas of health care in the USA.
What is Patient and Family Centered Care?

- Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.
- It redefines the relationships in health care.
- Gained prominence with the Institute of Medicine Report.
- Has become a focus of Magnet Hospitals.
Patient and Family Centered Care Principles

- Patient- and family-centered practitioners recognize the vital role that families play in ensuring the health and well-being of infants, children, adolescents, and family members of all ages. They acknowledge that emotional, social, and developmental support are integral components of health care. They promote the health and well-being of individuals and families and restore dignity and control to them.

- Patient- and family-centered care is an approach to health care that shapes policies, programs, facility design, and staff day-to-day interactions. It leads to better health outcomes and wiser allocation of resources, and greater patient and family satisfaction.

- [http://www.ipfcc.org](http://www.ipfcc.org)
Core Concepts in PFCC

- Respect and dignity.
- Information Sharing.
- Participation.
- Collaboration.
Purpose

- A 550 bed tertiary care teaching hospital wanted to assess the degree of PFCC at the institution.
- No tools could be found
- Therefore, the investigators developed a tool to assess attitudes of nursing staff toward PFCC. This is also a report of the reliability and validity of the PFCC Attitude Survey.
Developing the Tool

- We gathered a team to create the structure of the tool and create a blueprint of items.
- Two groups of experts reviewed, revised and added items to the tool as content validity was assessed.
- Pilot testing was performed by the Research Council at the hospital.
- Final tool had 21 items rated on a 5 point Likert-type scale.
Procedure

- Institutional Review Committee approved the study.
- Survey was created in SurveyMonkey. Hospital emails invited nursing staff to participate and provided a link to the online survey.
- Paper copies were also available on the unit.
- All responses were anonymous.
The Sample

- Total of 335 subjects completed the survey:

  - Respondents
  - RN
  - Patient Care Assistants
  - Unit Clerks
  - Others
Validity

- Assessed with Principal Components Analysis with Varimax Rotation

- Three scales were identified:
  - Benefits (12 items)
  - Support (4 items)
  - Negatives (5 items)

- These scales explained 62.3% of total variance
Benefits Scale: Items and Factor Loadings

- Improves outcome of patient care  .874
- Improves safety in providing patient care  .870
- Improves my satisfaction with my job  .859
- Leads to more compassionate care of the patient  .847
- Improves my communication with other members of the health care team  .844
- Is beneficial for the patient and family  .835
- Improved patient and family satisfaction with care  .831
- Increases my efficiency in providing patient care  .831

- Continued on next slide
Benefits Scale:
Items and Factor Loadings

- Helps me feel I am working on a team to take care of patients .820
- Improves communication with families .799
- Can reduce the fears and worries of patients and families .743
- Is fully supported by nursing in my area of practice .726
- Is fully supported by other patient care providers .659
Support Scale: Items and Factor Loadings

- Is fully supported by management in my area of practice 0.789
- Is fully supported by physicians in my area of practice 0.688
- Is threatened by budget cuts -0.634
Negatives Scale: Items and Factor Loadings

- Is not deserved if the family is rude .690
- Limits my ability to provide self care .596
- Can be limited by HIPAA requirements .560
- Is not beneficial for most patients .513
- Does not require special training or skills .347
Reliability

- Cronbach alpha for each scale:
  - Benefits: .965
  - Support: .888
  - Negatives: .716
Conclusions

- The Patient and Family Centered Care Attitude Survey is a reliable and valid tool that can be used to assess the attitudes of staff.
- This may be helpful to eventually develop interventions that will increase the acceptance of Patient and Family Centered Care in a hospital.
QUESTIONS

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