Better Together

Partnering with Families

Organizational Self-Assessment

This organizational self-assessment provides an opportunity for a hospital to assess current policies and practices as part of a process to change the concept of families as "visitors" to welcoming families as essential members of the care team, according to patient preference. 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: _____

	YES	NO	PRIORITY FOR CHANGE		
1. Does our hospital acknowledge the importance of families and other care partners to the care, comfort, and safety of patients in:					
• Written policies?	❍	❍	1	2	3
• Staff practices?	❍	❍	1	2	3
• Website?	❍	❍	1	2	3
2. 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?"	❍	❍	1	2	3
3. Does our hospital encourage patients to define their family or other care partner who will be involved in care and decision-making through:					
• Written policies?	❍	❍	1	2	3
• Staff practices?	❍	❍	1	2	3
• Documentation systems?	❍	❍	1	2	3
4. 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?	❍	❍	1	2	3
• Staff practices?	❍	❍	1	2	3
• Documentation systems?	❍	❍	1	2	3
5. Does the hospital's family presence policy welcome siblings and children of all ages according to patient and family preferences?	❍	❍	1	2	3

	YES	NO	PRIORITY FOR CHANGE		
6. 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?	❍	❍	1	2	3
• Website?	❍	❍	1	2	3
• Patient information materials?	❍	❍	1	2	3
• Staff practices?	❍	❍	1	2	3
7. Do our staff practices welcome families 24 hours a day and during:					
• Daily interdisciplinary rounds?	❍	❍	1	2	3
• Shift changes?	❍	❍	1	2	3
• Codes or other emergency situations?	❍	❍	1	2	3
8. Are patients and families welcomed as members of the health care team in:					
• Pre-admission materials?	❍	❍	1	2	3
• Patient/family handbooks?	❍	❍	1	2	3
• Unit welcome packets?	❍	❍	1	2	3
9. Does our hospital's website:					
• Refer to families and other care partners as essential members of the health care team and not as "visitors?"	❍	❍	1	2	3
• Convey the message that families and other care partners are welcome 24 hours a day and 7 days a week?	❍	❍	1	2	3
• Provide useful information that encourages families and other care partners to participate in the care of their loved ones?	❍	❍	1	2	3

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Organizational Self-Assessment

Continued

	YES	NO	PRIORITY FOR CHANGE		
10. Does the hospital and its clinical areas welcome families through:					
• Signage that is prominent and worded positively?	❍	❍	1	2	3
• Adequate and comfortable space at the bedside?	❍	❍	1	2	3
• Financial support for parking or meals, if needed?	❍	❍	1	2	3
11. Is there a systematic process for gathering information about patient and family satisfaction with policies and practices related to family presence and participation?	❍	❍	1	2	3
12. Is the necessity of partnering with patients and their families as members of the health care team clearly addressed in:					
• Orientation for clinicians?	❍	❍	1	2	3
• Orientation for other staff?	❍	❍	1	2	3
• Inservice and continuing education for clinicians?	❍	❍	1	2	3
• Inservice and continuing education for other staff?	❍	❍	1	2	3
13. Is the necessity of partnering with patients and their families as members of the health care team clearly articulated in:					
• Position descriptions?	❍	❍	1	2	3
• Performance appraisals?	❍	❍	1	2	3
14. Are there patient and family advisors participating in the development, implementation, and evaluation of the hospital's family presence policy?	❍	❍	1	2	3

Comments, Initial Priorities, and Action Steps

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