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Policy to Promote Patient Centered Care

Date Effective: MM/DD/YYYY

Type of Policy: Please indicate if this document is hospital policy or ACHD program policy/clinical guideline.

Purpose

Indicate why this policy is in place and the population it benefits. Please include a general statement about why patient-centered care is important to ACHD patients specifically.

Policy Statement

State the actual policy to promote patient-centered care in your institution's ACHD program. This statement can be a brief overview of the strategies utilized. Please reference the ACHD team's involvement in patient-centered care and ACHD team personnel coverage (i.e., 24/7 coverage). Mentioning additional patient-centered care criteria (i.e., presence of Patient Family Advisory Council (PFAC), patient feedback tool, etc.) is acceptable for this section of the policy.

Procedures

Describe the specific procedures implemented to promote patient-centered care for ACHD patients. Please include information about:

- Your institution's definition of patient-centered care
- ACHD team member coverage to ensure patient-centered care throughout the care process
- Relationship between ACHD team and other specialist providers
- Patient/family involvement and engagement
- Educational efforts for patients, families, and providers
- Any tools utilized to help empower the patient (i.e., health passport, EMRs, checklist documents etc.)
- Quality review meetings (frequency of these meetings and attending personnel)

References

If applicable, please list any articles or other resources utilized to develop your institution's policy to promote patient-centered care in your ACHD program.

Required Signatures

This document requires signatures from specific personnel. Please note that we require signatures from **ALL** individuals listed below in order for the document to be valid:

- Medical Program Director of ACHD

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Helpful Tips

Please upload any documentation or examples of the above policy to the “additional files” section of your application.

Section L: Patient-Centered Care. These documents should be labeled with “**L2**” only in the title so that each policy/plan can be easily identified.