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

PAST
TODAY
FUTURE

BENEFITS

PATIENT
- Superior health outcomes
- Better adherence to treatment recommendations
- Higher satisfaction with healthcare services

FAMILY
- Greater awareness of the effect of hearing impairment
- Less third-party disability
- Improved relationship quality

CLINICIANS
- Improved patient-provider relationship
- Recommendations are followed more often
- Fewer medical malpractice claims

BUSINESS
- Higher rate of hearing aid uptake

RECOMMENDATIONS TO IMPLEMENT FAMILY-CENTERED CARE

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