No industry has survived without listening to the needs and wants of its end users; health care is no different. The Patient and Family Centered Care Methodology and Practice (PFCC M/P) was developed by Anthony M. DiGioia, III, M.D. as the new operating system for health care based on Design Science in which the goal is to make things better for the end user – in this case, patients and families and even care givers too.

The simple six steps of the PFCC M/P allow us to view all care through the eyes of patients and families, break down organizational silos, and fully leverage high performance care teams focused on the care experience. Using tools from the PFCC Toolkit, we understand what patients and families truly experience which creates an emotional connection and an urgency to drive change. The steps of the methodology then provide the roadmap to close the gap between the current state and the ideal care experience.

The PFCC M/P was developed in 2006 and has been refined and implemented in nearly 60 care experiences at UPMC in the subsequent 6 years – in areas as varied as Total Joint Replacement, Women’s Cancer Services, Outpatient Mental Health, Home Care, and Level I Adult Trauma Services with excellent outcomes. Outcomes show that PFCC M/P improves patient satisfaction, patient safety and clinical outcomes while decreasing waste and cost.

There are a number of ways in which the PFCC M/P can be thought of in terms of functional Focused Care Centers. A focused care center delivers care for a specific medical condition (e.g., hip and knee replacement, heart care, trauma care, diabetic care, etc.) with dedicated staff over the full cycle of care. Focused care centers provide us a structure for achieving volume AND value, allowing us to:

- Better meet the needs of patients and families by:
  - Building a sense of community among patients, families, and care givers with a focus on wellness
  - Focusing on the patient and family care experience. Creating a user-friendly environment that reduces anxiety while delivering great outcomes

- Better meet the needs of care givers by:
  - Developing high performance care teams
  - Providing an environment in which all care givers feel a sense of team, pride, and purpose
  - Eliminating functional silos with competing priorities (physical and occupational therapists, surgical team, inpatient nurses, etc.)

- Optimize outcomes by:
  - Delivering efficient and effective care by analyzing and adjusting processes for best outcomes
  - Managing and focusing all required resources (personnel, time, and equipment)
  - Assuming responsibility for all outcomes and costs

The PFCC M/P, as the new operating system for health care, addresses all of the needs and metrics required by key stakeholders (users, providers, insurers, and policy makers) and prepares us for the ever-evolving landscape of health care reform.

Dr. DiGioia is board certified in orthopaedic surgery and is Medical Director or the Bone and Joint Center at Magee-Womens Hospital of UPMC and Medical Director of the PFCC Innovation Center of UPMC. He is a Fellow of the American Academy of Orthopaedic Surgeons and the American College of Surgeons, as well as a Faculty Member for the Institute for Healthcare Improvement (IHI). Dr. DiGioia has received numerous professional awards including the Pittsburgh History Makers Award in the area of medicine and health. The PFCC M/P is spreading nationally and internationally and has been recognized by The Picker Institute, The Joint Commission, and the Institute for Healthcare Improvement.