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How to Evaluate Patient and Family Preferences

A guide for post-acute frontline staff

Listening to what patients and families want from your care is important—but can quickly become overwhelming. When evaluating patient and family preferences, start by considering four factors: staff capacity, safety and care quality, cost, and payer source and regulations. Use the questions below as a guide.



1

Staff capacity

- How much time would this request take?
- Is this a one-off request or would it require ongoing dedicated time to fulfill?
- Would it take time away from other patients or important tasks?
- Could we easily implement this into our current workflow, or would it require a significant change?

2

Safety and care quality

- Would fulfilling this request jeopardize the patient’s health or safety?
- Would fulfilling this request jeopardize other patients’ health or safety?
- Would fulfilling this request jeopardize staff members’ health or safety?
- Does the patient’s desire for quality of life outweigh clinical concerns at this point in time?

3

Cost

- How much would it cost my organization to meet this patient/family request?
- Is this a one-off ask or would it require repeated costs?
- How much would this improve quality of life, considering the cost?

4

Payer source and regulations

- Does this request contradict a payer requirement?
- Are there alternate payer sources available that could support this request?
- Would fulfilling this request endanger the organization from a regulatory standpoint?

Source: Post-Acute Care Collaborative interviews and analysis.