Involvement of Information Professionals in Patient- and Family-Centered Care Initiatives: a Scoping Review

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Objective
To collect data on patient- and family-centered care (PFCC) programs and initiatives that have included the direct participation of a clinical medical librarian or other information professional.

Methods
Searches were conducted in seven scholarly databases in the information, medical, and social sciences. Inclusion criteria contained two elements:
(1) Description of patient-centered initiatives or projects presented, explicitly, as PFCC programs;
(2) Information professional involvement in the PFCC initiative or program.

Based on the definition of PFCC provided by the Institute for Patient- and Family-Centered Care (IPFCC), we developed a custom code sheet to organize data elements into PFCC Categories and Outcomes. Other extracted data elements included how the information professional became involved in the program and a narrative description of the interventions presented.

Results
Consistent with the values of PFCC, each included study (n=12) identified patient education and/or information sharing as an integral component of their patient-centered initiatives. Librarians were noted to contribute towards shared decision-making through direct patient consultation, the provision of education on health literacy, and through information delivery to both provider and patient with the goal of fostering collaborative communication.

Conclusions
The synthesis of evidence to date suggests that information professionals should focus on patient education and information sharing to support PFCC programs. The burgeoning efforts in participatory care and including patients in the decision-making process pose a unique opportunity for information professionals to support the information needs of patients and clinicians.