

**Video Transcript: What is family-centered care and what does it look like in a medical home?**

Created by the National Center for Medical Home Implementation, a cooperative agreement between the American Academy of Pediatrics and the Maternal and Child Health Bureau, Health Resources and Services Administration.

*Blue background with title: What is family-centered care and what does it look like in a medical home?*

*Eileen Forlenza, BS National Consultant- Patient-and Family-Centered Care is interviewed.*

EILEEN FORLENZA: Family-centered care is an approach to healthcare that recognizes that families are critical partners. And family-centered care in a medical home setting—I like to focus on the word home instead of medical and you think about, what do you think about when you're home, you know your way around, people know you, they know your history, you can come in with your shoes on or off and it's a place where you're known, honored and respected. So that's what it is for families, is when you're in a medical home environment, you're known as a person of value with a history, with knowledge, and understanding, and roles are defined—that's what medical homes means for families

*White screen with text: For more information visit [www.medicalhomeinfo.org](http://www.medicalhomeinfo.org)*

*Fades to the National Center for Medical Home Implementation Logo.*

Video Link: <https://www.youtube.com/watch?v=CpwWm1vQb4E>