

Family & Patient Centered Care

Implementing family &
patient centered care within
the acute care setting





What is Family & Patient Centered Care?

- An approach to the planning, delivery, and evaluation of health that is grounded in mutually beneficial partnerships among health care providers, patients, and families
- It redefines the relationship in health care – practitioners recognize and respect the pivotal role that the families/support person play in ensuring health and well-being



Important! In family & patient centred care, the family is **whoever the patient says they are.**

This may be neighbor, best friend, clergy person, etc.

Principles

Information Sharing

Respect and Honoring Differences

Partnership and Collaboration

Negotiation

Care in Context of Family and
Community

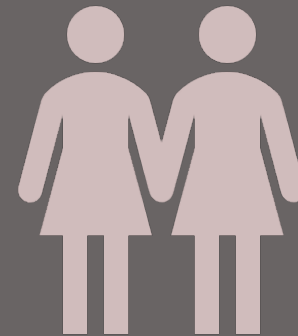
Information Sharing

- **Open and objective communication** when sharing information between families and providers
- Sharing honest and unbiased information
- **Accessibility** of information



Respect and Honoring Differences

- Honors cultural diversity and family traditions
- Honor patient and family perspectives and choices
 - While we may not always agree with their choices, we must respect them!
- Recognizing and building on the strengths of the family
- Sensitivity to spiritual and cultural dimensions





Partnership
and
Collaboration

Families and providers work together in the best interests of the patient/family

Active participation in decision-making at a level they choose

Support and facilitate choice about approaches to care

Negotiation

- Patients, families and providers make decisions together
- Trust is fundamental
- Families are empowered to make decisions
- Family and friends are involved



Care in Context of Family and Community

Develop policies and practices that are family centred in all areas

Flexibility in policies, procedures and practices that are tailored to needs, beliefs and cultural values






Recognize the importance of community-based services & care

Moving forward with family & patient centered care

- Actively incorporate all the principles of family/patient centered care into our daily care
- Quality improvement projects
- Institutions should be familiar with all the principles and integrate families
- Resources available specifically to promote family involvement



Examples within the QEH

-  Family rooms located on units
-  Families spending the night
-  Social work & CLS
-  Weekly team/family meetings
-  Support Person in PACU
-  Visiting Hours

How can we improve?

- Breastfeeding room
- Family member in PACU/DI
- Snacks/beverages
- Family members staying overnight
- Family present during procedures
- Flexibility to adjust visiting hours



THANK YOU