



Patient & Family Centred Care is our North Star

PFCC Week Calgary Zone, October 4 – 8, 2021

Patients and Families are Partners in Healthcare

Patient and family's experience and knowledge



The Healthcare team's experience and knowledge



The best decisions about care



Build a Relationship with your Healthcare Team by:

- Getting to know the healthcare team members.
- Being open and honest.
- Letting them know how you and your designated support person(s) want to participate in decision making.
- Sharing information and what is important.
- Expressing your family's values, needs, and preferences.
- Listening and following through on what you agreed to do.
- Preparing for healthcare conversations and appointments.
- Showing your appreciation.
- Identifying when there is an issue or concern.



Make Decisions Together

- Work together with your healthcare team to clarify the issue/concern and what decisions need to be made.
- Explore the options together. What are the expected outcomes and the risks for each option?
- Decide together on the timeframe to make the decision.
- Ask for time to think about the options and consult with others if necessary.
- Summarize any decisions that have been made to confirm your understanding.



Seek Help from Others

It may be helpful to connect with a social worker, ethics consultant, hospital chaplain, or medical staff member who can help you clarify your thoughts and values. You can also connect with community based resources.



Ask Questions!

Asking questions is important and remember there are NO stupid questions. Ask again if you don't understand. Prepare questions for your appointments.

Respectful ways to ask for clarity:

- ✓ "Help me understand why..."
- ✓ "So if I understand you correctly..."
- ✓ "You are saying..."

"It takes time and energy to build a strong and effective team to support you and your family. Team members can change over time – it's a continuous and ongoing process."