



Patient & Family Centred Care is our North Star

PFCC Week Calgary Zone, October 4 – 8, 2021

What is Patient & Family Centred Care?

- Patient & Family Centred Care (PFCC) is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare providers, patients, and families. Source: <https://www.ipfcc.org/>
- Its core principles include:
 - Listening to and honoring patient and family perspectives and choices.
 - Sharing complete and unbiased information with patients and families in ways that are timely and useful.
 - Encouraging and supporting patients and families to participate in care and decision-making at the level they choose.
 - Collaborating with patients and families in all aspects and at all levels of healthcare.



Families as Safety Partners

- View patients and families as partners in providing safe care.
- Use clear and caring language to communicate what they need to know and why (symptoms, medication side effects, treatment plan, who to contact, etc.).
- Listen to what patients and families tell you. They are often the first to identify that something is not quite right.



Recognize the Importance of Family

- Family Presence is essential to safe, high quality care.
- The family/designated support person role is distinct from that of visitors. Family/designated support persons are individuals who:
 - The patient would like to involve in care discussions and the development of care plans
 - Provide important information about the patient
 - Play a role in safety
- Family is defined by the patient and may include relatives, friends, neighbours, and/or other caregivers that the patient would like to support them in their care journey.



Build a Collaborative Relationship with Patients and Families

- Let families know who you are, what your role is and what you're going to do (NOD).
- Create an environment where patients and families feel safe and comfortable asking questions or participating in decisions.
- Ask what matters to them.
- Actively listen to patients and families, reflect back on what you heard and confirm your understanding.
- Encourage patients and families to participate in care and care decisions
- Share information in a timely and appropriate manner
- Facilitate choice when there are options.



Communication with Patients and Families

- Share with patients and families what they can expect regarding policies, schedules or routines.
- Utilize Language Line and other supports as needed.
- Provide consistent messaging.



Holistic Approach

A holistic approach means looking at the whole person, considering their physical, emotional, cultural, social and spiritual wellbeing.