

# Advancing Patient and Family Centred Care & Family Presence

## Guide for Staff

At AHS, we want to empower and enable patients and families to be full partners in their care. This short guide is an overview of what patient and family centred care (PFCC) is, and how you can include PFCC into the care you provide.

Here are some practical tips to get you started.

- Introduce yourself to patients and families with your name, occupation and duty (NOD)
- Deliver care with empathy and compassion
- Honour the values, beliefs and choices of patients and families
- Always use open and honest two-way communication
- Check in with patient and families to ensure they understand what you have shared with them
- Ask patients and families how they want to be involved in the care

Patients and families are welcomed as partners in care at all our healthcare sites. Remember that family/support persons are not simply “visitors” in the lives of patients; they are essential members of the care team.

*Note: Additional resources on patient and family centred care and family presence are available on the Engagement and Patient Experience Insite page or check out Canadian Foundation for Healthcare Improvement (CFHI) website.*

- **Questions? Email [patient.engagement@ahs.ca](mailto:patient.engagement@ahs.ca) or call 1-877-735-1102**



### What is Patient and Family Centred Care?

- People are treated with dignity and respect
- Healthcare providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful
- Patients and families are encouraged to participate in their care and decision making
- Collaboration among patients, family members and health care providers in the delivery of care

### What's in it for you?

- Improves communication, transitions in care and quality and safety of healthcare
- Greater satisfaction for patients, families and healthcare providers
- Shorter length of hospital stay and decreased readmission rates
- Helps establish trust and builds partnerships with patient and families