

*Patients First*  
Patient & Family Centred Care

Presented by:

Bev McFarlane, President and CEO, PSFDH

Kelly Barry, Rideau Tay Health Link



Perth and  
Smiths Falls  
District Hospital

# Purpose

- The voice of our patients and families
- The messages we send
- What is Patient and Family Centered care really about?
- What is family and who decides?
- Driving forces of health care design and philosophies
- PFCC Pillars
- Benefits of PFCC to the entire system

" It isn't about the  
treatments, it's about the  
treatment."

**Regional Patient Experience Advisor,  
South East LHIN  
April 15, 2015**



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# Our Messages

Powerful first impressions . . .



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# New Messaging

- ✓ Presence not “Visitation”
- ✓ Participation not “Permission”

How do we get there?

***“Families  
are . . .  
respected as  
part of the  
care team –  
never visitors  
– in every  
area of the  
hospital . . . ”***

Lucien Leape et al  
2009

# Patient and Family Centered Care

- Patient and family centered care (PFCC) is working **with** patients and families rather than just doing **to** or **for** them
- Patient and family centered care provides the **framework and strategies** to improve the: *experience of care and enhance safety, quality and efficiency*

# What is Family?

The unit consisting of parents and their children; persons related by blood or marriage; the group of persons who live in one household or under one head.

*Webster's Dictionary, 1971*

Four standards for a family: (1) the “exclusivity and longevity of a relationship”; (2) the “level of emotional and financial commitment”; (3) how the couple “conduct their everyday lives and held themselves out to society”; (4) the “reliance placed upon one another for daily services”.

*New York State Supreme Court*

# A Look Back and a Look Forward

## **System-Centered Driving Force:**

- The priorities of the system and those who work within it drive the delivery of health care.

## **Patient-Focused Driving Force:**

- The patient is the focus or unit of care. Interventions are done to and for him/her, instead of with the patient. The patient is not viewed within the context of family or community.

## **Family-Focused Driving Force:**

- While the family is the focus or the unit of care, interventions are done to and for them, instead of with them.

## **Patient- and Family-Centered Driving Force:**

- The priorities and choices of patients and their families drive the delivery of health care.



# Pillars of PFCC

- ✓ **Dignity and Respect**
  - ✓ **Information Sharing**
  - ✓ **Participation**
  - ✓ **Collaboration**
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## ***What is PATIENT & FAMILY CENTRED CARE?***

- “Patient and Family Centered Care (PFCC) is the provision of care that is respectful of, and responsive to individual patient/family preferences, needs and values and ensures that those values guide all clinical decisions”

*Thunder Bay Regional Health Sciences Center* (precedes the mission, vision and values statement)

# Drivers of Unnecessary Health Care Costs

- Inconsistent Quality
- Poor Communication
- Errors, especially in the Transitions and Transfers
- Infections
- Unsatisfied Customers
- Poor Design of Facilities

# The Triple Aim

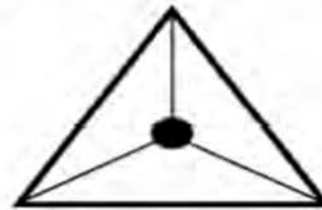
## Triple Aim — Patient- and Family-Centered Care

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Health of Populations

Patient  
Experience



Reducing  
Costs

"The most direct route to the **Triple Aim** is via patient- and family-centered care in its fullest form."

Don Berwick

June 5, 2012



# References

- Moving forward with Patient and Family Centered Care Seminar, Institute for Patient and Family Centered Care, Bethesda, Maryland
- [www.ipfcc.org](http://www.ipfcc.org)