

Critical Care SCN Mission: To be a recognized leader in the provision of optimal, sustainable, *patient and family centred critical care* across the health continuum



Patient and Family Centred Care (PFCC)

For Alberta Health Services, patients and their families are the centre of everything we do and every decision we make.

Patient and Family Centred Care (or PFCC) is an approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships between health care providers, patients, and their families. It involves working with patients and families to improve their experience of care and enhance the quality and safety of health services.

What it is....

- PFCC involves working **WITH** patients and families, rather than just doing to or for them
- PFCC provides a framework and strategies to improve the experience of care, and enhance quality, safety, and efficiency
- It requires a thoughtful and caring appreciation of the needs of patients and their families

*The Institute for Patient- and Family-Centered Care (IPFCC), 2014

What it is not....

- PFCC is not new
- It does not mean that staff relinquish all decision making to patients and family members
- It does not mean that patients and families have the right to be rude or abusive to staff

~Critical Care Nurse, December 2002

Fundamentals of PFCC...it is a JOURNEY (not a destination) that requires...

DIGNITY and RESPECT through listening to, honouring, and respecting patient and family values, preferences, needs and culture

SHARING of timely, complete and accurate INFORMATION in ways that are appropriate and acceptable

Encouragement and support for family and friends to PARTICIPATE in care planning and decision making

COLLABORATION between patients, families and health professionals in care delivery, policy and program development

WE SHOULD “ALWAYS” EXPECT THIS... EVERYONE, EVERY TIME, EVERYWHERE



Critical Care Patient and Family Centred Care (PFCC) Collaborative Committee

What is the Critical Care Strategic Clinical Network doing in support of Patient and Family Centred Care?

Patient and Family Centred Care informs every aspect of the work happening across critical care in Alberta. The Critical Care Strategic Clinical Network—a community of health care providers, patients, families and other stakeholders from Alberta's adult, cardiovascular, and pediatric critical care units — has created a provincial Critical Care Patient and Family **Collaborative Committee** to collaborate with front-line clinicians to drive the critical care community's **PFCC** agenda forward.

The Critical Care PFCC Collaborative Committee's

Vision

To enhance the critical care environment for patients, families and health care teams, the PFCC Collaborative Committee will work provincially helping to create a community of caring, establish trusting relationships and strong communication, and to develop tools to help provide high quality care for patients, families and staff working in critical care.

Mission

To provide optimal, evidence based care with the best possible outcome for patients and families in critical care, the PFCC Collaborative Committee will build trusting relationships and partner with patients, families and health care teams to enhance the critical care environment.

Timeline

In the next three years a key area of work will be to compliment and support local groups to achieve success in delivering patient and family centred care in critical care with patients, families and health care teams.

With the PFCC Collaborative Committee in its early planning stages, we want to hear from you!

- *How do you practice, help raise awareness, promote action and celebrate PFCC? What's working well?*
- *What PFCC tools, techniques and practices do you use? Which tools do you need? What tools have you developed; are you developing?*
- *How can the PFCC Collaborative Committee support you, your unit, and Alberta's critical care community?*



To get involved or to send us your thoughts, email:
criticalcare.clinicalnetwork@albertahealthservices.ca

By collaborating with patients, families and front-line staff, the PFCC Collaborative Committee will work to advance patient and family centred care at the policy and program level through existing and future working groups, patient and family advisory boards, design planning teams, staff educational programs, and quality improvement initiatives. Similar to collaborating at the clinical level, these partnerships will require the cultivation of trusting, respectful and compassionate relationships between patients and families, operational leaders and critical care staff to:

