

## Patient and Family Centred Care Includes...

- Being respectful of and responsive to patient/family preferences, needs, values and culture to guide all clinical decisions.
- An approach to healthcare that offers a new way of thinking between patients/families and their healthcare providers.
- Recognizing and involving patients and their care partners as members of the health care team.
- Understanding that the patient, family or care partner are experts about themselves and are vital in ensuring optimal health and well being.
- Having Patient Family Advisors involved in any decisions that affect care or services of patients.  
*".... working with patients and families, rather than doing things to or for them..."*
- Partnerships based on respect.
- Input from Patient Family Advisors.

## Parking

Parking passes are provided when you are acting in a Patient Family Advisor role.

## How to Apply

Start your journey to make a difference.

The Patient Family Advisor application process includes:

- An Interview
- Application and reference forms
- Patient Family Advisor orientation
- Criminal Records Check

## If you are interested in becoming a Patient Family Advisor, please contact:

Patient and Family Centred Care  
Thunder Bay Regional Health Sciences Center

980 Oliver Road  
Thunder Bay , ON P7B 6V4

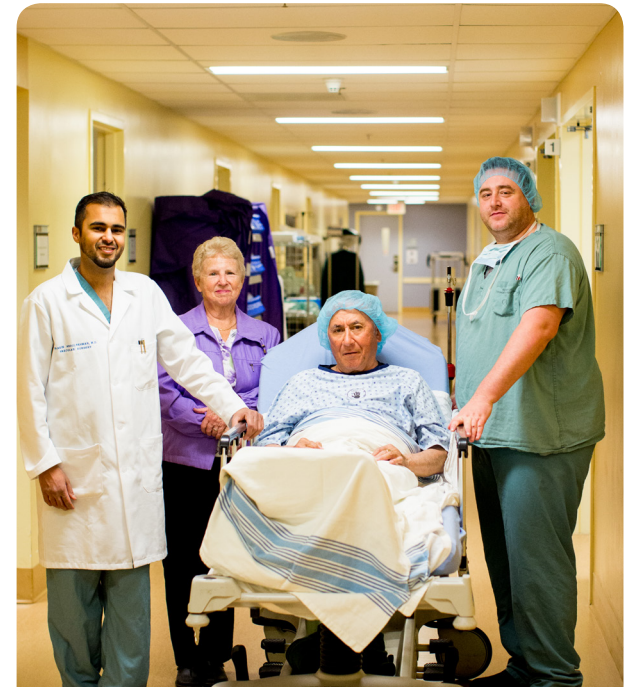
Telephone: (807) 684-7322

Email: [PFCC@tbh.net](mailto:PFCC@tbh.net)



Thunder Bay Regional  
Health Sciences  
Centre

[www.tbrhsc.net](http://www.tbrhsc.net)



## Patient and Family Centred Care

Thunder Bay Regional  
Health Sciences Centre

*Help Us Shape Your Care*



Thunder Bay Regional  
Health Sciences  
Centre

healthy  
together

## Patient and Family Centred Care (PFCC) Is...

...the provision of care that is respectful of, and responsive to, individual patient/family preferences, needs and values, and ensures that patient values guide all clinical decisions

As a result of PFA driven initiatives, Thunder Bay Regional Health Sciences Centre is the first and only organization in Canada to earn the: **“Patient and Family Centred Care Leading Practice” designation** from Accreditation Canada

*Patient and Family Centred Care is the philosophy that guides us. Patients and families are at the centre of everything we do. We will focus our efforts on Patient Experience, Seniors' Health, Comprehensive Clinical Care, Indigenous Health and Acute Mental Health.*

## The Core Concepts of Patient and Family Centred Care...

### 1. Dignity and Respect:

Listening to and honouring patient and family perspectives and choices. Incorporating knowledge, values, beliefs and culture into the planning and delivery of care.

### 2. Communication:

Communicate and share complete unbiased information with patients/families in ways that are useful and supportive. Patients and families share all necessary and relevant information with their care team.

### 3. Collaboration:

Patients, families and healthcare providers collaborate in policy and program development, professional education, and in the delivery of care.

### 4. Participation:

Patient and families are encouraged and supported to participate in experiences that build on their strengths and enhance control and independence.

## Patient Family Advisors (PFA's) are...

- Volunteers that partner with us to help meet the needs and priorities of our patients, families and our community
- Anyone who has had care experiences at TBRHSC within the past 2 years
- Experts who advise the organization about what went well and why, as well as what could be done different to improve the patients experience
- Partners in policy and program development e.g. bariatric and cardiovascular program
- Partners in providing education to staff, physicians and learners
- Part of every team

PFAs decide how much time they volunteer. Participation could be:

- In an activity, such as sharing your hospital experience
- Joining a hospital committee, council, or working group
- Attending the Patient Family Advisor Council meetings

Participation can be in person, by phone or video conferencing, as well as electronic (computer)