

This standard was created in collaboration with patient and family partners

Introduction

Purpose

To promote a balanced collaborative partnership between the person, caregiver / supporter / family, staff and healthcare professionals within the organization and community to generate improved health outcomes and services.

Scope

This standard applies to all staff, health care professionals, and volunteers who work or are affiliated with C&W and provide care and support in partnership to persons and families.

Definitions

1. **Autonomy** is to have agency to provide consent for decisions as the person and/or family are capable of understanding how they feel, know what is right and wrong for them, and have the ability to take actions based on the information and knowledge provided.
2. **Balanced** is when ones spiritual, intellectual, emotional and physical well-being are considered.
3. **Collaboration** is the action of working together with other people or organizations to create or achieve something.
4. **Dignity** is the state or quality of being worthy of honor or respect.
5. **Family** is all those the person or representative identifies as significant in their life.
6. **Health care professional** is a person who is licensed, certified or registered under the Health Professions Act (1996) and/or other prescribed Acts to provide Health Care in British Columbia. Other professionals not covered under the Health Professions Act, such as Paramedics, Indigenous Patient Navigators and Spiritual Care Providers may be included in this definition.
7. **Hold Space** is the action to provide time which includes space for silence if needed and being comfortable with silence to allow for the person and/or family to process and reflect on information.
8. **Information Sharing** is the action to provide information to facilitate the care for an individual. This sharing requires the person and family to be informed in the way they will best understand. This exchange to express and assign meaning is intended to facilitate understanding and minimize miscommunication.
9. **Participation** is a process and outcome of being listened to, consulted, and having active engagement with decision making. The participation levels outlined by the spectrum of engagement ranges from inform, consult, involve, collaborate, and empower (IAP2, 2007). The person and family determine the level of participation.
10. **Patient Partner**: This is a stakeholder who participates in projects led by health authorities, health organizations, and non-profits organizations. The role seeks to include patients'/parents/family perspectives to help improve the quality of care in the province. <https://patientvoicesbc.ca/patient-partners/>
11. **Person and Family-Centred Care** is an approach to planning, delivering, and evaluating health care services grounded in principles of mutually beneficial partnerships among health care professionals, persons/patients, and families.
12. **Person** is used inclusive of the individual (infant, child, youth, adult) their family and all gender identities.
13. **Respect** is an approach where the diversity of people is valued and the person is seen as the priority, at the centre of the healthcare provided. Honour, courtesy and care is shown for the beliefs, values, cultural norms and lived experiences of the person.
14. **Staff** includes all employees (including management and leadership), medical staff members (including physicians, midwives and dentists), nurse practitioners, residents, fellows and trainees, health care professionals (including cultural and spiritual support roles), students, volunteers, contractors, researchers and other service providers engaged by PHSA.

Standard

The following standard statements are intended to be provided in alignment with the approaches of Indigenous cultural safety, principles of trauma and resiliency-informed practice and with the intention and awareness of the impact for equitable cultural considerations.

2.1 Commitment to quality, safe and ethical services

Health care professionals/staff are responsible to implement the four core principles when providing service to support person and family-centred care (BC Ministry of Health, 2015).

1. Dignity & Respect
2. Information Sharing
3. Participation
4. Collaboration

2.2 Culture of care and communication

Health care professionals/staff must engage and hold space with persons and families to explore what matters to them to understand their health goals, to enrich the knowledge exchange and improve the health care experience and outcome.

- Health care professionals/staff must listen to, honour and empower the person and family to share their perspectives and actualize their choices. ([Appendix A & B](#))
- Health care professionals/staff must communicate and share information authentically and transparently (openly, honestly) with persons and families in affirming and useful ways.
- Persons and families must receive timely, complete, and accurate information to participate in care and decision making effectively.

2.3 Supportive health care environment

Health care professionals/staff are responsible to provide a culturally safe and supportive environment for persons and families to promote privacy, dignity and compassion.

- Health care professionals and staff must cultivate supportive healthcare relationships and mutual respect to enhance persons and families' health.
- Planning and care delivery must incorporate person and family knowledge, values, beliefs, and cultural backgrounds.
- Health care services must be provided in safe accessible physical spaces that are welcoming and tailored to the person and family's situation and needs.

2.4 Role and Responsibilities

Persons and families must be informed, have autonomy and be aware of their role in their health care.

- Persons and families are encouraged and provided the opportunity to communicate and discuss any concerns with the health care team to optimize the sharing of complete and accurate health information.
- Person and families are supported to understand their right to information, the ways to build their capacity for self-management and be supported to participate in self-care health-promoting knowledge development and behaviour.
- Person and families must be informed of the organizations process for complaints when service provision is not provided as planned or has not addressed their healthcare needs. [Patient Care Quality Office \(PCQO\) Feedback Form](#); [PCQO Information Brochure](#)

- Persons and families are encouraged and supported in participating in care and decision-making at the level they choose at that time. **Decisions can change and therefore ongoing reassessment is required.**

Health care professionals and staff must support persons and families to be full partners in their health care supporting knowledge dissemination and learning to improve health.

- Health care professionals are responsible to cultivate a shared collaborative relationship of doing *with* the person and family versus doing *for or to* the person and family.
- Healthcare professionals must engage and provide opportunity for the person and family to decide and be informed to whom and where their personal health information is shared and when consent is sought.
- Health care professionals and staff are responsible to collaborate in policy and program development, implementation, and evaluation to deliver health care with person and family representation and input.
- Health care professionals and staff are encouraged to engage in ongoing education opportunities about person and family-centred care principles and skills training to facilitate its application.

Supporting Documents

- [Consent to Health Care Policy](#)
- [Consent to Health Care: Procedure for Minors and Mature Minors](#)
- [Fostering a Culture of Respect Policy](#)
- [Informed Consent Policy](#)
- [Pain and Comfort Policy](#)
- [PHSA Vision, Mission and Values](#)

Family Resource

- [Patient Care Quality Office \(PCQO\) Pamphlet \(English version\)](#)
- [PCQO Information Brochure \(Language Versions Available\)](#)
- [Patient Care Quality Office \(PCQO\) Feedback Form](#)
- [Patient & Family Guide](#)

Dedication

This standard is dedicated to improving the equitable healthcare experience and quality of life for persons and families.

References

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World Health Organization (2017). WHO: What is people-centered care? <https://www.youtube.com/watch?v=pj-AvTOdk2Q>

Appendices

- [Appendix A: Person and Family-Centred Care Venn diagram](#)
- [Appendix B: Indigenous Wholistic Framework](#)

Version History

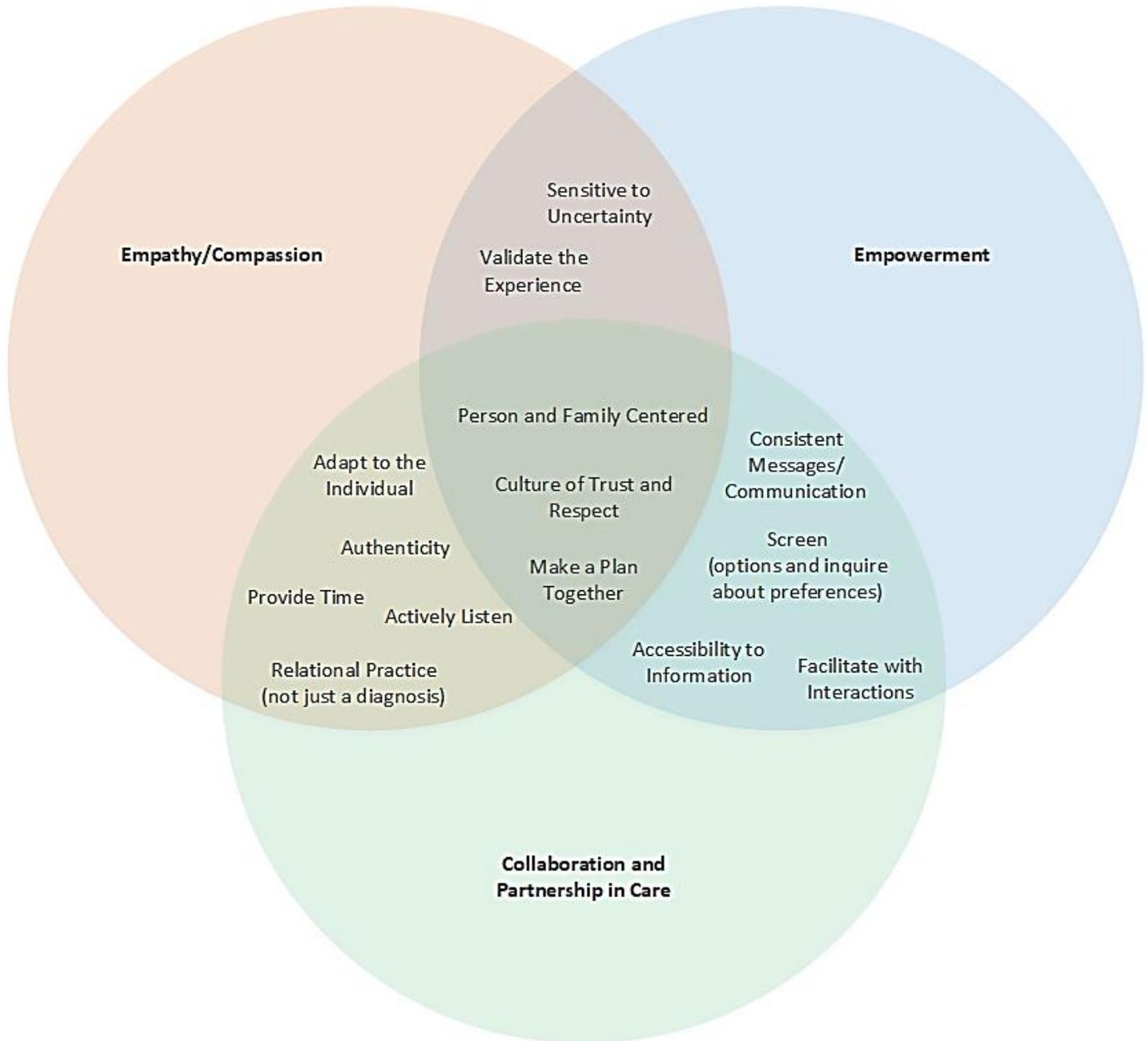
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Appendix A: Person and Family-Centred Care Venn diagram

Created by: The ChildKind Project Caregiver Supporter Advisory January 2020



Appendix B: Indigenous Wholistic Framework

The Indigenous Wholistic Framework represents the Indigenous Peoples way of knowing, the interconnections as people and integrates the four R's; **respect** for who they are, what is **relevant** to their view of the world, that offers **reciprocity** in their relationships with others, and helps them exercise **responsibility** over their own lives. (Pidgeon, 2016)

