



# Patient and Family Centred Care

## What is Patient Family Centred Care (PFCC)?

The Saskatchewan Health Authority is committed to the philosophy and practice of Patient and Family Centred Care (PFCC). This commitment needs to be at the heart of everything we do and serve as the foundation of our values.

Patient and Family Centred Care means healthcare is a partnership. We are partners in care and patients and families as part of the team.

Patients and families tell us that their care experience is better when we:

- Acknowledge people as experts on their own life.
- Encourage open and honest conversations.
- Support them to understand their options and make decisions about their care.
- Look for ways to improve care based on the needs of each patient.

### How does PFCC look, feel and sound to the patient and family?

#### Dignity & Respect

“Staff are kind, empathetic and understanding and treat me with dignity and respect.”

“Staff listen to and honour my knowledge, values, beliefs and cultural traditions.”

“Nothing about me without me.”

#### Information Sharing

“My health team explains things in ways I can understand.”

“Information is timely, complete, and accurate so that I can make the best decision about my care”

#### Participation

“I am encouraged and supported to participate in my care and decision-making”

“My team coordinates the plan for care with myself and my support person/family. We work together”

#### Collaboration

We include patients, and families in all aspects of healthcare. This includes program development, delivery of care, policy, facility design, and education.

“I am valued for the knowledge and experience that I bring to the team.”



**Healthy People, Healthy Saskatchewan**

The Saskatchewan Health Authority works in the spirit of truth and reconciliation, acknowledging Saskatchewan as the traditional territory of First Nations and Métis People.



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For more information visit our website at [www.saskhealthauthority.ca/our-organization/quality-care-patient-safety/patient-family-centred-care](http://www.saskhealthauthority.ca/our-organization/quality-care-patient-safety/patient-family-centred-care)



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