

Patient and Family-Centred Care is recognized internationally as an approach to care that improves quality & safety. As a leader, you are in a unique position to advance the practice of Patient & Family-Centred Care. Here are eight-steps to help you support the improvement of the patient experience:



THE POWER OF LEADERSHIP: TO SUPPORT THE USE OF PATIENT & FAMILY- CENTRED CARE PRACTICES

This practice has been endorsed by the National Patients' Association of Canada & the Alberta Health Services Patient & Family Advisory Group

1. Inspire your staff

Model the behaviors that reflect Patient-Centred Care values and goals. Be kind, compassionate, empathetic, respectful, informative, efficient and professional.

2. Involve your staff

Create the vision together for what an optimal patient experience would look like. Staff participation is crucial to generating commitment that leads to action and lasting success.

3. Include the voice of patients & families

Look at the care you provide through the eyes of patients & families. How do patients want their families involved in decisions about care?

4. Implement a leading practice

Visit Patient Engagement on AHS Insite, click on [Practical Wisdom](#), and work with staff to choose and implement a leading Patient & Family- Centred Care practice.



5. Connect with staff

Ask staff to share how implementation of the practice is going. Try asking *“What is the hardest and/or the best part of this new practice?”*

6. Connect with patients

Do a regular ‘walk-about’ to ask patients about their experience of the practice. Try saying: *“We have started a new practice called _____. Have you noticed staff doing _____?”*

7. Monitor progress

Keep it simple. Ask 10 patients on a regular basis to monitor progress on the new the practice. Meet with staff to share progress, review results and plan next steps. Keep the momentum by celebrating and recognizing improvement to the patient experience.

(See the assessment tool on the back page.)

8. Be part of a learning community

Share your successes and challenges. Innovate with others in your area and throughout AHS by joining the Patient and Family Centred Care Community of Practice by emailing:

patient.engagement@albertahealthservices.ca

Measuring the uptake of a leading practice can be done formally or informally. One of the simplest methods is to ask ten (10) patients about their experience of the new practice on a regular basis. Track how often the new behaviors occur. Use this information to discuss with your staff what is working, what isn't, and what they might need.

HERE IS A SAMPLE TRACKING TOOL:

Choose **behaviours** related to the leading practice you are tracking such as:

- Staff Introducing themselves **(NOD)**
- Families being included in decisions **(Family Presence)**
- Staff regularly asking about pain, position, potty & possessions **(Comfort Rounds)**
- Staff asking patients to repeat important information back to them in their own words **(Teachback)**

Measure and Monitor the Uptake of Leading PFCC Practices – Ask 10 Patients												
Behaviors	How often did this behavior occur	1	2	3	4	5	6	7	8	9	10	Total
Behaviour 1	Always											
	Usually											
	Sometimes											
	Never											
Behaviour 2	Always											
	Usually											
	Sometimes											
	Never											

Aim: To increase the percentage of patients responding “Always” for each question consistently over time

Progress to Date: Behaviour #1: % Always = Behaviour #2: % Always =

What is working? Why?

What isn't? Why?

What will we do differently?



“People don't do what you tell them you expect... they do what you actually expect.”
- DR. GORDON NEUFELD