



Person and Family Centered Care: Frequently Asked Questions

1. *What is person and family centered care (PFCC)?*

PFCC is a philosophy of care that ensures client, patients, residents, and families are equal partners in planning, developing, monitoring, and evaluating care to make sure it meets their needs. In PFCC, the word person refers to clients, patients, and residents who use the services of Western Health.

PFCC fosters care that is respectful, compassionate, culturally-safe, and competent. PFCC considers the needs, values, beliefs, and preferences of clients, patients, residents, and their family members, and it works in partnership with them to develop appropriate solutions to ensure their values are reflected in clinical decisions.

2. *Why is Western Health promoting a culture of person-centered care?*

We are committed to partnering with clients, patients, residents, and families to improve care! We want to build on our successes, and we will continue to foster partnerships with clients, patients, residents, and families to work on our mutual goal of providing the best possible care with the resources we have available to us.

3. *Who is a Person and Family Advisor and why does Western Health want to work with them?*

At Western Health we want you to be involved in making a better health care system and improving the health status of our population. We recognize the importance of person and family voices in making improvements to ensure that person and family centred care is delivered. A Person and Family Advisor is a volunteer who:

- Has had recent experience (generally in the last 3 years) as a patient, client, or resident or as a family member/caregiver/loved one of a client, patient, or resident
- Cares about high quality care for all
- Is willing to share their positive and/or negative experiences in a respectful manner
- Is willing to join committees, teams or advisory councils to review, and improve materials and services

4. *What is the role of a Person and Family Advisor?*

Roles and tasks differ from team to team or group to group, but generally the role includes:

- Bringing the patient, client, resident, and family experiences to the attention of an advisory council or team
- Supporting and encouraging other patients, residents, clients and families to be involved and/or sharing information from other client, patients, residents, and families of Western Health to support improvements in care
- Helping health care staff consider client and family need in planning to support decision making
- Participating in a variety of quality improvement efforts to improve care, such as new policies, education materials, facility planning/design, and client surveys
- Improving communication between clients, families and staff; and increasing awareness of client experiences and perspectives for staff
- Attending meetings, planned events, learning opportunities, or focus groups.



5. *What does Person and Family Advisor involvement look like?*

- Participation on short-term projects or activities (e.g., review of program pamphlets, signage), typically on an as-needed basis
- Participation in facility design and program development
- Member on established program/service quality improvement and planning committees/teams
- Sharing your story and/or experience in a constructive and educational way
- Serving a term on the PFCC Steering Committee
- Serving a term on one of WH Person and Family Advisory Councils