

# Family-Centered Care Tip Sheet #13

The following suggestions for patient- and family-centered care are provided by our Family Partners Council. These tips are designed to help us realize the patient- and family-centered care principles in action.

## Dignity and Respect for the Family

- I or my child feels respected when...
  - I as a parent am listened to and am allowed to give information and ask questions.
  - I am listened to, which helps me feel that I am encouraged to advocate for my child.
  - Caregivers are willing to communicate with parents. This is key and helps the parent make their voices heard, and this helps them feel respected.

## Complete and unbiased information sharing in ways that are affirming and useful

- I feel information has been shared with me in a way I can use when...
  - The information is shared in such a way that my questions or concerns are considered. I feel it improves communication when the parents are seen as partners in care and when the information is shared proactively. Communication issues arise when families feel that they are not being taken seriously.

## Family participation in care planning and delivery to provide enhanced control and independence

- I feel I have been able to contribute in my child's care when...
  - Successful collaboration takes place between parents, nurses, physicians, and other team members. This can be enhanced by sharing sensitive information face to face instead of by phone if possible.

## Family collaboration with clinicians in policies, procedures and staff education

- I feel included as part of the team when...
  - My thoughts and ideas are considered and the team has the attitude: "If something is not working, we will try something else." The parent is often frightened by the diagnosis, but confidence and trust is built when they sense that "we will keep trying until we fix this".

