Implementing Family Presence

Patient and family presence is a cultural philosophy embedded and supported throughout all areas of the South Health Campus. Even before South Health Campus was built, family presence was already embedded in the facility design with 41 per cent private patient rooms.

Patient Presence Guidelines

At South Health Campus, it is recognized that family and friends are integral to the patient’s healing process. Family and primary support providers are welcomed as valued members of the healthcare team; they are not “visitors” in the lives of patients. At South Health Campus, patients and families are full partners in care.

By the numbers:

- 269 patient beds
- 11 operating rooms
- 3,200 bed-days annually
- 180 physicians
- 230,000 inpatient visits annually
- 65,000 emergency visits annually
- 11 operating rooms
- 180 physicians
- 2,700 staff
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- 44 acre greenfield site
- 188,000 m²

Patient & Citizen Engagement

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Family Presence at South Health Campus

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OBJECTIVES

To specifically differentiate between designated patients’ family/support persons, and visitors at the South Health Campus (SHC). The term “hospital visitors” will be used to indicate visitors who do not meet the criteria of designated family/support persons.

To provide a designated family/support person role that recognizes and supports the unique needs of the patients, their families, and the healthcare team.

To ensure the patient's right to define what family/support persons they wish to have present during their hospitalization.

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Patient Advise is members of:

- Quality Council
- Site Leadership Council
- Ethics Committee
- Infection Control Practice Guidelines
- Patient and Family Centreed Care Experience Studying
- Patient and Family Centreed Care Assessment
- Patient and Family Centreed Care

Leadership Support

Patient & Citizen Engagement

Early focus and strong support from operational and medical leadership were key elements that drove the cultural change and set expectations for the Patient & Family Centreed Care (PFCC) model at South Health Campus. The senior leaders intentionally integrated Patient & Family Centreed Care and Patient Engagement into their work and mediated the desired expectations for all staff.

Patient & Citizen Engagement

A Patient & Family Advisory Council was established in 2007 and brought the voices and experiences of patients and families to the table. This Council has given advice, information, and healthcare professionals a greater understanding of the journey through illness and trauma. The Council is a vital resource today bringing the perspective and voice of patients, families, and caregivers to the planning, operations and evaluation of programs and services at South Health Campus.

Patient & Family Centreed Care

An embedded team of Patient & Family Centreed Care staff support staff leaders and partners in their role of fostering a culture and consistency of patient and family centred care and patient and citizen engagement practices.

The work focuses on areas:

- Staff education and training
- Patient & Family Centreed Care practice support guidelines, tools, and consulting
- Patient and Family centreed care materials
- Patient Advisory engagement and storytelling

LEARNINGS... so far

- Dedicated patient and family centred care resources are essential to embed and sustain
- Patient and family centred care is not a "fad" or project to be "implemented"
- Embedded patient and family centred care into culture, operations and staff orientation
- Patient and family centred care practice guidelines/policies set expectations and drive "the how"
- Engaged patient and family centred care teams early in the process
- Leadership champions are essential "walk the talk"
- Include patient and family centred care questions and feedback in all staff, physician and leadership interactions
- Support staff with education, coaching
- Patient experience stories motivate change
- Practice physicians in the presence of families is a competency that needs to be developed
- Staff require additional training in communication to support family presence oversight
- Training with difficult situations
- Difficult to pull staff off their patient and family centred care teams
- Patient and family centred care teams are high functioning and operating to other sites