

**At-a-glance gap (opportunity) analysis
Person-and Family-Centred Care Best Practice Guideline (PFCC BPG)**

Date completed: Jan 6, 2022

Organization(s): Trinity General Hospital

Team members participating in the GAP analysis:

John Mark, Director of Clinical practice & BPSO lead

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Carol Johnson, Staff Nurse

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RNAO PFCC Best Practice Guideline Recommendations	Met	Partially met	Unmet	Comments (Examples of what to include: information on current practice, possible overlap with other programs or partners)
<p>2.1. Develop a plan of care in partnership with the person that is meaningful to the person within the context of their life.</p>	X			<ul style="list-style-type: none"> • All staff are trained on how to develop a personalized care plan and all caregivers are routinely involved in the care planning process • New staff members are oriented on the principles of PFCC • Policies align with PFCC principles
<p>3.1. Personalize the delivery of care and services to ensure care is not driven from the perspective of the health-care provider and organization, by collaborating with the person on:</p> <p>1) Elements of care; 2) Roles and responsibilities in the delivery of care; and 3) Communication strategies.</p>		X		<ul style="list-style-type: none"> • The care plan is developed in collaboration with the patient, their family & the interdisciplinary team • Staff do not consistently identify their role or tell patients what they are going to do with them • Staff usually adapt their communication style to the patient's need, cuing & breaking down tasks into steps

				<ul style="list-style-type: none"> • Staff members do not document in a timely manner the personalized care plan that was created for patients
<p>4.1. Obtain feedback from the person to determine the person's satisfaction with care and whether the care delivered was person- and family-centred.</p>			X	<ul style="list-style-type: none"> • This is not a routine practice in our organization. Our patient satisfaction survey asks for general feedback, but it is not specific to person-and family-centred principles • There is no standardized process for staff to follow when obtaining feedback from patients in their care