



Person-and Family-Centred Care

The health care you receive should be tailored to your unique needs and goals. Person- and family-centred care invites you and your family to partner with your health-care team, helping you make decisions best suited to you.

What is person- and family-centred care?

This approach to care means you and your family work together with the health-care team to decide on the best options for your health care. These decisions are based on the information and treatment choices shared by your providers. That means you're in control of your health. Organizations practising person- and family-centred health care will ask for your help to plan and deliver care that meets your needs, placing you in the best position to tell the health-care team what you prefer.

Who is involved in your health care?

People who are your partners in health may include: nurses, doctors, and specialists such as cardiologists, physiotherapists, occupational therapists and personal support workers. You can also invite other people who are important to you to be partners in your health care, including family, friends, caregivers and neighbours. Let your health-care team know how you would like these people to be involved in your care.

What to expect from your health-care team

You can expect members of the health-care team to show you they want to partner with you and your family in a respectful way by:

- Introducing you and your family to the people on your health-care team.
- Informing you of each health-care team member's role.
- Caring about you more than your disease, illness or problem.

- Spending time listening to you when you speak about your health concerns, life, culture, beliefs, strengths and hopes.
- Spending time with you to plan the kind of care that works best for you.
- Giving you clear information on the available options for your care, based on research.
- Giving you enough time to think about each option and allowing you time to decide on the best choice.
- Arranging your care when you need it, and to fit your preferences and lifestyle (e.g., meal time, day and time for tests, and times for your family to visit).
- Working with you to identify the people you want to be involved in your health, and the role you'd like them to play.
- Asking you if you would like to see or add notes to your health record.
- Having the same health-care team members deliver your care.
- Assisting you and your family members to manage your own health to the extent that you/they can.
- Asking you and your family if you were satisfied with the way your health-care team partnered with you.

How can I become involved in partnering to improve the experience of health care and services?

Ask your local hospitals, long-term care and home-health organizations, clinics, and schools training health-care professionals how you can help make a difference in their health care and services. Many of these organizations are seeking people who use the local health services to join their board of directors, advisory groups, committees and councils to share their thoughts, ideas and voice on how to improve the delivery of health care to your community.

Your voice and partnership with the health-care team will create a system of care and services that focuses on you!