

Client and Family Centred Care: Background Information



The Patient First Review: Recognizing the Need for Change

In October 2009, Independent Commissioner Tony Dagnone released the Patient First Review Report, *For Patients' Sake*. The report identified 13 recommendations to improve the patient experience, the first and foremost being, "that the health system make patient- and family-centred care (PFCC) the foundation and principle aim of the Saskatchewan Health System".

In March 2011, the Ministry of Health released a draft framework outlining expectations and guidelines for each health region to support the advancement of the patient and family centred care philosophy in their organizations. From here, planning began regarding how we would support this within Sunrise Health Region. The Patient Safety & Improvement and Professional Practice units were asked to co-lead this initiative in our region.

At this time, Sunrise Health Region adapted the term Patient and Family Centred Care to use the word 'Client', which encompasses all patients, clients, and residents served by the region's programs and services.

Client and Family Centred Care Working Group

As a first step, seeking expressions of interest for a Client and Family Centred Care Working Group in the Sunrise Health Region began on November 8th, 2011. Individuals who made contact to express interest were invited to attend Information Sessions held in December 2011 and January 2012, and from there an informal Working Group has formed based on those interested in participating on a go-forward basis.

As a result, the Client and Family Centred Care Working Group is comprised of client/family representatives and staff members who expressed interest in becoming involved in CFCC initiatives.

Client and Family Centred Care Multi-Year Action Plan

The Client and Family Centred Care Working Group's first task was to develop a **multi-year Action Plan** to support the advancement of this philosophy in the Sunrise Health Region. This Action Plan was completed at the end of March 2012 and is available on the Sunrise Health Region web site here:

[http://www.sunrisehealthregion.sk.ca/files/CFCC%20Action%20Plan\(1\).pdf](http://www.sunrisehealthregion.sk.ca/files/CFCC%20Action%20Plan(1).pdf)

Where can I find more information about client and family centred care?

Information on Sunrise Health Region's current client and family centred care initiatives is available on the Sunrise Health Region web site:

<http://www.sunrisehealthregion.sk.ca/default.aspx?page=161>

Further information and resources are available on the Ministry of Health web site, which includes access to the Provincial Framework, a document outlining PFCC Resources and Tools, and a Regional Roadmap: <http://www.health.gov.sk.ca/PFCC>

How do I get involved in client and family centred care in the Sunrise Health Region?

The Sunrise Health Region is seeking clients and families to work with us in improving health care at every level. Health care workers have many good ideas and solutions; however, we need the perspective of clients and families to help us truly understand what works well and what could be better with regard to our services.

We are seeking clients and families who:

- Able to use their personal experiences constructively
- Comfortable speaking in a group with candor
- Able to listen and hear differing opinions
- Willing to work with other clients/families and Sunrise Health Region staff and physicians

There are a variety of options available to clients & families who are interested in getting involved:

- Share your experiences with Sunrise Health Region's services as a client/family member
- One-time Engagement (*such as a focus group participant*)
- Occasional Reviewer (*such as a working group participant to revise/develop patient education materials, policy, etc*)
- Member of Regional Steering Committee (*set direction for CFCC priorities and initiatives in the Sunrise Health Region*)
- Member of Client and Family Advisory Council or Quality Improvement Committee for a specific department/program

For more information, contact:

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