



**McMaster
Children's Hospital**



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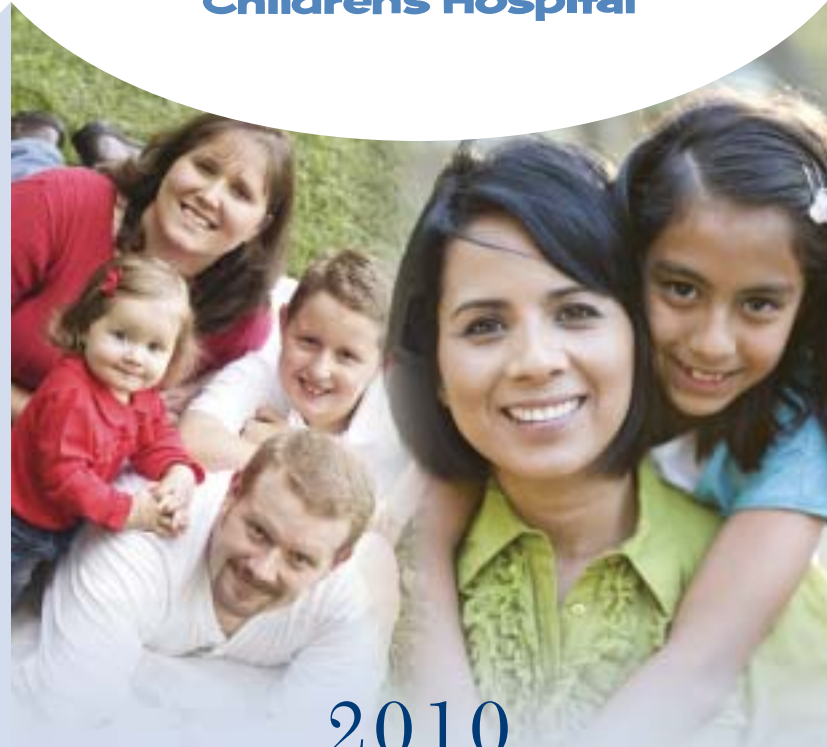
Nominations are due by 4 p.m. on
Friday, January 8, 2010.

Nominations should be sent to:

Chair, Family Advisory Council
c/o Room 2E33
1200 Main Street West
Hamilton, ON L8N 3Z5

**Please ensure your nomination package
includes the following:**

- Completed nomination form (see reverse)
- Nomination letter (maximum three pages)
- Up to two letters of support (optional)



**2010
Family-Centred Care
AWARD**

Has someone at McMaster Children's Hospital
provided you with exceptional
family-centered care?

For more information on the 2010 Excellence in
Family-Centred Care Award please visit
www.mcmasterchildrenshospital.ca.

For more information about the Family Advisory Council,
please contact Tamara Krbavac at 905-521-2100, ext. 73272
or krbavac@hhsc.ca.

*Family-Centred Care
Doing What
Matters Most*

2010 Family-Centred Care AWARD

The Family Advisory Council at McMaster Children's Hospital (MCH) believes that the best care for children happens when hospital staff work in partnership with families following the principles of family-centred care. The Excellence in Family-Centred Care Award recognizes and celebrates exemplary individuals and/or teams at McMaster Children's Hospital who demonstrate the principles of family-centred care when working with patients and families at MCH. These principles are communicate, collaborate and respond. This is your chance to tell us about people who practice family-centred care in their daily work.

Criteria for Nomination

- Nomination letters must summarize how the individual/team demonstrates the principles of **family-centred care** in their daily work. *(a maximum of three pages)*
- Two reference letters can be included with the nomination *(a maximum of one page each)*
- Nominations are due by 4 p.m. on **Friday, January 8, 2010.**
- Nominations should be sent to:
Chair, Family Advisory Council
c/o Room 2E33
1200 Main Street West
Hamilton, ON L8N 3Z5
- Nominations will be judged by the Family Advisory Council. The Family Advisory Council is a group of parents who have experienced care at McMaster Children's Hospital with their own children. Their role is to provide the voice of the pediatric patient and family to hospital staff. The winner will be announced on Family Day - Monday, February 15/10.

Please complete the following information and include with your nomination letter.

Full Name of Nominee(s):

Department:

Telephone #:

Nominator:

Signature:

Telephone # of Nominator:

Email Address of Nominator:

Nomination Letters

Each nomination form must include a letter of nomination that is no more than three pages. The letter should address the following principles of family-centred care:

Communicate

Provide an overview of how the individual/team shares information with the family.

You may want to address the following:

- Shares unbiased information
- Provides complete, accurate information
- Knowledgeable and follows up on issues he/she is unsure about
- Provides prompt feedback on your child's progress
- Treats you and your family with dignity and respect

Collaborate

Provide an overview of how the individual/team works together and with others. You may want to address the following:

- Informs, answers and advises parents (to encourage informed choices)
- Helps parents learn skills to take part in their child's care
- Problem solves with the family
- Integrates other health care professionals in your child's care
- Makes decisions with you and your family
- Works with you to plan the next steps in your child's care

Respond

Provide an overview of how the individual/team responds.

You may want to address the following:

- Seeks and responds to family comments
- Reflects practice based on input from family
- Provides resources
- Follows up with family regularly and in a timely fashion
- Provides a welcoming, child-friendly, accessible environment
- Includes everyone who is important to you in your child's care

Letters of Support

Your nomination can include up to two letters of support. Each letter of support can be a maximum of one page in length.