

What is Family-Centred Care?

The Family Advisory Council is a group of family members of children that have been treated at McMaster Children's Hospital. We care about the hospital and work with the staff to make this the best hospital it can be. We attend regular meetings and help by giving of our time and expertise as caring family members. If you are interested in joining our group please contact [krebavac@hhsc.ca](mailto:krbavac@hhsc.ca).

If you know of a staff member, team or physician who provided exemplary Family-Centred Care please consider nominating them for the **Family-Centred Care Award**. **Nomination forms** will be available on the McMaster Children's Hospital **website** (www.mcmasterchildrenshospital.ca) or send a letter of nomination including the name, position and description of how the nominee demonstrates the principles of family-centered care in their daily work to:

Chair, Family Advisory Council

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

Family-centred care is an approach to health care that involves, recognizes and respects the partnership among the patient, family and health care providers. One of the many goals at McMaster Children's Hospital is to provide this type of care for your child.



**McMaster
Children's Hospital**
caring for our future, one child at a time

What are the core concepts of Family-Centred Care?



Communicate

Communicate. Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making. Health care providers listen to and honour patient and family concerns, comments, perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.



Collaborate

Collaborate. Health care providers work with families to help them learn the skills needed to take part in their child's care. Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care. Patients and families are encouraged and supported to participate in care and decision-making at the level they choose. Parents are encouraged to research and develop an understanding of their child's condition, care and outcomes.



Respond

Respond. Providers respond promptly when the patient or family needs help. McMaster Children's Hospital provides a convenient, accessible, child-friendly and welcoming environment. We seek and respond to family's comments about our care.