

Strategies to Increase Family Presence in the Critical Care Unit (CrCU)

The Critical Care Patient and Family Centred Care Team North York General Hospital & University of Toronto; Toronto, Canada

I felt that my participation was

beneficial to my/my loved one's plan

of care

The Four Pillars of Patient and Family Centred Care (PFCC)

- Respect & Dignity
- Information Sharing
- Participation
- Collaboration

CrCU's Journey Towards **Increasing Family Presence**

Aimed to:

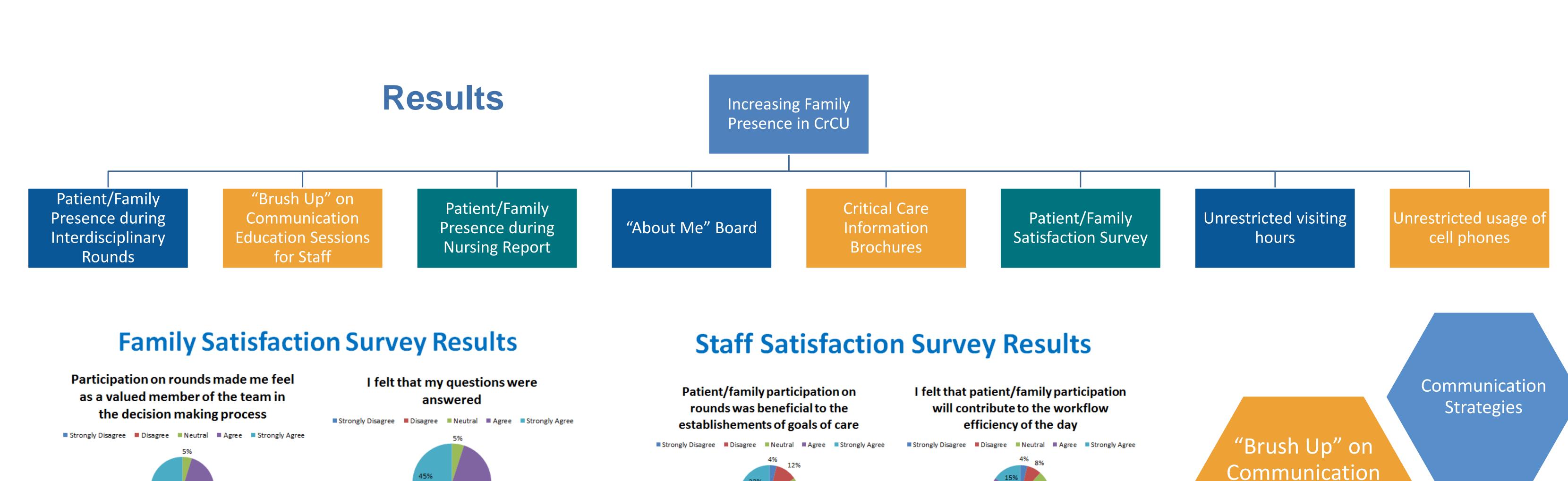
- Facilitate quality patient care
- Develop partnerships with patients and families
- Enhance patient and family experience
- Decrease errors and improve outcomes
- Increase patient, family and staff satisfaction

Methods

- Established an Interdisciplinary PFCC Team including Patient Family Advisor
- Conducted a Pre-implementation Staff Survey
- Utilized Plan-Do-Study-Act methodology

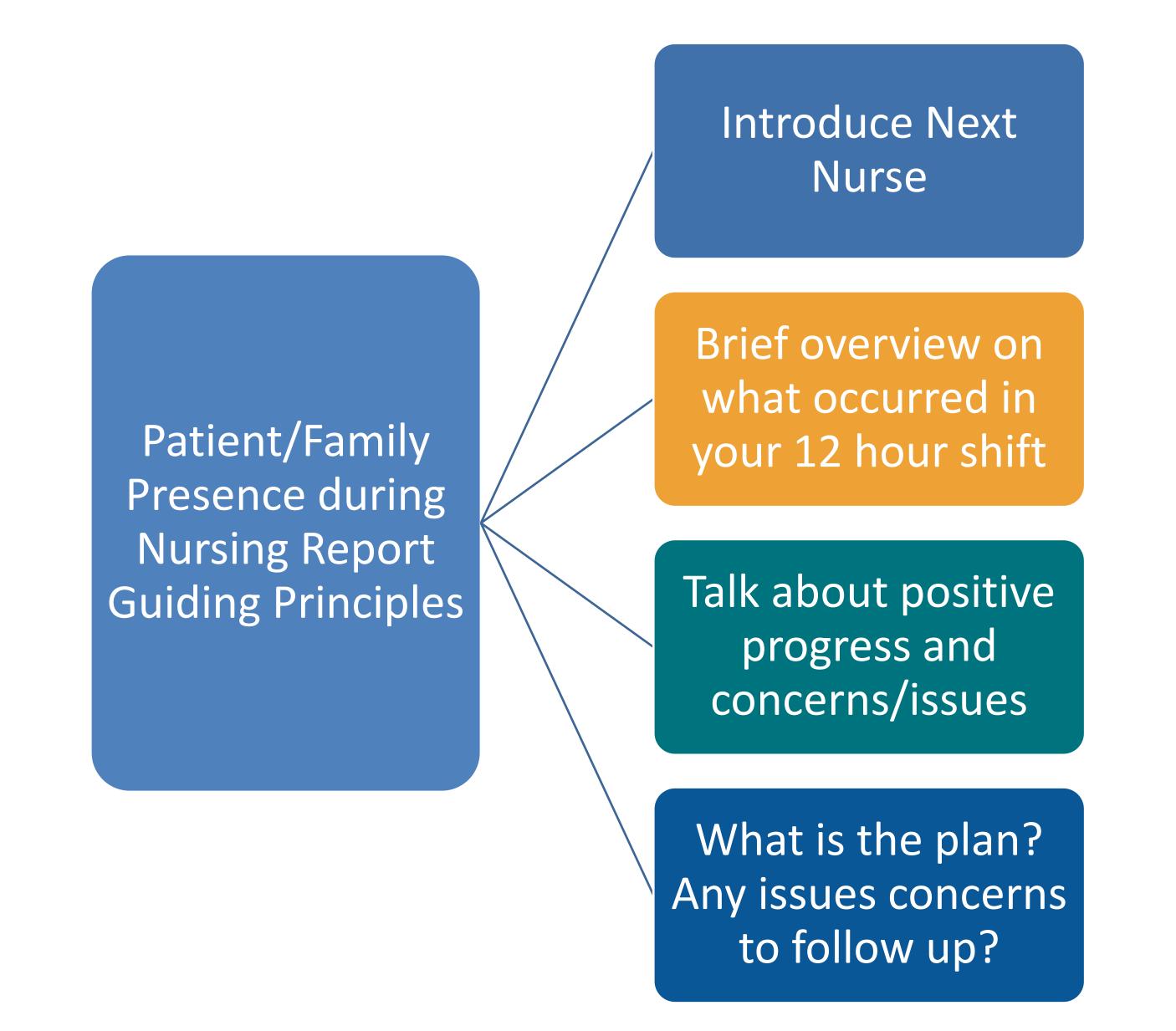
Patient and Family Centred Care Team

- Registered Nurses
 Physiotherapy
- Dietitian
- Registered Respiratory
 - Therapists
- Physicians
- Physiotherapy
 - Assistant
- Family Advisor
- Social Worker
- Team Attendant



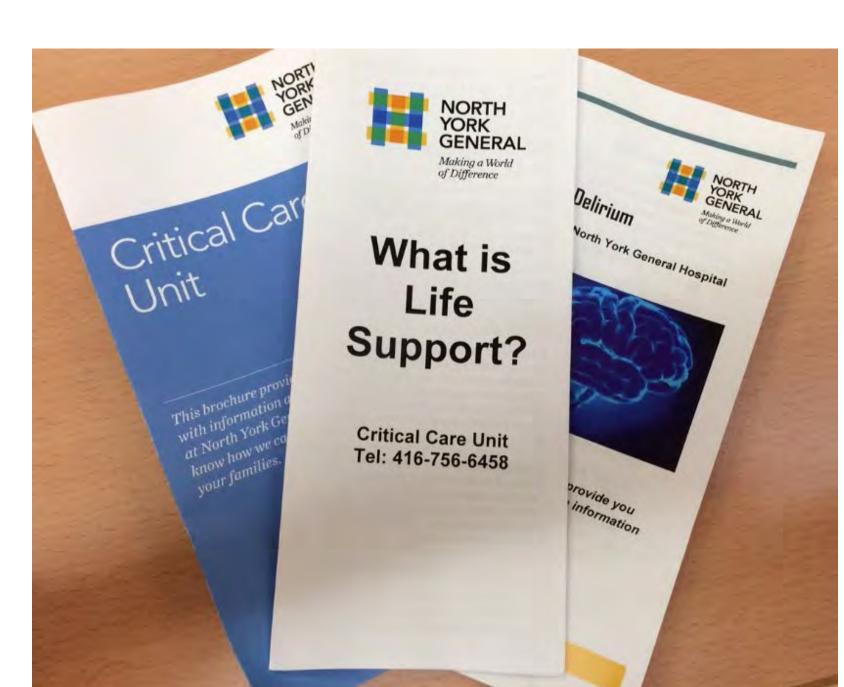
I felt comfortable discussing issues in

front of patient/family



I was glad to have the opportunity to

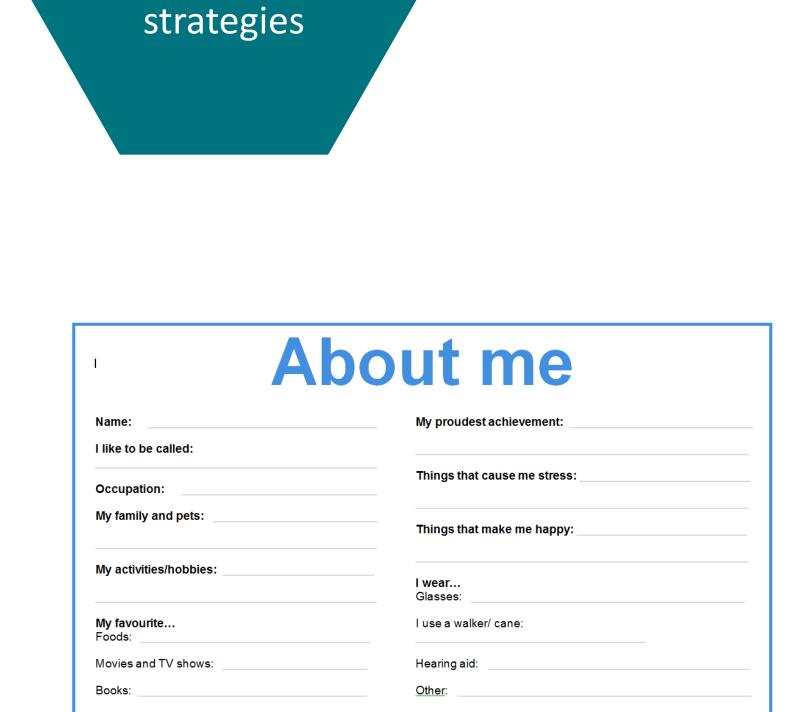
participate during rounds



Patient/family participation during

Rounds contributes to my

professional satisfaction



Body Language

Awareness

Education

Sessions for

Staff

Conflict

resolution

Conclusion

- Family presence in CrCU has established an environment that fosters partnerships with patients and families and improves their overall experience.
- Increases staff, patient and family satisfaction.