

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

The Critical Care Patient and Family Centred Care Team
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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

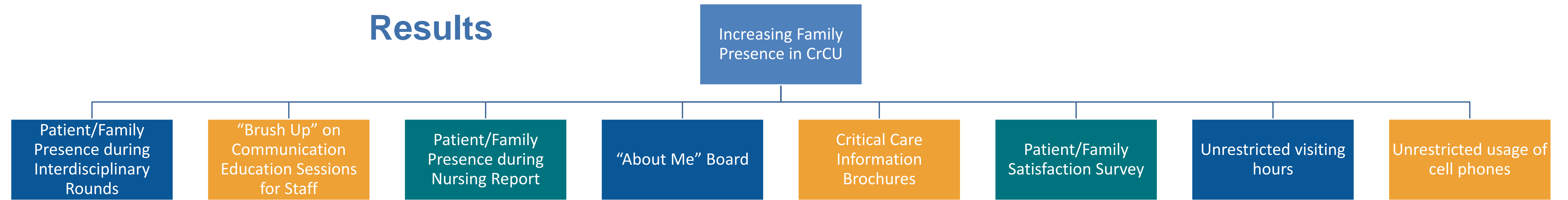
Methods

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

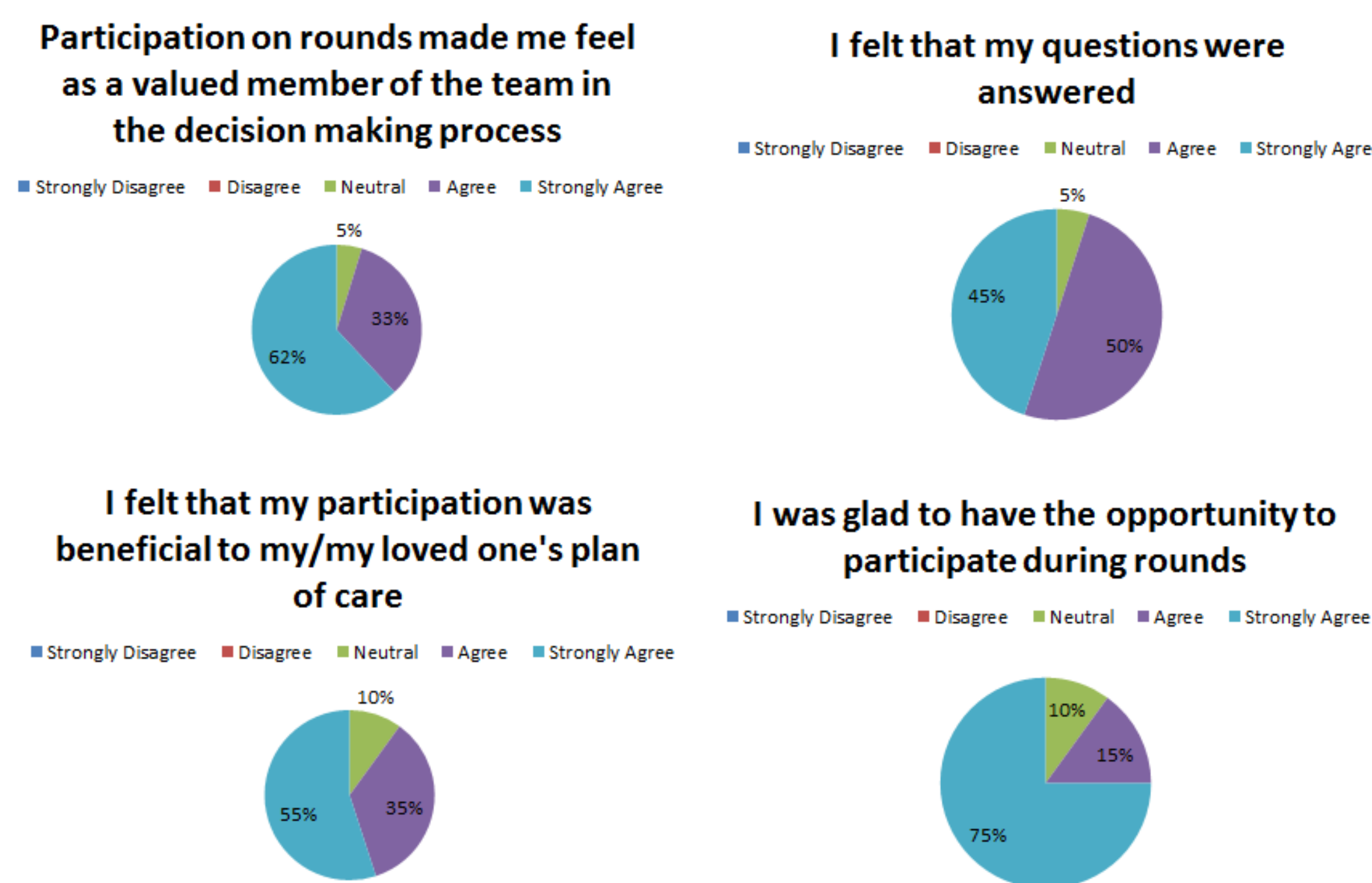
Patient and Family Centred Care Team

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

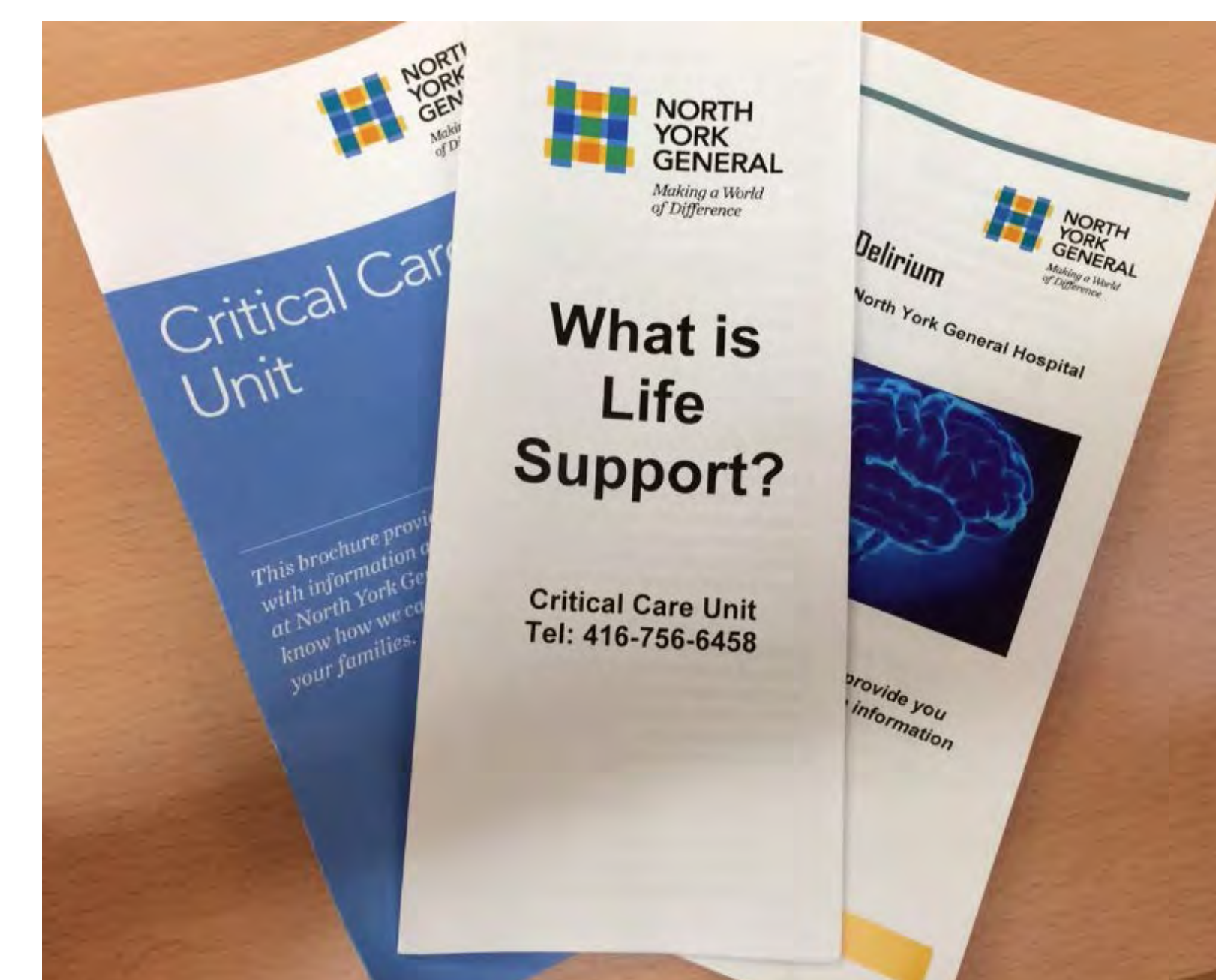
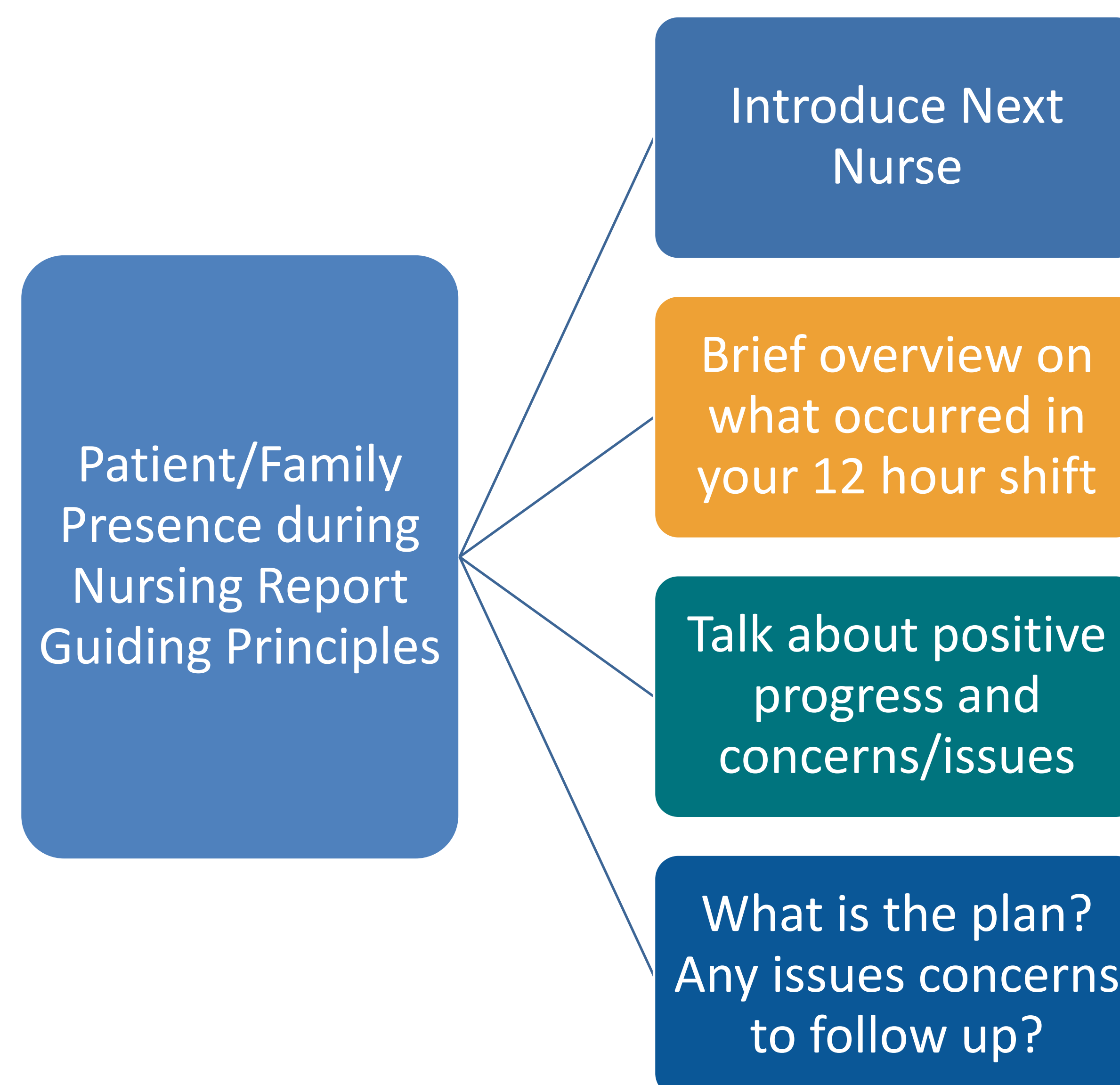
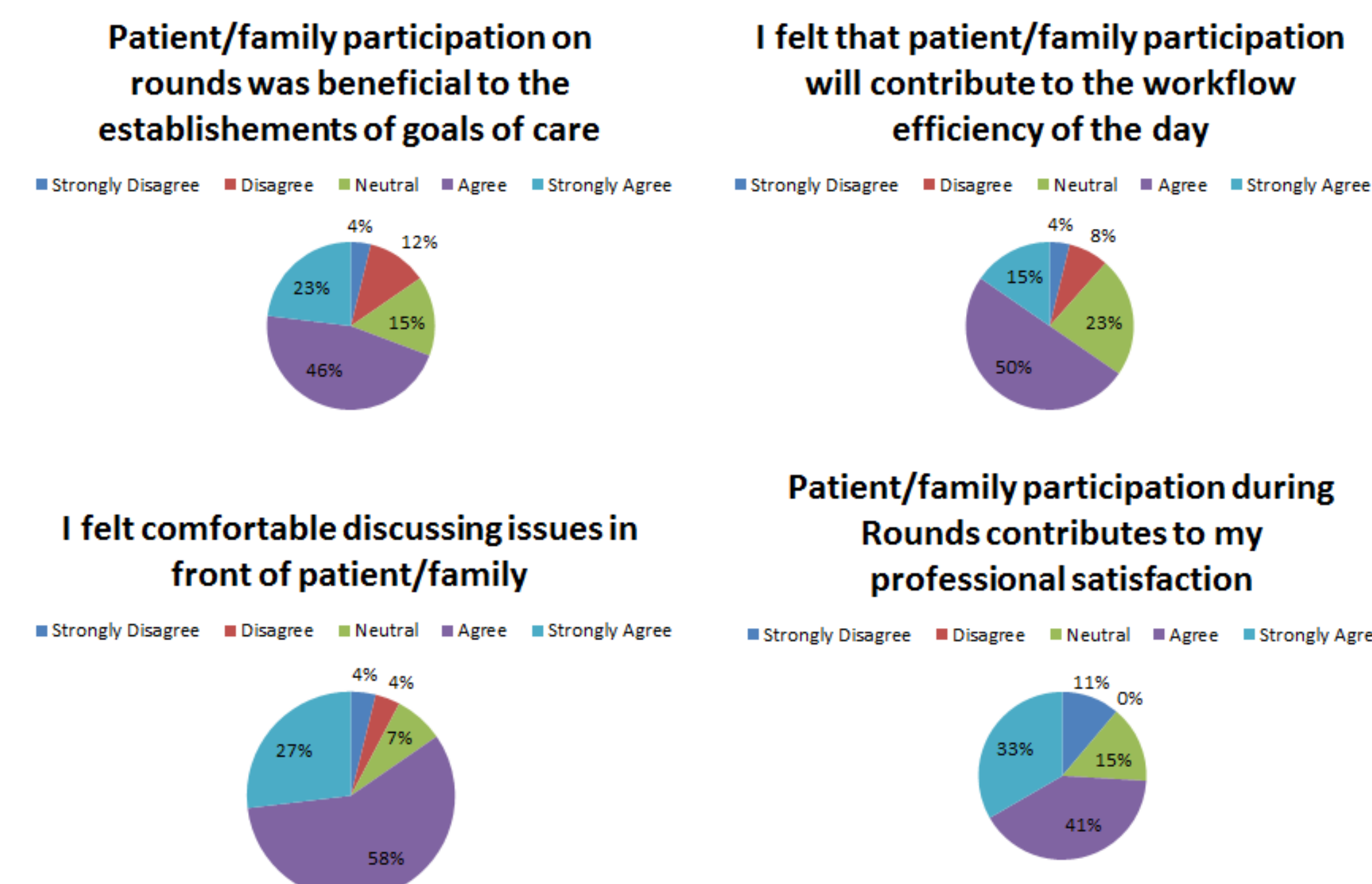
Results



Family Satisfaction Survey Results



Staff Satisfaction Survey Results



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.