



Person Family Centered Care
Working with Participant and Family



Person Family Centered Care (PFCC)

In 2016, Vista Centre Brain Injury Services (VCBIS) made Person and Family Centered Care (PFCC) one of the guiding principles of the organization.

In an effort to improve quality of care and safety, VCBIS realizes the importance of including the perspective of participants and families. The experience of care, as perceived by the participant and family, is a key factor to improving health care quality and safety throughout the organization.

Bringing the perspectives of participants and families directly into the **planning, delivery, and evaluation** of services, is what PFCC is all about.

What is PFCC?

PFCC is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among participants, families, and health care providers. It is founded on the understanding that the family plays a vital role in ensuring the health and well-being of participants of all ages. In participant and family centered care, participants and families define their “family” and determine how they will participate in care, planning and decision-making.

What is meant by “Family”?

Family is described as those who are related in any way (biologically, legally, or emotionally), including immediate relatives and other individuals in the participant’s support network.



Family can include a participant’s extended family, partners, friends, advocates, guardians, and other individuals. Participants define the makeup of their family, and have the right to include or exclude family members in their care planning. They can also redefine the makeup of their family over time.



The Four Principles of PFCC

1. Respect and Dignity

Health care service providers listen to and honour participant and family perspectives and choices.

Participant and family knowledge, values, beliefs and cultural backgrounds are incorporated into planning and delivery of care.

2. Information Sharing (Communication)

Health care providers communicate and share complete and unbiased information with participants and families in ways that are affirming and useful.

Participants and families receive timely, complete, accurate information in order to effectively participate in care and decision-making.

3. Participation

Participants and families are encouraged and supported in participating in care and decision-making at the level they choose.

4. Collaboration

Participants, families and health care providers collaborate in policy and program development, implementation, and assessment; in health care facility design; and in professional education, as well as in the delivery of care.

Benefits of PFCC

- Better participant and family satisfaction care.
- Better quality of care (according to health providers and participants)
- Fewer conflicts/complaints, misunderstandings
- Increase participant empowerment for self-management
- Improved participant functional outcomes (e.g., emotional well-being, independence)
- Greater involvement of family and participant support systems
- Increase adherence to the care/support plans participants co-create with health care providers

VCBIS will actively seek the **Engagement of participants and families to be involved in a PFCC Steering Committee/Working Group and to act as Participant or Family Advisors.**

What are Participant and Family Advisors?

An Advisor is a participant or family member who has used the services of the organization and who has been asked to become a partner to provide direct input and influence on policies, programs and practices affecting the care and service delivery for participants and families.

How to get involved with PFCC?

Individuals who are interested in becoming involved with the VCBIS PFCC Steering Committee, should contact VCBIS by phone (613) 234-4747 or via e-mail at

info@vistacentre.ca

Those who express an interest in becoming involved will be invited to attend a PFCC information session. Following which an informal Working Group will be formed which will include those interested in participating on a go-forward basis (depending upon membership availability within the existing PFCC working group).

As a result, the PFCC working group will be comprised of participant/family advisors and VCBIS staff members who have expressed interest in becoming involved in PFCC initiatives.

