

RESEARCH ON THE RUN

Person and Family Centred Care

Bringing person and family centred care to life

There is growing support for a change to the system, from a provider-centred model to one which puts the person receiving care at the centre.

Key learnings

Person and family centred care (PFCC) is being demanded across Canada.

Moving to person- and family-centred care requires a large culture shift

The Saint Elizabeth PFCC Institute has the evidence, expertise, and experience to help health care organizations make this culture shift

Project overview

There is growing support for a change to the system, from a provider-centred model to one which puts the person receiving care at the centre. Person and family centred care (PFCC) is receiving increased attention across Canada and internationally, and is endorsed by the public who are increasingly advocating for their rights as participants in their healthcare instead of being passive recipients.

Accreditation Canada now requires PFCC approaches to be implemented across organizations. The Donner report (March 2015) recommends implementing PFCC in home and community care across Ontario and developing indicators to measure its impact.

We explored how we can shift the culture of home and community care organizations so that care is more consistently provided in accordance with clients' and families' needs, desires, and preferences and how to better support employees to practice PFCC.

What did we do?

In 2010, we received funding from Health Canada to conduct a literature review to understand how to implement PFCC in home and community settings. With additional funding from Health Canada and the MOHLTC, we then developed and piloted PFCC educational workshops for leaders, providers, and support staff in home care and long-term care.

Since 2011, we:

- Conducted a literature review
- Developed educational workshops for providers, leaders, and support staff

- Pilot tested these workshops in home care and long-term care settings across Canada
- Developed two implementation guides to assist other health care organizations
- Developed on-line resources
- Have been embedding PFCC across our organization and incorporating PFCC learnings into existing provider education
- Have been developing services and resources to help other organizations implement PFCC, through the Saint Elizabeth PFCC Institute

What did we find?

There is little research and implementation guidance on PFCC in home and community settings. PFCC requires a significant shift in approach to care and support from all levels of the organization.

PFCC education was well-received by participants and many identified changes they intended to make to their practice following the workshops.

Employees engaged in PFCC implementation identified challenges to practicing PFCC, including organizational policies, time restrictions, and lack of team work and information sharing. They also identified ways to address each of these barriers.

Innovative approach:

Practicing PFCC is challenging because it requires PFCC principles to be embedded throughout the organization and health care system, not just at the point of care, to ensure staff are supported to take this approach. This requires a significant culture shift.

Our approach ensures that leaders also receive PFCC education and are enabled to embed PFCC philosophies and practice throughout the organization.

We are developing tools and resources to help organizations take a comprehensive approach to PFCC, including implementing PFCC education with all levels of staff, engaging with clients and families in organizational planning, including PFCC principles in hiring practices and orientation, and better supporting client and family involvement in care planning.

IMPACT: How are we moving Knowledge to Action?

- Implemented PFCC education workshops with over 4000 care providers, support staff and health care leaders in home care, community support and long-term care settings
- Implementing PFCC across SE
- Launching the Saint Elizabeth PFCC Institute to
- help other organizations implement PFCC

Who are our collaborators?

- Alzheimer Society of Canada
- Yee-Hong Centre for Geriatric Care (Ontario)
- Northwood (Nova Scotia)
- Perley Rideau Veterans' Health Centre (Ontario)
- Revera's Fenelon Court (Ontario)
- St. Thomas Health Centre (Alberta)

How was this research funded?

This initiative was partially funded by Health Canada and the Ontario Ministry of Health and Long-Term Care, with significant in-kind contributions from Saint Elizabeth, the Alzheimer Society of Canada and the pilot sites listed above.

For more information about this project, please see our PFCC webpage:

www.saintelizabeth.com/pfcc

Or contact: SEPFCCInstitute@saintelizabeth.com

About the Saint Elizabeth Research Centre

Saint Elizabeth Health Care has made a strategic commitment to research — \$10 million over 10 years.

At the Saint Elizabeth Research Centre, we study the needs of people, their caregivers, and health care providers to develop innovative solutions to improve health and care experiences across the continuum/ more effective approaches to care. The Research Centre has four areas of focus: integrated care and transitions, end of life care, caregivers and person and family centred care.

Our goal is to improve people's health and care. We work on innovative solutions for tough problems.

We see possibilities everywhere.