

Person & Family Centred Care *framework*

PRINCIPLES

Reciprocity & teamwork

we are in mutually beneficial relationships with each other as colleagues, residents, families and volunteers; we are stronger when we work as a united team sharing our professional expertise and contributing to each other's wellbeing

Effective communication

we are effective communicators and use feedback mechanisms to build understanding and trust; we share information openly and listen actively

Joint decision-making

we empower and advocate for each other, responding to the emotional nature of health care with sound, evidence-based clinical information and in a way that is reflective of our Wing Kei mission

Quality care

we take pride in our personalized, respectful care which allows us to adjust and respond to each other with a Christian ethic of service

Culture & sustainability

we celebrate each other as members of our Wing Kei family, supporting one another to flourish within a strong, connected community

GOALS

Cultivate
and sustain
understanding and
use of the framework
for staff, residents,
families and
volunteers

Integrate
the PFCC
defining principles
into all practices,
processes and
policies

Enhance
safe, quality care by
using the framework
to guide day-to-day
and organizational
decision-making

Person and family centred care is a partnership between residents, families, staff and volunteers.

It purposefully engages each of us in the care experience and acknowledges us as experts in our own health and wellness.

PFCC recognizes that our life story informs our perspectives and celebrates the unique richness we each bring to our Wing Kei family.