

# Partnering with Families

## Family Presence

New family presence policy that expands on the standard visiting hours to 24/7 access for partners in care, allowing them to spend more time with their loved ones.

- Focuses on working with patients and their partners-in-care in care, care planning, and decision making.
- Enables the person(s) the patient identifies as care partner(s) to be present and included in all of their health experiences.
- Enhances the patient and family experience
- Proven to enhance continuity of care, improve the management of chronic and acute illnesses and prevent hospital re-admissions.

## Care Partner is...

- Individual(s) identified by the patient, who is significant to the well-being of said patient.
- The patient decides who they want involved during their stay at the hospital.
- Patients define their care partner(s) and how they will be involved in care, care planning, and decision making
- A member of the care team, not a visitor



## Tips for being a care partner

### 1 - Ask

- Get to know the names of the health care providers and what they do, and be respectful as you ask for more information

### 2 - Take Notes

- Use the patient and family guide, a notebook, or the back of this document to write down questions and answers

### 3 - Contribute

- Families may have important information that healthcare providers might need to know to provide good care. Where appropriate participate in bedside handover, patient rounds or discharge planning meetings

### 4 - Safety

- Write down or ask for information about all medications including medication name, purpose, how often it is taken and how much to take
  - Ask for instructions in writing, in words you understand
  - Speak up and tell the healthcare team if you are concerned about a change in your loved one's well-being

### 5 - Provide Support

- Discuss if and how care partner(s) may help with routine care
- Discuss opportunities for care partner(s) be present during critical illness, uncomfortable procedures, or before/ after surgery

5  
Things  
You Can  
Do

