



## COMMUNICATING WITH PATIENTS AND FAMILIES

Those who practice patient- and family-centered care. . .

- ▼ Actively incorporate respect for patients and families as distinct individuals with their own traditions, beliefs, and value systems in all aspects of the care they provide.
- ▼ Acknowledge that the word “family” is variously defined.
- ▼ Recognize the important influence of the larger community on the patient and family.
- ▼ Respect patients’ and families’ beliefs, experiences, and backgrounds.
- ▼ Explicitly encourage patients’ and families’ participation in health care decision making.
- ▼ Encourage patients and families to share their observations, ideas, and suggestions for the plan of care.
- ▼ Acknowledge the expertise of patients and families.
- ▼ Listen and learn from patients and families.
- ▼ Provide information in ways patients and families prefer and find useful and affirming.
- ▼ Make written, electronic, and audiovisual resources available to enhance patients’ and families’ access to information and support.
- ▼ Use language that reflects an emotional connection with the patient and family even when explaining the technical aspects of a disease or treatment.