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.