

Person & Family Centred Care Standards

Richmond Mental Health & Substance Use Services–Person & Family Centred Care



Four Core Concepts for Person & Family Centred Care provide the foundation for the Richmond Mental Health & Substance Use services and programs:

- 1. Dignity & Respect** through incorporating the person and their families' values, beliefs, and cultural norms into care planning and care delivery;
- 2. Information Sharing** and communicating that which is complete and unbiased in a timely manner to facilitate effective participation in care and decision-making;
- 3. Participation** in care and informed decision-making at the level at which they feel comfortable and of their own choice;
- 4. Collaboration** with the person and families at all levels of care-policy & program development, implementation, and evaluation; health care facility design; professional education; and delivery of care.

- **Support** individuals in involving their families in their health care experiences in ways that they choose.
- **Recognize** families as important members of the health care team. Encourage and support families in care planning and decision-making according to the preference of the individual in care.
- **Welcome** family members as allies in quality and safety. Encourage and support their participation in all settings at all times.
- **Involve** the person and families in all aspects of the planning, delivery, and evaluation of health care services.

- **Provide information** in ways that the individual and families would find helpful, empowering and supportive in nurturing, care-giving, and decision-making.
- **Provide easy and accessible** opportunities for persons and families to ask questions of care providers.
- **Provide care that respects** the persons' values, preferences, and expressed needs.
- **Provide timely, tailored, and expert** care in managing comfort for the person and their family.
- **Provide emotional support** in relieving fear and anxiety that accompanies a need for service—fear of unknown, exposure, re-traumatization, impact on social determinants (school, work, housing), or effect on the family.
- **Coordinate and integrate** the care for the person—coordinate services (e.g. tests, consultations, interventions) for the least intrusion.
- **Encourage and support** family members to be present during procedures and treatments, if this is the preference of the individual in care.



Adapted from MCG Health Systems, Augusta, Georgia, USA. Retrieved from IPFCC references 2014.



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VCH-Richmond Mental Health & Substance Use

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Relationship & Service Standards

Richmond Mental Health & Substance Use Services–Person & Family Centred Care



Our Vision

Upholding the dignity of individuals through respectful and compassionate care, empowering patients and families on their journey of recovery, providing hope, and opening doors for positive change.

We empower clients to define their own meaningful support system and partner with families to provide safe, individualized, flexible and seamless service.

- **Attitude:** Strive to provide a positive and caring experience with every interaction. Your attitude should reflect Richmond Mental Health & Substance Use services commitment to excellence.
- **Appearance:** Take personal ownership in the appearance of yourself, your work area, and Richmond Mental Health & Substance Use facilities. Provide an appearance that is clean, well organized and respectful. Be mindful that you have only one chance to make a positive impression.
- **Meet and Greet:** Create and extend a welcoming presence to everyone you encounter. During the course of the day, meet and greet the people you see, both internal employees and those who receive service with Richmond Mental Health & Substance Use—smile, say hello, establish eye contact, ask if you can help.
- **Phone Courtesy:** Treat each caller with courtesy and respect. You may be the first impression they form of Richmond Mental Health & Substance Use. The caller deserves the same respect and service on the phone, as they would encounter in a face-to-face interaction. Provide a calm, cheerful attitude when speaking to the caller.
- **Waiting Protocol:** Acknowledge the individual, keep them informed, offer to assist them, look for ways to reduce or eliminate delays and always respect the person's privacy. If the wait is anticipated to be long, provide the individual the choice to reschedule.
- **Privacy:** Treat the person, their information and/or property with confidentiality and respect. Strive to create a secure and trusting environment.
- **Requests for Assistance:** In program care areas, everyone is responsible for serving the person and family by responding to requests.
- **Education and Information:** Provide the person and family with the information that they need and/or request in their preferred method for learning.
- **Giving Consistent Messages:** Use agreed upon messages, developed by the health authority, in order to provide consistent messages.
- **Service Feedback:** Commit to using patient/client/family satisfaction methods when Richmond Mental Health & Substance Use does not live up to the person and/or families expectations.



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