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| Date: | November 7, 2016 |
| To: | Northern Health Leadership |
| From: | Cathy Ulrich, CEO |
| Re: | Northern Health Person and Family Centred Care (PFCC) Update |

Northern Health has made a commitment to delivering our services in a manner that keeps the needs of people and their families at the core of our service delivery. Person and Family Centered Care (PFCC) is an approach to the planning, delivery, and evaluation of health services grounded in mutually beneficial partnerships among health care providers, patients/clients, and families. It redefines the relationships in health care and leads to better health outcomes, wiser allocation of resources, and greater individual and family satisfaction.

In June of 2015 a Northern Health PFCC Development Group began work toward a more defined approach for our organization. NH Executive considered the work that occurred between June of 2015 and July of 2016, and endorsed the following next steps for 2016/17:

- **The creation of a Person and Family Centred Care (PFCC) Strategy and Steering Group.** This regional group will oversee the PFCC Implementation Group, PFCC work products, processes, approvals, and internal, external organization information sharing and reporting. A key task of this committee is to articulate the general scope for including people/patients as partners on committees in improvement work.
- **A transition from the PFCC Development Group to a PFCC Implementation Working Group.** This group will report to the PFCC Strategy and Steering Group. The work of this group will include: review, refinement, and approvals for previous deliverables (PFCC Strategy, Framework and initial actions); action on regional and operational PFCC supports, policies and processes; and the development of supportive information and documents.
- **Communication processes to support next steps for Person and Family Centred Care.** This includes: a Communication across NH targeted for the fall 2016; additional sharing of information across NH and ensuring PFCC resource material will be readily available and reside on 'Our NH' for access and support, internally and externally; provision of support to the review and revision of the current PFCC module used for Interprofessional Team training and includes facilitator training; and lastly, may include the development of a 'PFCC Primer' to educate, inform and support leaders at all levels, via remote delivery and technology.
- **Participation in the [Better Together: Partnering with Families campaign](#) led by the Canadian Foundation of Health Improvement (CFHI).** NH has 3 departments or sites participating in the E-Collaborative looking at family presence policies and processes, to learn and benefit from collective work, tools and resource supports at CFHI.

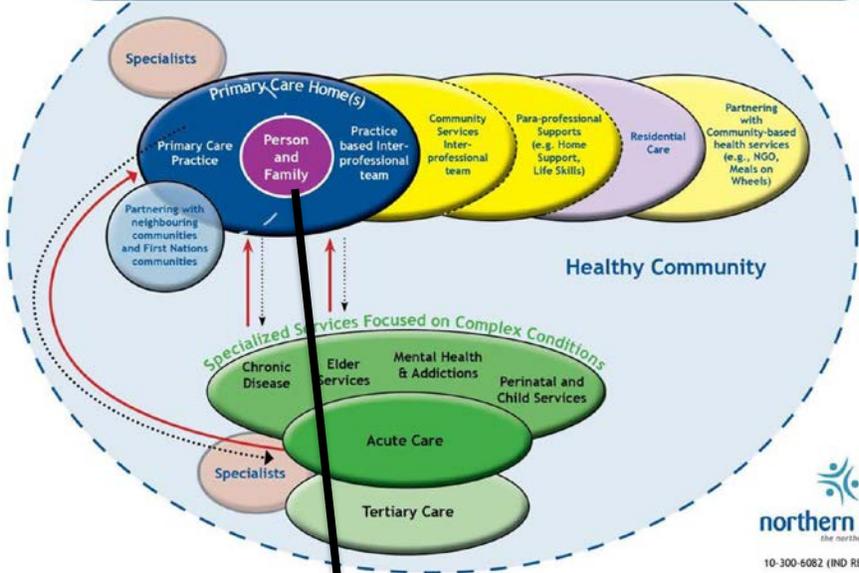
If you are interested in learning more about any of these next steps or how you might participate, please contact:

Professional Practice ProfessionalPractice@northernhealth.ca, or

Sheila Gordon-Payne, Chief Nursing Officer and Lead, Professional Practice sheila.gordon-payne@northernhealth.ca

Idealized Northern Health System of Services Working Framework for Larger Community

- ### Partnering to Build a Healthy Community
- Municipalities, Regional Districts, First Nations, School Districts
 - Healthy communities, Healthy families, Healthy schools, Healthy workplaces, Healthy public policy
 - Partnered initiatives with communities, industries, workplaces, school districts, etc.



NH Idealized System of Services: Person and Family

NH Leaders support person and family centered care principles throughout the organization.
 NH's vision, mission and values reflect our Board, Executive and frontline leadership's continual commitment to, oversight of, and engagement in PFCC demonstrated through:

