



PACE Exchange Scenario One: On the Frontlines

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Frontline clinicians are often the face of the healthcare system. Demands are increasingly placed on front line clinicians to provide evidence-based care, implement best practices, and ensure that family care is provided in a family centred manner. Frontline clinicians are challenged to balance all three of these elements every day.

How can frontline clinicians leverage family centred care to positively impact practice?

<p>1. Discuss the case in your group and identify the issue.</p> <ul style="list-style-type: none"> • Clinicians need to want to do a good job • may not have good bedside manner • strengths of practitioners and what gets the focus in terms of CFCC • CFCC is just as important part of your job as evidence base and best practices • practitioners need to listen and value the evidence in all forms • Different types of health care draw different types of people 		
<p>2. If we could improve the situation, what specifically would you like to improve?</p> <ul style="list-style-type: none"> • Need to involve families/patients in discussion of their care and explain rationale for their decisions and balancing decision making - communication is key • • Training and admissions for health care professionals and prioritize CFCC principles • • Identify advocates/partners for CFCC so patients have access to non-confrontational ways to promote better relationship with front line practitioners 		
<p>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</p>		
<p>3a) Action 1: What you will do?</p> <ul style="list-style-type: none"> • Method to ensure Healthcare practitioner accountability for keeping patient/family fully informed • Add a sixth/seventh vital sign - is patient/designated family member fully informed on care and decision making 		
<p>When?</p>	<p>Who will you engage?</p>	<p>How?</p>



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3b) Action 2: What you will do?		
When?	Who will you engage?	How?
3c) Action 3: What you will do?		
When?	Who will you engage?	How?
4. How will we measure success?		

Thank you for lending your voice to the PACE Forum!