

Family Centred Care in Queensland

Queensland Child and Youth Clinical Network

Background

There is growing evidence about the importance of partnerships between health service organisations, health professionals, patients, families, carers and consumers.

Supporting clinicians and services to take a family centred approach to healthcare service delivery was identified as a priority for the Queensland Child and Youth Clinical Network (QCYCN) and was the topic of a previous QCYCN Forum.

What is Family Centred Care?

Family or consumer centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

At the Forum, the QCYCN supported Children's Health Queensland (CHQ) definition of family centred care as 'an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families'. Four core concepts underpinning family centred care as being: respect and dignity, information sharing, participation, and collaboration.

Family Centred Care Posters

The development of these four posters built on the key themes that emerged from the Family Centred Care Forum held by the QCYCN.

Aligning with the Children's Health Queensland Strategic Plan 2016 – 2020, the overarching principle is that *We will place the child and family at the heart of all we do.*

The 4 themes are:

- Family Centred Care – We recognise that every family and child is unique and that families know your child better than anyone else.
- Respect – We respect and value your families unique experiences, knowledge and needs and will work with you to ensure we deliver the best care for your family.
- Communication - We will share information open, honestly and regularly with you. We will always listen to you and check that that you understand what we have discussed.
- Teamwork - Your family is an important part of our healthcare team and will be involved as equal partners in your child's care. We will listen to you, ask you questions and make all important decisions about your child's care with you.

Supporting Resources

These Family Centred Care posters support the National Safety and Quality Health Service Standard 2: Partnering with Consumers. Patients need to be placed at the centre of their own care and the health care system more generally. The Standard, along with multiples resources, can be found at <http://www.safetyandquality.gov.au/our-work/patient-and-consumer-centred-care/national-safety-and-quality-health-service-standard-2-partnering-with-consumers/>

The CanChild Centre for Childhood Disability Research at McMaster University, also provides information, strategies and resources to encourage family centred service and behaviours, found at <https://canchild.ca/en/research-in-practice/family-centred-service>

Queensland Child and Youth Clinical Network – Contact Us

Email: [Statewide child & youth network@health.qld.gov.au](mailto:Statewide_child_&youth_network@health.qld.gov.au)

Ph: (07) 3069 7117

Website: <http://www.childrens.health.qld.gov.au/health-professionals/qcycn/>