

Patient and Family Centred Care

Runnymede Healthcare Centre

What is client, patient, and family-centred care?

Patient and family-centred care means working in partnership with patients and families to provide care that is respectful, compassionate, and responsive to individual needs, values, and beliefs.

Core Principles

At Runnymede, patient and family-centred care is guided by our Declaration of Values and our iCARE values: innovation, collaboration, accountability, respect, and excellence. Our approach is grounded in respect and dignity, open communication, shared decision-making, equity, and meaningful engagement. We treat each patient as a whole person and involve patients and families at every stage of care.

How We Practice Patient and Family Centred Care at Runnymede

Runnymede practices patient and family-centred care in many ways, including:

- Ensuring patient and family representation and an active voice through the Patient and Family Advisory Committee (PFAC)
- Working with patients and families to co-create education materials that support understanding, independence, and recovery
- Using shared decision-making and ongoing feedback to guide care planning and system improvements.

Patient and Family Advisory Committee

Runnymede's Patient and Family Advisory Committee (PFAC) represents the interests of patients and families by advocating for patient and family-centred care. This committee plays a key role in enhancing the patient and family experience, reflecting a genuine partnership between families and staff.

PFAC members have contributed to several quality improvement initiatives, including patient room whiteboards, group rehabilitation therapy, patient room furniture selection, discussions on infection prevention and control, and the development of the Quality Improvement Plan.

Families interested in learning more about PFAC may contact Patient Relations at patient.relations@runnymedehc.ca or speak with a member of the Patient Relations team.

Patient and Family Education

We work closely with patients and families to understand what information and support they need. This helps patients build strength, confidence, and independence as they prepare to return to the community.

Patients and families have helped revise program brochures and develop education materials. During the pandemic, they partnered with staff to create short bedside exercise videos, which continue to support patient mobility and independence and are available on patient bedside terminals.

Treating Patients with Dignity and Respect

Runnymede's iCARE values guide every interaction. Staff introduce themselves, listen actively, honour patient values and beliefs, and take time to understand each patient as a whole person. Families are welcomed as partners in care.

All staff receive customer service training upon hire to ensure that the information shared with patients and their families is timely, clear, and accurate. Patients and families are encouraged to take an active role in care and recovery.

Partnering with Patients and Families

Partnership is present throughout the care journey. Upon admission, staff work with patients and families to set realistic rehabilitation goals and develop individualized care plans. Shared decision-making supports better outcomes and meaningful engagement.

Patients and families are also involved in evaluating care. Regular rounding and experience surveys provide valuable feedback that guides quality improvement across the organization.

With input from patients and their families, Runnymede has updated the Patient Declaration of Values and the Patient Bill of Rights and Responsibilities, which are now available to all patients and staff.

Impact of Patient and Family Centred Care

Runnymede conducts regular experience surveys for rehabilitation patients and for patients and families in the medically complex program. Results show continued improvement, with most patients and families reporting high satisfaction with their care and experience.

Together, we create the best possible experience.