

Did someone make a difference for your family?



Give a THANK YOU!

Phoenix Children's Hospital values Family-centered Care. If someone made a positive impact during your stay by demonstrating outstanding Family-centered Care, we would like to hear your story, and we will be sure to recognize them. *To submit this form please drop off at the gift shop, email to the Family Advisory Council at fac@phoenixchildrens.com or mail to Phoenix Children's Hospital, ATTN Family Advisory Council, 1919 E. Thomas Rd., Phoenix, AZ 85016.*

Employee: _____ Department: _____ Date: _____

What is *Family-centered Care*?

Information Sharing

Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.

Dignity and Respect

Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

Participation

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration

Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; and in professional education, as well as in the delivery of care.

