

What is Patient Centered Care?

Four Concepts of Patient and Family Centered Care

(Obtained from the Institute for Patient-and Family-Centered Care)

1. **Respect and Dignity:** 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.
2. **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.
3. **Participation:** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
4. **Collaboration:** Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

How can you be a part of the healthcare team at your dialysis center?

Participate at your Care Plan Conference. Make sure you inform your care team about your needs and concerns. Attend your Plan of Care (POC) conference. Don't just sign the POC, actively participate in its creation.

Be a part of the decision-making about your dialysis care. Ask questions of your healthcare team and use the information provided to improve your overall well-being. Be your own best advocate!

Be a part of the decision-making at your dialysis facility. Volunteer to be on a patient committee or become a patient advocate to help others. Ask your care team how you can work with them to be a part of the process when decisions are made that have an impact on patients.

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