



Client- and family-centred care in the Qmentum program

What is client- and family-centred care?

It is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that is responsive to the needs, values, beliefs, and preferences of clients and their family members. It supports mutually beneficial partnerships between clients*, families, and health care service providers.

Client- and family-centred care shifts providers from doing something *to or for* the client—where the health care provider’s perspective is dominant—to doing something *with* the client—so the health care provider and the client have a true partnership.

The quality dimensions in the Qmentum accreditation program were revised to reflect a client- and family-centred care approach:

Accreditation Canada Quality Framework

DIMENSION	TAG LINE
 Safety	Keep me safe
 Client-Centred Services	Partner with me and my family in our care
 Worklife	Take care of those who take care of me
 Efficiency	Make the best use of resources
 Appropriateness	Do the right thing to achieve the best results
 Accessibility	Give me timely and equitable services
 Population Focus	Work with my community to anticipate and meet our needs
 Continuity	Coordinate my care across the continuum

How will your organization benefit from this approach?

Client- and family-centred care will help your organization improve decision making processes, health outcomes, client experiences, financial management, and safety. It will also lead to more effective risk management. These benefits will be achieved when:

- Clients build the knowledge, skills, and confidence to manage their own health, resulting in improved health outcomes and the reduced use of health services
- Clients form strong relationships with their health care providers and take part in shared decision making, resulting in improved decisions and better experiences
- Clients identify opportunities for improvements in their care early in the process, contributing to better risk management and increased safety.

* The term *client* also refers to *patient* or *resident*.

Why did we integrate this approach into our Qmentum program?

As a pan-Canadian health care accrediting body, we are in a unique position to lead, support, and accelerate the implementation of a client- and family-centred care approach in health care and social services organizations across Canada. Our goal is to support your organization in adopting principles and practices that exemplify this approach to service design, delivery, and evaluation.

How was the new content developed?

Accreditation Canada has a long history of focusing on the client in its standards. As a result, the inclusion of the client-centred approach was a natural fit for the Qmentum program.

The new client- and family-centred care content in our standards was based on a rigorous review of literature and innovative practices in Canada and around the world. There was oversight from a pan-Canadian Advisory Committee that had equal numbers of client and family representatives, service providers, and administrators with experience in implementing client- and family-centred care. We also consulted with health care and social services organizations and stakeholders about the new content.

What are the implications of the new content for your organization?

The leadership, governance, and service excellence standards were strengthened with client- and family-centred care content. The content identifies two levels of engagement and collaboration for your organization:

- *With input from clients*, where an activity takes place with feedback from clients and families
- *In partnership with clients*, where health care providers collaborate directly with each client and family to deliver care services

Some of the new requirements ask your organization to:

- Have client- and family-centred care as a guiding principle
- Co-design services with health care providers and clients
- Create an organizational structure and culture that supports the implementation, spread, and success of a client- and family-centered care model
- Include client and family representatives on advisory and planning groups
- Include clients and families as part of a collaborative care team
- Partner with clients in planning, assessing, and delivering their care
- Engage clients and families to ensure their understanding and meaningful participation in their care
- Respect client choice so they can be as involved in their care as they wish
- Monitor and evaluate services and quality with input from clients and families

Questions? Please contact us at

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