



**SPOTLIGHT SERIES PRESENTS**

# Family & Caregiver Presence and Partnership during COVID-19

**Monday, April 20, 2020  
3PM ET**

# What is a Family Presence Policy?

Designated partner in care

Visitor





**Family  
Presence  
policy**



**Visiting  
hours policy**

# The Value of Family/Caregiver Presence

- 
- › Reduction in medication errors
  - › Patient falls / injury from falls reduced
  - › Patient / family anxiety and depression

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- › Improved discharge/transitions
  - › Decrease in readmissions
  - › Patient experience
  - › Patient satisfaction
  - › Emotional well-being of patients
  - › Staff satisfaction
  - › Individualized care that includes personalized views of patients
  - › Recognition of family as allies and partners in care
  - › Staff engagement
  - › Communication, coordination, information

# Better Together

Because families are more than visitors.  
They are partners in care.

TAKE THE PLEDGE

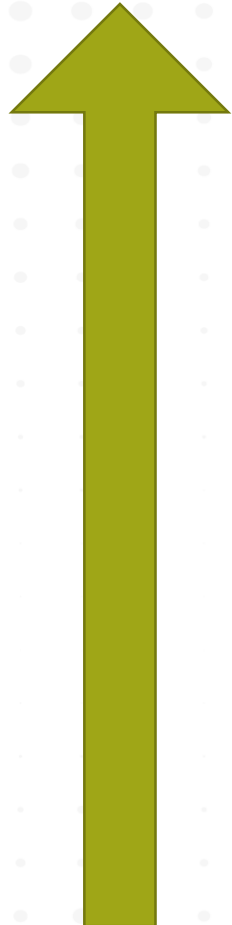
**#MoreThanAVisitor**

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INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

# Family presence policies across Canada: 2015-2020



## # with accommodating policies:

2015 – 32%

2020 – 73%

## # using “open”, “flexible”, “24/7”, “anytime”

2015 – 23%

2020 – 67%

# Impact of COVID-19

Sampled 35 of the 118 hospitals on March 11, 2020

- 32 (91.4%) have new restrictions
- Change from 20 (57%) with “open/flexible” policies to 0
- Almost all hospitals have suspended visiting with few exceptions:  
e.g. palliative, labour and delivery, children
- Communication is very clear on websites and social media

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