



**McMaster
Children's Hospital**

Family-Centred Care

Doing What *Matters Most*

At McMaster Children's Hospital, the care we provide reflects what matters most to our patients and families.

Based on what patients and families have told us, we will:

Communicate

- Get to know you and your family and treat you with dignity and respect
- Work together as a competent team
- Communicate with each other and your family about your child's care
- Give you prompt feedback on your child's progress

Collaborate

- Ensure you understand the health concerns about your child
- Partner with you in decisions about your child's care
- Help you learn skills to take part in your child's care
- Plan the next steps in your child's care together

Respond

- Respond promptly when you or your family need help
- Include persons who are important to you in your child's care
- Provide a convenient, accessible, child-friendly, welcoming environment
- Seek and respond to your family's comments about our care

Communicate • Collaborate • Respond

Hamilton Health Sciences is

*“Doing What
Matters Most”*

One of the strategic goals for Hamilton Health Sciences is that "We achieve excellence in our patient-centred care, research and education." As a result, a Task Force was struck in October 2002 to explore the views of our patients and their families about what is most important to them regarding the care we provide. This philosophy statement is the product of that process.

In developing the philosophy, we:

- asked our patients and their families to tell us what is most important to them
- respected their values and beliefs
- listened to their expectations
- learned that we already do many things well
- realized that each and everyone of us share the responsibility of providing the best patient care possible.



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