



Following is the Better Together Pocket Guide for Staff. This PDF file is set up for printing. To view this guide on the screen, please use the PDF file entitled: IPFCC_Better_Together_Staff_Pocket_Screen.pdf. You may print this file yourself or have it printed by a professional print or copy shop.

Page two of this file shows the front and back covers of the guide, and page three shows the inside. This PDF file will make two guides.



To print out the Better Together Pocket Guide for Staff, please print page two of this PDF file.

Then put the page you printed, with the covers, back into the printer to print page three, which is the inside of the guide.

Please note that since not all printers print the same way, you may have to adjust how the page goes back into your printer so that it prints on the back of the cover sheet. You may also need to adjust which direction you put your cover sheet back through your printer to make sure that when the guide is folded as shown below, that when opened, the inside copy is positioned correctly. You may choose to print multiple sheets of page two, and then print page three on the other side, after you determine how the pages will print correctly on your printer.

Print page three, the inside of the guide.

Then fold the piece of paper in half so that the covers are on the outside as shown below.



Then cut the two guides apart on the light gray line, and you will have two of the Better Together Pocket Guide for Staff.

There is space on the inside, at the bottom of each guide to place your institution's logo if desired.



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

6917 Arlington Road • Suite 309 • Bethesda, MD 20814 • 301-652-0281 • www.ipfcc.org

Family members and friends who have been identified by patients as their care partners, together with you and other staff, are integral members of the health care team. These family members and friends provide comfort and assistance for patients. As care partners, they can also help you by sharing information, by participating in aspects of care, and by helping make decisions. They can be spokespersons, advocates, and supporters, especially if patients are too sick or too overwhelmed to do this for themselves. They are essential to ensuring high quality, safe transitions to home and ongoing care and recovery once a patient leaves the hospital. The following suggestions are offered to guide you as you become PARTNERS together.

GUIDE FOR STAFF



Partnering with Families

Better Together

BETTER TOGETHER

Notes



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Present yourself to the patient and to family members and friends who have been designated as care partners. Explain that you will all be working **TOGETHER** as a team and that everyone's roles and perspectives are important.

Ask the patient, whenever possible, and the care partner how they want to participate in care and decision-making. Discuss with them how best to support their participation.

Reassure care partners that their knowledge and insights about the patient are valuable because they know the patient the best. Suggest what observations about the patient's condition would be helpful to share with staff and when, where, and how to do so. This information will enhance the patient's quality of care and safety.

Trust that you and care partners share the same goals—the best care and comfort for the patient.

Nurture your relationship with the patient and care partners. On a regular basis, review how all of you are working **TOGETHER** as a team.

Encourage the involvement of the patient and care partners, especially when decisions have to be made and when transitions to other units, home, or community care settings are planned.

Review and agree upon the specifics of care and discharge plans with the patient and care partners so that their preferences, values, and goals are honored.

Support care partners in becoming comfortable in their roles as team members. Share the **TOGETHER** Pocket Guide for Families and/or the Expanded Guide for Families with them.

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