



Following is the **Better Together Pocket Guide for Staff**. **This PDF file is set up for screen viewing.** Page two of this file shows the front cover, page three shows the inside of the guide, and page four shows the back cover.

To print out the **Better Together Pocket Guide for Staff**, please use the PDF file entitled:

IPFCC\_Better\_Together\_Staff\_Pocket\_Print.pdf

and follow the directions included in that pdf file.



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

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**Better Together**

*Partnering with Families*

## GUIDE FOR STAFF

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.

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**P**resent 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.

**A**sk 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.

**R**eassure 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.

**T**rust that you and care partners share the same goals—the best care and comfort for the patient.

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

**E**ncourage 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.

**R**eview 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.

**S**upport 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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# BETTER TOGETHER

Notes

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