

MODEL OF CLIENT-CENTRED CARE

Client-centred care is a commitment to improving the client experience by providing compassionate and respectful care and service that acknowledges each client's individual needs and preferences. Clients and families (including friends and other caregivers) work with care providers to make decisions about care and have opportunities to help make improvements to programs and services. Client-centred care is visible through the following elements:



CLIENT & FAMILY ENGAGEMENT

Clients and families help improve programs and services by sharing valuable information about their experiences and by working in partnership to make decisions about quality improvements.

Education

Transparency, accountability and public communications inform clients, families and the public about updates and activities within St. Joseph's Care Group.

Partnerships

Clients and families are encouraged to be involved in planning and decision-making initiatives for St. Joseph's Care Group.

Client Relations

Clients and families are encouraged to provide feedback about their experiences through a variety of opportunities.



DIGNITY & RESPECT

Care is personalized by acknowledging each client's cultural traditions, personal preferences and values, family situation, lifestyle and expressed needs. Every effort is made to meet these needs while respecting safe practices.

Family

Clients are encouraged to identify those who will support them during care. Family is an important part of the care team who influences the care experience.

Listening & Understanding

Ongoing communication between our people, clients and families promotes trust and comfort. Expressed needs, preferences and expectations are valued and included in decision-making.

Emotional Support

Respectful interactions are important to support and empower clients and families during times of healing.

ORGANIZATIONAL LEADERSHIP

Everything in the organization focuses on quality care and service for clients. Our people, including all staff, physicians, volunteers and students, influence the client experience.

Education

Orientation, training and continuing education support our people in developing and applying client-centred knowledge and skills based on best practices.

Relationship Building

Principles of Conduct guide caring interactions among our people, clients, families and the public at all times.

Caring for our People

Wellness supports for staff promote a positive worklife culture and balance. Quality of life for our people adds quality to the life of clients.

QUALITY CARE & IMPROVEMENT

St. Joseph's Care Group collaborates with partners to ensure clients have timely access to the right level of coordinated clinical care and support services.

Safety

Health and safety for staff and clients is part of all practices and is the responsibility of everyone in the workplace.

Collaboration & Information Sharing

Clients and families are meaningful partners who help make decisions about care. They receive information that they can understand and are supported in developing skills and confidence needed.

Physical Comfort

Clients and families are physically supported in feeling as comfortable as possible. Environments are designed to be dignified, calm and welcoming.