



## María Hall Award for Excellence in Patient and Family Centered Care Criteria

**Nominees for this award may be care providers, staff, volunteers, or patient/family advisors who demonstrate, provide and support patient/family centered care in *some or all* of these ways:**

**Information sharing** – The nominee:

- Communicates using terms that patients and families understand.
- Communicates to support patient and family understanding of their illness, procedures, treatment options, and the impact of their illness and care plan on everyday function.
- Keeps the patient/family informed, involved in care planning, and informed about programs and services, as needed.

**Collaboration** – The nominee:

- Models behaviors for others of introducing self, explaining their roles in terms that can be understood, and offering a means by which to be contacted when they meet a new patient/family member.
- Partners with and involves the patient/family as members of the care team.
- Helps to develop programs, policies and/or design systems of care that meet the needs of patients/families.

**Respects Patients and Families**- The nominee:

- Fosters relationships based on respect between providers, patients, and families.
- Strives to create relationships that foster patient/family independence and autonomy.
- Assists with navigation of the health care system so patients and families understand the roles of the team members involved in their care and the services that are available at UWMC.
- Adapts their care giving to honor cultural and spiritual practices that influence care, and makes referrals to programs and services that foster mutual trust and respect of these practices.



**Builds on Patient/Family Strengths** – The nominee:

- Identifies and builds upon the strengths of the patient/family and empowers them as partners and decision-makers in care.
- Partners to help the patient/family cope more confidently with their illness.
- Enhances patient and family confidence throughout the care experiences that promotes optimal health/function outcomes.
- Adapts care to allow patient/family to participate in care in a manner that preserves their autonomy and independence.

**Demonstrates Patient and Family Partnership** – The nominee:

- Advocates for and engages patient/family to be active participants in planning their care as a means to improving their care experience.
- Encourages and supports patient/family participation in care and decision-making at whatever level they choose.
- To prevent social isolation, advocates and supports patient's preferences for whom to involve in their care.

**Offers and Supports Patient and Family Choices** – The nominee:

- Ensures that patient/family choices, preferences, and goals are included in the plan of care.
- Offers or refers patients/families to programs and support services that promote choice and control.

**NOTE: “Family” is defined by the patient.**