Scenario One: On the Frontlines

Frontline clinicians are often the face of the healthcare system. Demands are increasingly placed on front line clinicians to provide evidence-based care, implement best practices, and ensure that family care is provided in a family centred manner. Frontline clinicians are challenged to balance all three of these elements every day.

**How can frontline clinicians leverage family centred care to positively impact practice?**

1. Discuss the case in your group and identify the issue.

   - Clinicians need to want to do a good job
   - may not have good bedside manner
   - strengths of practitioners and what gets the focus in terms of CFCC
   - CFCC is just as important part of your job as evidence base and best practices
   - practitioners need to listen and value the evidence in all forms
   - Different types of health care draw different types of people

2. If we could improve the situation, what specifically would you like to improve?

   - Need to involve families/patients in discussion of their care and explain rationale for their decisions and balancing decision making - communication is key
   - Training and admissions for health care professionals and prioritize CFCC principles
   - Identify advocates/partners for CFCC so patients have access to non-confrontational ways to promote better relationship with front line practitioners

3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)

3a) Action 1: What you will do?

   - Method to ensure Healthcare practitioner accountability for keeping patient/family fully informed
   - Add a sixth/seventh vital sign - is patient/designated family member fully informed on care and decision making

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<th>When?</th>
<th>Who will you engage?</th>
<th>How?</th>
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**Pace Exchange Scenario One:**

**On the Frontlines**

3b) Action 2: What you will do?

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3c) Action 3: What you will do?

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4. How will we measure success?

Thank you for lending your voice to the PACE Forum!