



## **PACE Exchange Scenario One: On the Frontlines**

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*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?**

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| <p><b>1. Discuss the case in your group and identify the issue.</b></p> <p><b>This is disjointed and puts the “practices” in silos</b></p>   |  |  |
| <p><b>2. If we could improve the situation, what specifically you would like to improve?</b></p> <p><b>Embed PFCC in all manner of training, education, coaching/mentoring</b></p> |  |  |
| <p><b>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</b></p>                               |  |  |
| <p><b>3a) Action 1: What you will do?</b><br/>add PFCC to orientation, team meetings.</p>  |  |  |
| <p><b>When?</b><br/>ongoing</p>  | <p><b>Who will you engage?</b><br/>key stakeholders:<br/>family, staff,<br/>physicians,<br/>associations &amp;<br/>regulatory bodies</p> | <p><b>How?</b><br/>day long training,<br/>medical schools,<br/>nursing schools,<br/>lunch &amp; learns,<br/>identify passionate<br/>leaders to become<br/>champions.</p> |
| <p><b>3b) Action 2: What you will do?</b><br/>Engage staff and try to remove barriers for frontline to engage using PFCC in everyday practice.</p>                                 |  |  |
| <p><b>When?</b><br/>on going</p>   | <p><b>Who will you engage?</b><br/>focus on the frontline<br/>- with training and<br/>mentoring for the<br/>whole staff</p>              | <p><b>How?</b><br/>training &amp; mentoring<br/>and thru patient<br/>stories</p>   |
| <p><b>3c) Action 3: What you will do?</b><br/>Virtual Focus Group</p>  |  |  |



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| <b>When?</b><br><b>Focus Group - once a month</b><br><b>Survey - virtually anytime</b>  | <b>Who will you engage</b><br><b>Frontline staff and Patients &amp; Family.</b><br><b>Both together</b> | <b>How?</b><br><b>Focus Group/Survey</b> |
| <b>4. How will we measure success?</b><br><b>Client satisfaction survey.</b><br><b>Staff satisfaction survey.</b><br><b>Walk abouts --- checking in.</b><br><b>Complaints going down.</b> |   |  |

**Thank you for lending your voice to the PACE Forum!**