



**McMaster  
Children's Hospital**

Working Together

**Mutual Respect**

Supporting each other

This booklet is your guide to  
working with the health care team





**McMaster  
Children's Hospital**



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# Welcome to McMaster Children's Hospital

At McMaster Children's Hospital, we provide care to meet the needs and goals of children and their families.

Doing this well takes teamwork. We invite you and your family to work closely with us to give your child the best possible care.

The way we work together matters. Our goal is for the hospital to be a place where everyone is treated with respect. To achieve this goal, our staff provide Family-Centred Care, which is described on page 5. They also follow a Code of Conduct based on values such as caring and respect. Reading this booklet will help you know how you and your family can help.

Respecting each other is important when we experience challenges. It can be frustrating and stressful to have a child in the hospital. We would like to hear and discuss any concerns you may have. Together we can find a way to resolve them.

We also welcome your feedback and any compliments that you would like to share with the health care team.



# Family-Centred Care

## Doing what matters most

At McMaster Children's Hospital, the care we provide reflects what matters most to our patients and families.

Based on what patients and families have told us, we will:

### Communicate

- Get to know you and your family and treat you with dignity and respect
- Work together as a competent team
- Talk with each other and your family about your child's care
- Give you prompt feedback on your child's progress

### Collaborate

- Ensure you understand the health concerns about your child
- Involve you in decisions about your child's care
- Help you learn skills to take part in your child's care
- Work with you to plan the next steps in your child's care

### Respond

- Respond promptly when you or your family need help
- Include persons who are important to you in your child's care
- Provide a convenient, accessible, welcoming environment
- Seek and respond to your family's comments about our care

# Working together

You and your family work with the health care team as partners. This creates a supportive environment for the best possible patient care.

## How the health care team will contribute:

- Provide knowledge and skill in patient care.
- Identify the people involved in your child's care.
- Listen and respond to your questions, concerns and feedback.
- Provide a caring environment that is sensitive to your child's unique needs and values.

**For example:** if your child has needs related to a disability we will work with you to meet his or her needs.

- Explore support services that are available for your child and family.
- Keep your child's personal information private and confidential.
- Explain our role as a teaching and research hospital, and the role of learners on the health care team.

## How you and your family can contribute:

- Share information about your child's health and any special needs.
- Tell us what is most important to you and how we can best support your child.
- Ask questions when you are unsure or need more information.
- Express concerns in a respectful manner.
- Participate in developing and carrying out a plan of care that supports your child's wishes and best interests.
- Remember that the health care team is caring for many people and they will need your patience.
- Work with health care providers who are learning.
- Respect hospital policies that ensure the best care for all patients.

# Respecting each other

Every person should be treated with respect.

We show respect by what we think, say and do.

**R**

**Responsibility**

Each person is accountable for his or her own actions.

**E**

**Early**

We address concerns as soon as possible.

**S**

**Support**

We support each other and ask for help when needed.

**P**

**Polite**

We treat each other with courtesy and fairness.

**E**

**Education**

We learn from each other.

**C**

**Communication**

We listen and speak respectfully to one another.

**T**

**Teamwork**

We work together to provide the best care for all.



# What to do when you have concerns

You and your family work with the health care team as partners. This creates a supportive environment for the best possible patient care.

## **Step 1: Speak with a member of the health care team**

When you or your family have a concern, please tell us as soon as possible. Feel free to speak with any member of the health care team. We will listen and respond to your concerns.

If you are having trouble with someone, try to speak with that person directly.

## **Step 2: Ask to speak with another team member, if needed**

If you don't feel comfortable speaking with the person or your concerns do not get resolved, ask to speak with another member of the team such as the social worker, doctor or chaplain.

## **Step 3: Ask to speak with the manager, if needed**

If concerns are still not resolved to your satisfaction, ask to speak with the charge nurse or clinical manager.

## **Step 4: Use other hospital resources to resolve your concerns**

We always try to work things out within the team and the unit. If for any reason this isn't possible, the team will contact other hospital resources such as:

- Patient Relations Department
- Ethics Consultation Service

# Responding to concerns

We welcome your feedback. Hearing from parents and families is the best way to improve our care and services. Please be reassured that raising a concern will not affect your child's care in any way.

Your concerns will receive our courteous and respectful attention at the earliest possible time.

Talking about serious issues can be upsetting.

However, the best way to work together and find solutions is for everyone to behave in a respectful manner. Rude, hurtful, offensive or threatening words or actions are not acceptable.

## Tips for talking with the health care team

Here are some suggestions for discussing concerns with hospital staff:

- “I understand that hospital staff would like to hear from parents and families. I would like to talk with someone about my concerns.”
- “I have some questions, when is a good time for us to talk?”
- “What you have said is not clear to me, could you explain?”
- “I need some time to think about this. Can we talk again later?”
- “I think we may need to have someone help us work through this issue.”

# Where to get more information

For general information, please call the hospital and stay on the line or press “O” to speak with an operator.

**The hospital phone number is:  
905-521-2100**

For more information or help, you are welcome to call the following hospital services.

## Patient Relations

If you would like help with a concern, the Patient Relations Department can help you work with the health care team to resolve any issues.

[patientrelations@hhsc.ca](mailto:patientrelations@hhsc.ca) or ext. 75240

## Release of Information Office

If you have a need to see your child’s health records or get copies, call the Release of Information Office at the hospital where you were treated.

- Chedoke and Juravinski Hospitals – ext. 77340
- Juravinski Cancer Centre – ext. 63315
- St. Peter’s Hospital – ext. 12216
- McMaster University Medical Centre – ext. 75123
- Hamilton General Hospital – ext. 46769

## Privacy Office

If you need information or have a concern about the protection or privacy of your health information, contact the Privacy Office.

[privacy@hhsc.ca](mailto:privacy@hhsc.ca) or ext. 75122



# Notes and questions

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