

Patient and Family Centred Care (PFCC) – A3
 Driver Diagram Catchball
 Quality and Transformation Leadership Team
 March 17, 2015
 Cityview Offices
 V. April 23, 2015

RQHR demonstrates a culture of PFCC that incorporates the core concepts of dignity, respect, information sharing, participation and collaboration and leads toward zero defects, zero waits, and zero waste from the perspective of patients and families at every level of interaction

