


Relationship-based Patient and Family Centered Care

Our Most Important Value is Patient Centered Care. We believe that care delivery is driven by Compassion— As clinicians and support staff we demonstrate empathy for the patient’s well-being, we utilize our expertise to alleviate suffering and to address patient and family needs.

<ul style="list-style-type: none"> ➤ High Quality Care <ul style="list-style-type: none"> ▪ Designed with patient at the center ▪ Provided through seamless healthcare ➤ Comprehensive <ul style="list-style-type: none"> ▪ Clinical and non clinical care ▪ Designed through the eyes, ears, thoughts and emotions of a patient ▪ Provided consistently and without redundancy ➤ Accessible <ul style="list-style-type: none"> ▪ Physically convenient ▪ Responsive ▪ Flexible to patients’ needs ➤ Supportive <ul style="list-style-type: none"> ▪ Reduces anxiety for patients and their families ▪ Includes all appropriate staff ➤ Personalized <ul style="list-style-type: none"> ▪ Responsive to individual concerns ▪ Private ▪ Patient friendly 	<p>Relationship Based Care:</p> <ul style="list-style-type: none"> ➤ Knowing the patient ➤ Coordination of care ➤ Consistency of teams ➤ Building plan of care around the patient ➤ Clinical support aligned around patient populations rather than transactions ➤ Learn lessons from the past ➤ Consistency=Continuity=Coordination=Efficiency/Quality  <p>MASSACHUSETTS GENERAL HOSPITAL PATIENT CARE SERVICES</p>
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