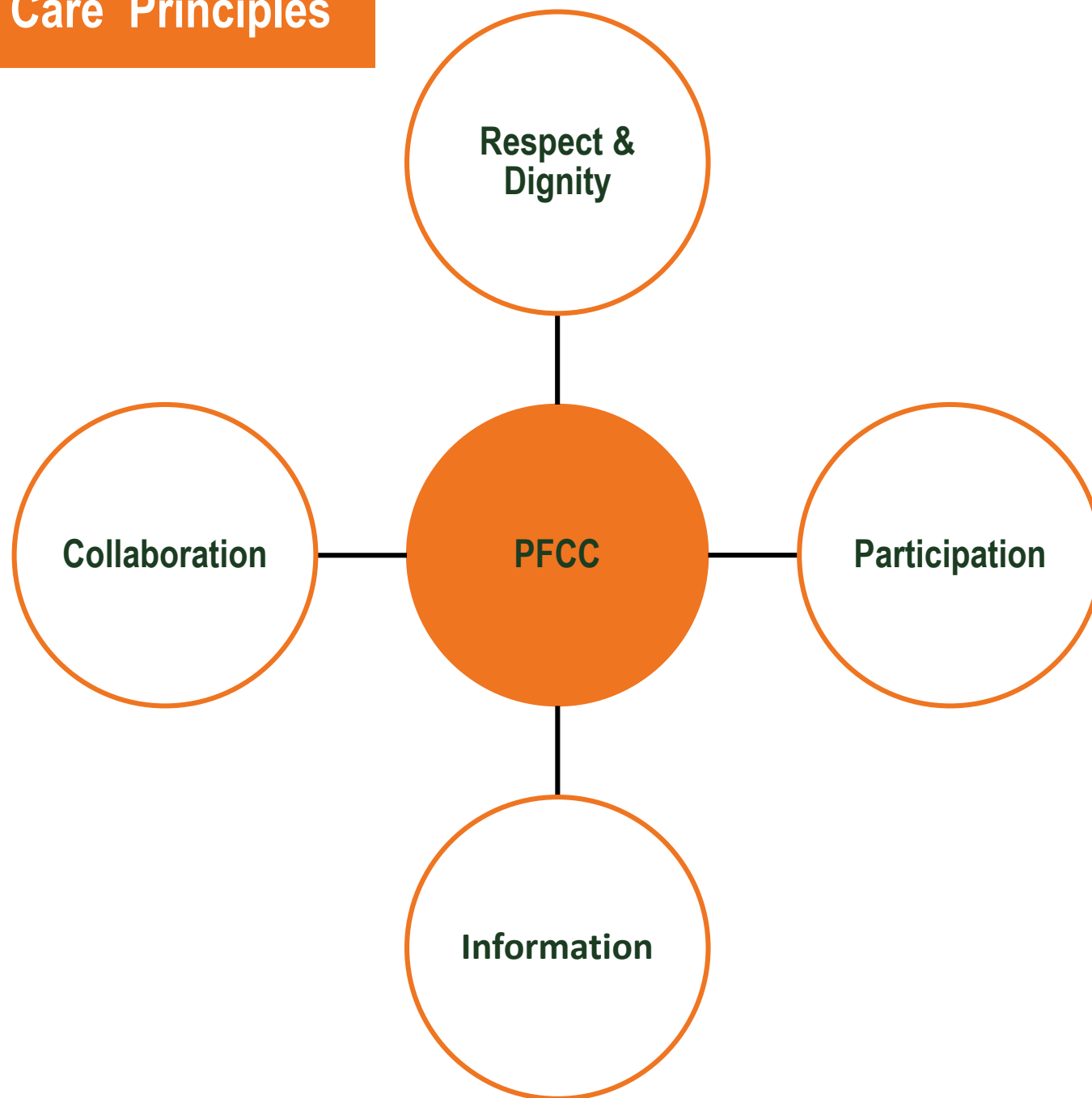
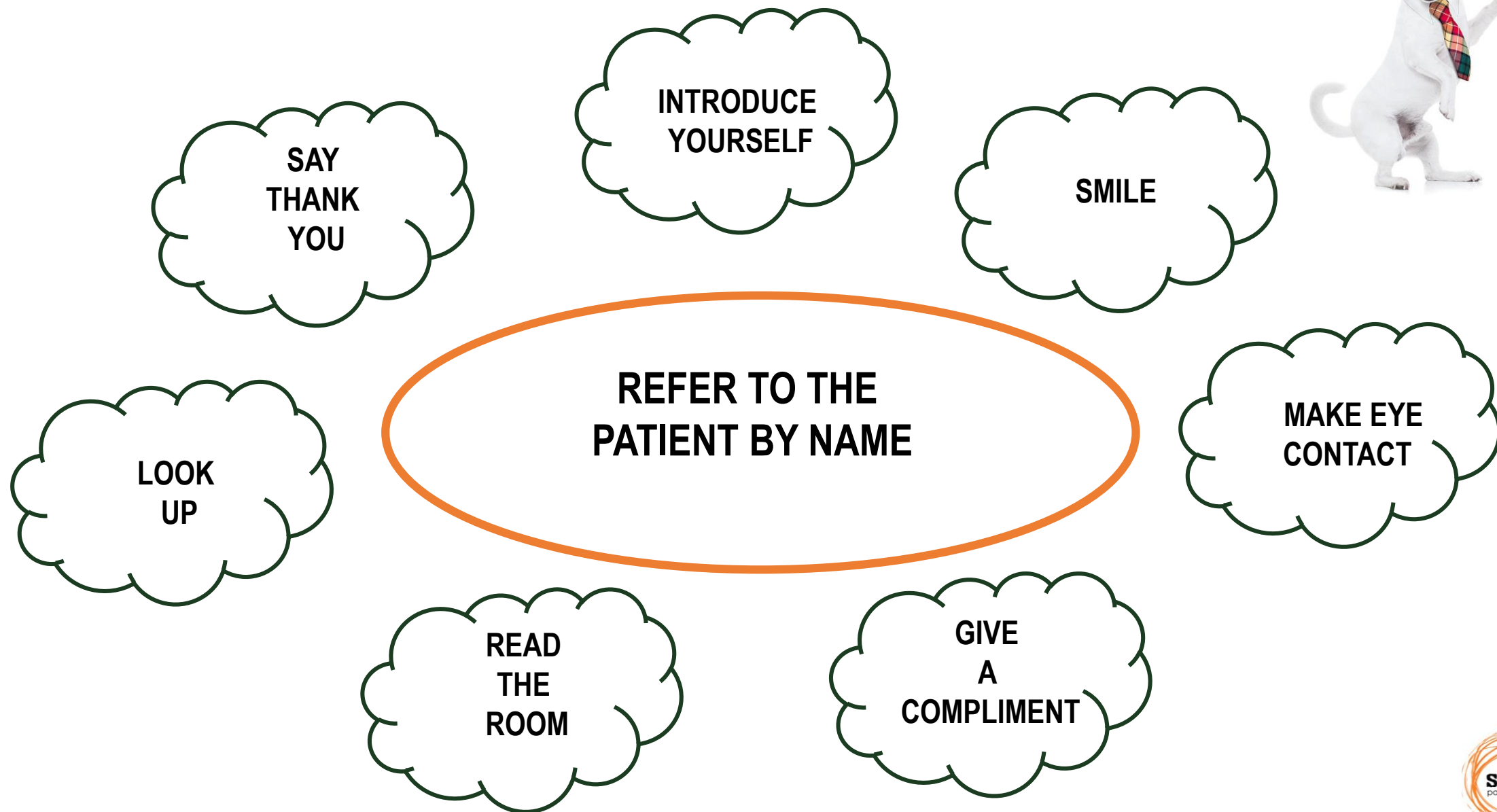


Tess Caroline
February 2011



Patient & Family Centred Care Principles







NURSE

Naming : *"It looks to me like you are concerned or maybe worried?"*

Understanding: *"Given what has happened, I understand your concern."*

Respecting: *"I can see how hard you have worked on ..."*

Supporting: *"I would like to make the situation better, my team and I are here to help."*

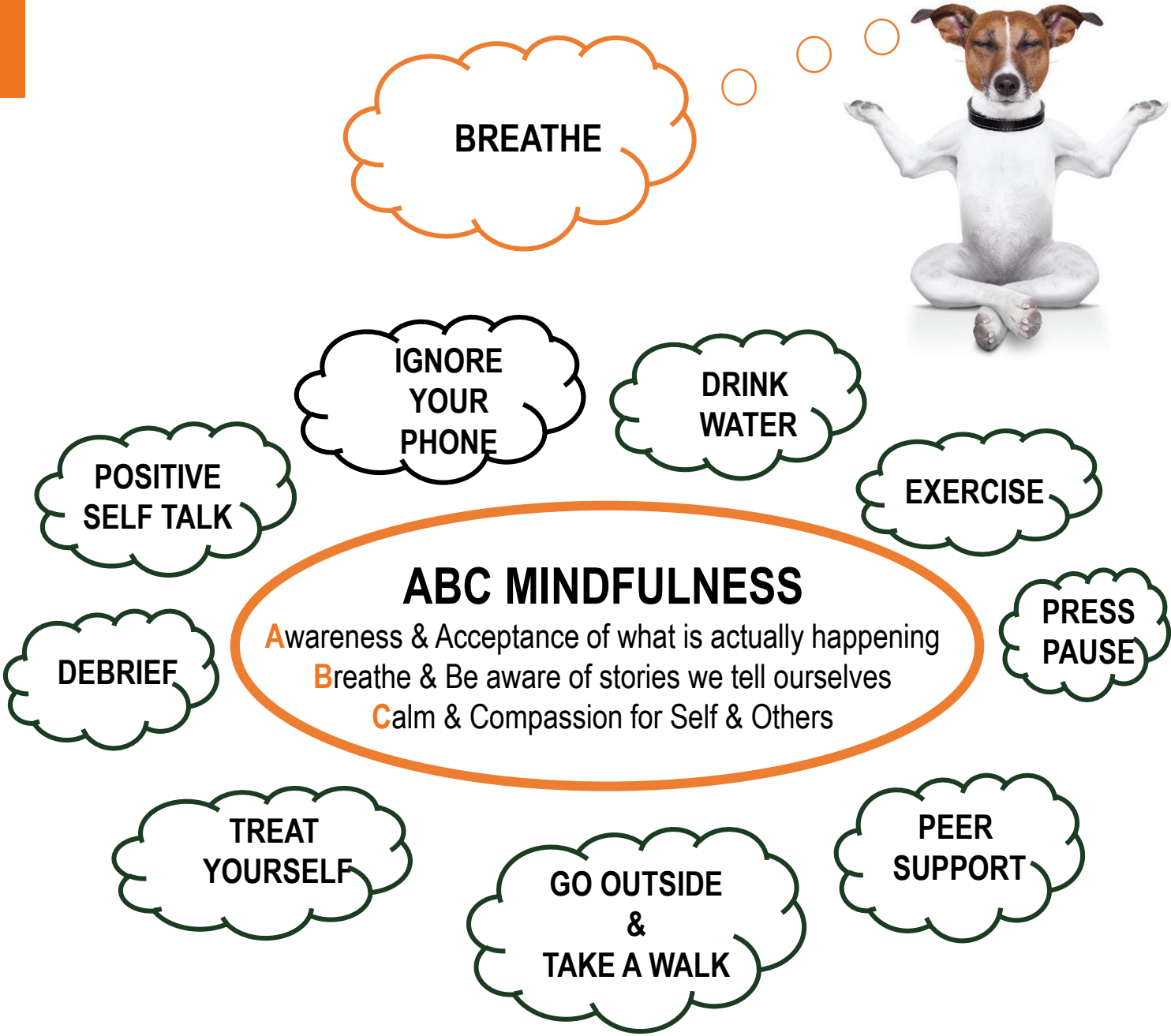
Exploring: *"Tell me more, I'd like to have a better picture of what's going on."*

Practice Self Awareness & Care

- My Stressors
- My Signs
- My Solutions & Supports



When I feel **Green...**
When I feel **Yellow...**
When I feel **Red...**





Tess Caroline & Big Brother Spencer

August 2019



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