



## COURSE OUTLINE: HCL101 - PATIENT & FAMILY CAR

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Approved: Bob Chapman - Dean

<b>Course Code: Title</b>	HCL101: PATIENT AND FAMILY CENTERED CARE
<b>Program Number: Name</b>	2187: HEALTH CARE LEADER 5985: HEALTH CARE LEADER.
<b>Department:</b>	BUSINESS/ACCOUNTING PROGRAMS
<b>Academic Year:</b>	2025-2026
<b>Course Description:</b>	In this course, students will explore the core principles of Patient and Family-Centred Care (PFCC) and apply leadership strategies to foster inclusive, respectful, and collaborative partnerships with patients and families. Emphasis is placed on strategies that enhance communication, shared decision-making, and care experiences across clinical and organizational levels. Students will assess how PFCC contributes to improved quality, safety, and satisfaction, and how it supports systems thinking and continuous improvement in the Canadian healthcare context.
<b>Total Credits:</b>	3
<b>Hours/Week:</b>	3
<b>Total Hours:</b>	42
<b>Prerequisites:</b>	There are no pre-requisites for this course.
<b>Corequisites:</b>	There are no co-requisites for this course.
<b>This course is a pre-requisite for:</b>	HCL401
<b>Vocational Learning Outcomes (VLO's) addressed in this course:</b>	<b>2187 - HEALTH CARE LEADER</b>
<b>Please refer to program web page for a complete listing of program outcomes where applicable.</b>	VLO 1 Communicate effectively and appropriately with patients, families, and members of both the health care and administrative teams to maintain a wholly interactive environment.
	VLO 2 Practice and support evidence informed decision making, using critical thinking skills and best leadership practices to lead sustainable health care operations.
	VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.
	VLO 5 Utilize progressive, professional leadership concepts with a culturally competent approach to achieve organizational and health system goals within an interprofessional health care team.
	VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.
	VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.



**5985 - HEALTH CARE LEADER.**

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- VLO 3 Practice within the legal, ethical and professional scope of practice of a leader in Ontario's health care system to maintain the integrity of the health care organization.
- VLO 4 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.
- VLO 5 Utilize progressive, professional leadership concepts with a culturally competent approach to achieve organizational and health system goals within an interprofessional health care team.
- VLO 7 Utilize health care technology and informatics for the benefit of the patients and support of the institution.
- VLO 10 Apply patient and family quality care theories and core concepts of patient safety into current practices to achieve enhanced patient outcomes and positive experiences in the health care setting.
- VLO 11 Apply principles of operational planning, project management, and quality management to support health care operations.

**Essential Employability Skills (EES) addressed in this course:**

- EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
- EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
- EES 4 Apply a systematic approach to solve problems.
- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 9 Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

**Course Evaluation:**

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

**Course Outcomes and Learning Objectives:**

Course Outcome 1	Learning Objectives for Course Outcome 1
Explain foundational principles and frameworks that underpin patient- and family-centred care (PFCC) across Canadian healthcare	1.1 Define PFCC concepts including dignity, respect, partnership, and shared decision-making. 1.2 Summarize key developments and system reforms that advanced PFCC in Ontario and Canada. 1.3 Interpret the ethical and policy foundations that promote



	settings.	PFCC at clinical, program, and organizational levels.
	<b>Course Outcome 2</b>	<b>Learning Objectives for Course Outcome 2</b>
	Analyze patient and family experiences to identify opportunities for engagement and improvement.	2.1 Identify themes in patient and caregiver narratives that illustrate PFCC strengths and gaps. 2.2 Describe tools and forums that facilitate patient and family input (e.g., surveys, councils, co-design). 2.3 Compare models of partnership in service delivery, governance, and care planning.
	<b>Course Outcome 3</b>	<b>Learning Objectives for Course Outcome 3</b>
	Apply engagement tools and leadership strategies to enhance the patient and family voice in care.	3.1 Evaluate organizational PFCC practices using feedback or assessment frameworks. 3.2 Identify and address personal or professional barriers to equitable engagement. 3.3 Apply co-design, shared governance, or care planning tools that support PFCC. 3.4 Use inclusive communication approaches that prioritize patient and family understanding and involvement.
	<b>Course Outcome 4</b>	<b>Learning Objectives for Course Outcome 4</b>
	Evaluate the system-level impact of PFCC on care quality, safety, and outcomes.	4.1 Assess PFCC's contribution to organizational goals, including patient experience and safety metrics. 4.2 Examine evidence linking PFCC with quality improvement and system performance. 4.3 Describe how PFCC supports systems thinking and person-centred innovation in healthcare delivery.

<b>Evaluation Process and Grading System:</b>	<b>Evaluation Type</b>		<b>Evaluation Weight</b>
	Assignments (includes written assignments and presentations)		60%
	Professional Skills Development		20%
	Tests / quizzes		20%

**Date:** August 19, 2025

**Addendum:** Please refer to the course outline addendum on the Learning Management System for further information.