



Jurisprudence

Module 8 – Patient-Centred Care

In this module you will learn about

- How the CMRITO Standards of Practice relate to patient- and family-centred care
- Expectations of practice
- How the CMRITO Code of Ethics relates to:
 - The Ontario Human Rights Code
 - The Truth and Reconciliation Commission of Canada's Calls to Action
 - The *Accessibility for Ontarians with Disabilities Act*
- Communicating with patients and the use of inclusive, affirming, positive language

Resources to include with Module 8

- The [CMRITO Standards of Practice](#)
- The [CMRITO Code of Ethics](#)
- The [Ontario Human Rights Code](#)
- The [Truth and Reconciliation Commission's Calls to Action](#)
- [*What you must know about ... communicating with patients*](#)
- [Institute for Patient- and Family-Centered Care](#)
- [Government of Canada](#)

- [Government of Ontario](#)
- Ontario Health Courses – [Indigenous Relationship and Cultural Awareness Courses](#)
- [Rainbow Health Ontario](#)
- [The 519](#)



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Module 8 – Patient-Centred Care

Patient-centred care in medical radiation and imaging technology

MRITs provide safe, effective, and ethical medical radiation and imaging technology services to Ontarians. In accordance with the CMRITO Standards of Practice, MRITs must have patient care as their main concern.

Patient-centred care is care that meets the social and cultural needs of Ontario's diverse population by focusing on patients and their families, being sensitive to their needs and wishes, and providing ways to actively involve them in decision-making around their care. MRITs need to continue to learn, embrace and understand the continuous shift in mindsets, changing culture, and the impacts on patients and their families.

The Institute for Patient- and Family-Centered Care describes the following as the core concepts of patient- and family-centred care:

- **Respect and dignity:** health care practitioners listen to and honour patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information sharing:** health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
- **Participation:** patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

- **Collaboration:** health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

MRITs routinely work with patients and their families in stressful times. In busy diagnostic imaging and radiation therapy departments, it can be easy for MRITs to focus on patient throughput. However, MRITs must place the care of each individual patient at the centre of their practice. Encouraging patients and their families to collaborate and participate in the diagnostic or therapeutic procedure, as appropriate, helps them retain autonomy and control when they may be stressed or anxious. It also improves co-operation for improved patient outcomes.

MRITs always need to be aware of patient vulnerability and anxiety. For diagnostic and therapeutic procedures, patients are often required to remove their clothing, enter dimly lit and noisy rooms that contain large and complex equipment, receive injections, undergo uncomfortable procedures, and hold still in uncomfortable or awkward positions for lengthy periods of time. While MRITs accept that technology is at the centre of their practice, the environment and experience can be very depersonalizing for patients.

Effective communication is essential to providing patient-centred care and requires MRITs to continually hone their patient communication skills.

Expectations of practice

The [CMRITO Code of Ethics](#) is a set of principles that describes responsible conduct and the ethical and moral behaviour expected of MRITs. The Code of Ethics is intended to help MRITs choose the right, fair, good, and just action. Each MRIT is personally responsible for behaving according to the ethical principles set out in the Code of Ethics.

The Code of Ethics is to be read in conjunction with the [CMRITO Standards of Practice](#). In accordance with the CMRITO Standards of Practice, members must treat all patients with dignity and respect and have the knowledge, skills, and judgement to avoid placing patients at unnecessary risk of harm, pain, or distress. Members must also make modifications to procedures based on a patient's physical, medical, and/or emotional status and needs.

Together, these documents provide a model for ensuring safe, effective, and ethical care for patients.

In accordance with the Code of Ethics, MRITs act in the best interest of their patients by treating all patients equitably, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability, or type of illness. This aligns with the [Ontario Human Rights Code](#), a provincial law that ensures equal rights and opportunities to all without discrimination. The Ontario Human Rights Code's goal is to prevent discrimination and harassment and applies to all aspects of MRITs practice.

The CMRITO Code of Ethics also requires MRITs to act in the best interest of their patients by providing individualized, comprehensive, and safe treatment during diagnostic or therapeutic procedures. Doing so demonstrates respect for a patient's individual physical and emotional needs, values, and cultural background.

Communicating with patients

Providing care that is equitable and inclusive goes beyond the specific tasks required to perform a diagnostic or therapeutic procedure. Using inclusive, affirming, and positive language is also an important component of patient-centred care. Effective communication is essential to providing culturally sensitive, equitable, and inclusive care.

Safe and affirming health care experiences matter. MRITs set the tone of the experience from the moment they greet their patients. Communication involves both physical body language as well as the words you say. Before the procedure begins, MRITs should always ask their patient how they wish to be addressed. Members should not use colloquial expressions and should not make assumptions about the patient's gender identity or gender expression. This includes adopting the patient's preferred pronouns.

Effective communication between members, patients, and their families is essential to providing care that ensures safe, effective, and ethical outcomes. Members are encouraged to consult the CMRITO publication [What you must know about ... communicating with patients](#) for additional information.

Included in this publication are the CMRITO Communication Guidelines. These guidelines are designed to assist MRITs in applying the CMRITO Standards of Practice and Code of Ethics. They also provide additional guidance to MRITs regarding communicating with patients and their families. Following the guidelines will help MRITs achieve safe, effective, and ethical outcomes for patients when they communicate with patients and their families and when they perform diagnostic and therapeutic procedures.

Individualized care

In accordance with the Code of Ethics, members are responsible for providing individualized, comprehensive and safe treatment, taking into account the patient's particular physical and emotional needs, values and cultural background. MRITs provide medical radiation and imaging technology services to a diverse patient population, including Indigenous peoples, 2SLGBTQ+, people with disabilities, and many other marginalized populations. MRITs need to be inclusive and treat all patients equitably.

The Government of Canada, the Government of Ontario, and Ontario Health have published resources to assist individuals in understanding how they can help enhance the health and wellbeing of Indigenous peoples living in Ontario. These resources explore Indigenous identity

and history, truth and reconciliation, and culturally competent health care. Members are encouraged to explore these resources.

MRITs should also be aware of how they can better serve 2SLGBTQ+ communities to provide safe, effective, and ethical care. Rainbow Health Ontario and The 519 have published resources to assist individuals in understanding how the health care system can better serve 2SLGBTQ+ communities. Members are encouraged to explore these resources.

One in seven people in Ontario has a disability. By 2036, that number will rise to one in five as the population ages. Ontario has laws to ensure all Ontarians can access an organization's goods, services, or facilities. The [Accessibility for Ontarians with Disabilities Act](#) requires organizations to identify barriers to accessibility, and remove them, to provide customer service that is more accessible to people who have disabilities.

Openly communicating and responding to a patient's needs is key to providing care that is accessible, equitable, and inclusive. It is important that MRITs:

- make all patients feel welcome and included
- do not make assumptions about what a patient can or cannot do
- understand that people with disabilities may have different needs

When communicating with a person with a disability, MRITs must do so in a way that considers their disability. MRITs must use appropriate language and terminology, and always put the person first. MRITs should not make assumptions about how a person's disability may impact the way they express, receive, or process communications.