

## Section 2

### The 'Standards' and their supporting criteria

**'Child Friendly Healthcare' is the best possible integrated healthcare provided by health workers who minimise the fear, anxiety and suffering of children and their families by supporting and practicing the following 12 standards:**

1. Keeping children out of hospital (and other health facilities or institutions) unless this is best for the child:  
*Relates to CRC Articles 9, 24, 25, 3*
2. Supporting and giving the 'best possible' healthcare: *Relates to CRC Articles 2, 6, 23, 24, 37*
3. Giving healthcare safely in a secure, clean 'child friendly' environment: *Relates to CRC Article 3*
4. Giving 'child centred' healthcare: *Relates to CRC Articles 5, 9, 14, 37*
5. Sharing information and keeping parents and children consistently and fully informed and involved in all decisions: *Relates to CRC Articles 9, 12, 13, 17*
6. Providing equity of care and treating the child as an individual with rights: *Relates to CRC Articles 2, 7, 8, 9, 16, 23, 27, 29, 37*
7. Recognising and relieving pain and discomfort: *Relates to CRC Article 19*
8. Giving appropriate resuscitation, emergency and continuing care for very ill children: *Relates to CRC Articles 6, 24*
9. Enabling play and learning: *Relates to CRC Articles 6, 28, 29, 31*
10. Recognising, protecting and supporting vulnerable or abused children: *Relates to CRC Articles 3, 11, 19, 21, 20, 25, 32, 33, 34, 35, 36, 37, 39*
11. Monitoring and promoting health: *Relates to CRC Articles 6, 17, 23, 24, 33*
12. Supporting 'best possible' nutrition: *Relates to CRC Articles 3, 24, 26, 27*

There are four 'supporting criteria' common to all the CFH Standards, and although omitted from the beginning of each of the descriptions of the 12 standards below, in the interests of space, their importance cannot be overemphasised.

Each of these 4 topics are covered in detail in [Section 5](#)

- **Mission statements.**
- **Education and training.** Healthcare standards will not be met unless all healthcare workers have the motivation and the facilities to keep up to date with current practices. They must also receive training to allow them to work in line with improved standards.
- **Data collection and management.** This a key component of an effective, functioning health care system.
- **Audit** Participation in audit is an essential process for all those involved in provision of healthcare. It ensures that necessary changes are made to meet with accepted standards, and that all aspects of healthcare are kept continually under review