



moving forward



family centred care



working together



new directions

Partners in Care BC Children's Hospital Family Advisory Committee 2005-2006 Activities Report

Letter from PiC Co-Chairs

Well, it seems another year has come and gone in the blink of an eye--Partners in Care has had a busy and productive year capped off by many exciting events.

In April we were extremely proud to receive the Volunteer Vancouver Award in the Community Group category. The competition in our category was impressive and we were both honoured and humbled to have been chosen as the recipients of the award. For more details, please see the article on page two.

Family members were involved in more committees throughout the hospital than we have room to report! Nutrition Services, Family Reporting on Adverse Events, Nursing Validation Days and Arts and Environment to name a few. Being able to bring the voice of families to these important groups serves to promote the principles of family centred care and help make services at BCCH even better than they already are.

In October, BCCH hosted the Canadian Association of Pediatric Health Care Centres (CAPHC) which in turn hosted the Canadian Family Advisory Network (CFAN) one day session at the Fairmont Hotel in Vancouver.

Susan Greig, the Partners in Care Family Liaison worked with the CAPHC social events committee and the CFAN chair to help organize these large and successful events. Meeting family advisory committee members from across the country was a lot of fun and very enlightening. It gave us not only the opportunity to learn about our strengths but we also came away with exciting new ideas and several future goals.

We want to extend our thanks to the over forty family and staff members who continue to work hard and make PiC the dynamic and exciting group it is today. In a world that is short on time and long on commitments, the effort PiC members put into attending meetings and providing their invaluable input and ideas is truly amazing. Without their tireless support and dedication we would not be able to accomplish all the great things we have in this and past years.

As we move in to the New Year, we look forward with anticipation and excitement. BC Children's Hospital is looked to as a leader in the promotion and practice of family centered care in Canada. We are so proud to be a part of the team.

Here's to a great year and many more to come!

Leona Pinsky
2005-2006
PiC Co-Chair

Donna Tack
2005-2007
PiC Co-Chair

Heather Fowlie
2006-2007
PiC Co-Chair



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PiC Changes

Memberships:

Partners in Care has for a number of years had three types of memberships: Family members, Regional Family Members and Staff members. In order to provide the hospital with a broader range of family viewpoints the PiC has created new Email Family Memberships. This allows families who cannot attend monthly meetings to be involved and give their input through email for reviewing departmental literature, brochures & pamphlets, filling out hospital surveys, etc. The success of this new membership can be illustrated when a scheduling survey was sent out to family members and hospital consultants were able to provide the family viewpoint to Administration with a turn-around time of only three weeks. By the end of the 2006-2007 year it is our goal to be able to provide the hospital with the views of 300 email family members.

The PiC has also reviewed and created new membership guidelines and opportunities for all of its members and these will come into full effect in early 2007. These new guidelines reflect a closer association with the Volunteer Services Department and formalize the relationship of family members with the hospital. An orientation binder and educational training sessions will be provided for new Family Members who can attend meetings or sit on hospital committees. This will enable them to understand how to work productively and collaboratively with staff, provide a broad "family" perspective and use their own family's experience constructively.

Meetings:

PiC FAC meetings have always been held during the day time however the committee has decided to try two evening meetings a year to encourage family members who cannot attend during the day to do so in the evening. As well, audio-conferencing has been set up for one meeting during the past year and we are hoping to have this as a regular feature during 2007.

PiC wins Volunteer Vancouver Community Service Award



On April 24, 2006 the parent members of PiC were the recipients of the Volunteer Vancouver Community Service Award for their ground breaking work at BCCH.

The group was nominated by BCCH CEO Sharon Toohey with supporting letters from The BCCH Foundation and the Interprofessional Network of BC. Ms. Toohey stated in her nomination "Ultimately, the responsibility for managing a child's health and well-being lies with the family. Partners in Care is a group of parents dedicated to helping inter-professional teams make room for families to function as collaborative decision makers on their child's team rather than passive recipients of advice. This helps ALL families who use BCCH, from those who come once for a simple test, to those, like the committee members, whose children have an ongoing relationship with the hospital."

Co-chairs Donna Tack and Leona Pinsky accepted the award on behalf of the 40 plus family members of PiC. The co-chairs thanked BCCH for giving families the opportunity to partner with the hospital to promote the principles of family centered care. They acknowledged BCCH as a leader in Canada and internationally in the delivery of world class health care in an environment that honours and respects the role of the family in the healing of the child.

To quote the acceptance speech made by the co-chairs: "The lives we and our families lead were unimaginable to us before our children were born, but through the example of courage and strength we see in our children, we are inspired to work with BC Children's Hospital. The volunteer work that we do helps us to make sense of the situation in which we find ourselves and to make things better for those who come after us. We are so grateful for the care our children receive at BCCH and for the organizations support and encouragement of our work."

Family Centred is.....

- A demonstrated respect for families as the experts on their child and health professionals as experts in their field.
- Efforts being made to give families all the information they want in sensitive, understandable terms; and families being open, honest and organized to give health professionals the information they need to care for the child.
- Attempting to learn about and respond to the concerns of the family, and in turn, sensitivity from the family to the stresses of the health care professionals.
- Parents and Health Professionals comfortably sharing the responsibility of decision-making about the child's care.



Ongoing Family Centred Care Initiatives

Comment Card Boxes
Hospital Registry
Family Issues

24Hour Parent Line
Relaxation/Yoga Sessions for Family Members

Family Centred Care Awards

Held on September 28, 2006 Partners in Care celebrated our 5th Anniversary Family Centred Care Awards to recognize eighteen individuals who weave Family Centred Care into the tapestry of their every day care for patients and families. These individuals were nominated by families and chosen by a committee of both staff and family PiC members. Starting this year the awards have been limited to 4 Awards of Distinction, 8 Family Centred Care Awards and 10 Honorable Mention Awards. We congratulate our 2006 Award Recipients:

Distinction Awards

Dr. Mary Connolly-Neurologist
Dr. Kevin Farrell-Neurologist
Mark Ramsey-RN, NRT
Andrea Yuel, RN, ICU

Family Centred Care Awards

Dr. Anne Antrim-Pediatrician
Dr. Adam Bretholz-Resident, Pediatrics
Laure Cender -CNS, Cardiology
Mary Spencer-CNS, Cardiology
Glennis Claridge-Unit Clerk, MDU
Lindsay Colby-RN, NICU
Tracy Freame-RN, ICU & Liaison Nurse
Rita Marchildon-Child Life Specialist, Child Life

Honorable Mention Awards

Glennis Claridge-Unit Clerk, MDU
Sarah Fay-UGN, 3M
Heather Shaw-RN, 3M
Tanya Strubin-SW, Cardiology
Martin Ward-RN, ICU
Angela Worth-RN, 2B Child Psychiatry

Bravo Star Awards-a new way to recognize family centred care

In order to promote excellence in the practice of family centred care PiC established a new recognition program in the Spring of 2006. The Bravo Star Award is based on compliments that are received through either the PiC comment card box system or through letters and emails written by families. The Administrative Team of the PiC reviews any complimentary comments about individuals or departments submitted to the PiC and if it is clear that family centred practice is evident, a Bravo Star is considered. Once the award nominee is vetted, winning staff members or department representatives are invited to a Partners in Care Family Advisory Committee meeting for lunch and to receive their award. To date, we have had four departments and five staff members recognized for their contribution to family centred care. Posters in the PiC Information boards located in the BCCH elevators and throughout the campus showcase the names and photos of the winners. Congratulations to our 2006 Bravo Star winners:



Department Bravo Stars

3R-Neurosciences and Surgery
Emergency
NICU
Medical Day Unit

Individual Bravo Stars

Dr. Mohammed Al Ghamdi, Chief Resident, Pediatrics
Melissa Sallows, RN, NRT
Rick Paisley, GDN, ER
Dr. David Dix, Physician, Pediatrics
Dr. Kevan Jacobson, Gastroenterologist, GD
Dr. James Murphy, Physician, Surgical Clinic

Family Centred Care is.....

- Health professionals consistently asking families for their insights and opinions regarding their child.
- Parents who are willing to consider their choices for their child in light of the expertise of the health professional.
- Health professionals and families negotiating a common ground when disagreements occur rather than making demands of the other.
- Administrators inviting families to become part of the evaluating, planning and policy making.



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Reviewing Literature/Pamphlets/Brochures

3R Poster
Orthopedics Pamphlet
Family Issues

ICU Family Centred Care Posters
Family Centred Care Recruitment Poster
Madison Clinic Website Information

Parking Information Pamphlet
Scheduling Survey

Family Representatives Serving on Hospital Committees

ICU Family Focus Group
Patient Access & Flow Committee
Food Services Committee

NICU Family Centred Care Committee
Medication Reconciliation Committee
Child Health & Safety Committee

Prevention & Management of Aggressive
Behavior Sub-Committee

Partnerships in the Community

Canadian Red Cross
FSI-Family Support Institute
CFAN-Canadian Family Advisory
Network

IFCC-Institute for Family Centred Care
CAPHC-Canadian Association of
Paediatric Health Centres

InBC-Interprofessional Network of
BC
Prince George Regional Hospital



new directions

Things to Look for Over the Next Year

Skoah Spa

Andrea Scott of Skoah Spa located in Vancouver created a wonderful product called "Hand Skotion" and all of the funds generated by this product have been donated to Partners in Care for the exclusive use of providing family/parental comfort. We are looking at the best way to use these funds. Projects that are under consideration: support for re-decoration of the Family Quiet Room on the third floor of BCCH; CarePages; and Hairdressers/Barbers coming to the hospital to provide their services.

Partnership with the BC Health Network
Updated Access to Charts Manual
Review of Hospital Donation & Gift Guidelines
Presentations at Institute for Family Centered Care Conference

A New PiC Logo
Lobby Site Re-development Review
Physician PiC Committee Member

Partners in Care Family Advisory Committee

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2005-2006 Partners in Care Co-Chairs
Donna Tack Leona Pinsky

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