



# Partners in Care



BC Children's Hospital Family Advisory Committee



*Gee Wigle, 2005 FCC Award & Distinction winner, receives a hug*

## Passages and Partnerships 2002-2005 Activities Update

The last three years have been very exciting ones for Partners in Care (PiC) and the events that have transpired can all be summed up in this year's theme of Passages and Partnerships.

A passage can be defined as a journey or a movement from one place to another. Partners in Care has most certainly undergone a journey of significant growth and change in our role within the hospital and within the committee itself.

Perhaps the most outstanding passage occurred in 2005 when BC Children's Hospital (BCCH) became one of the first Canadian hospitals to have a parent fill the role of liaison between the family advisory committee and the hospital. Susan Greig, a mother whose daughter spent several years being treated at BCCH, began work in March. In these past six months we have seen an incredible response from parents and staff to Susan's appointment and we look forward with excitement to the future and the doors of opportunity for partnership that are appearing before us.

Our leadership role in establishing a parent in the Family Liaison position is gaining national recognition as PiC was asked to present information at the Canadian Family Advisory Network (CFAN) sessions of the Canadian Association of Pediatric Health Centres Conference in St. John's Newfoundland, October 2005. Also, using BCCH as a model, Prince George Regional Hospital has recently hired a parent to fill the new role of Family Centred Care Coordinator.

As a committee we are thrilled with the progress we see in the promotion and practice of the principles of family centred care here at BCCH and that brings us to the second part of our theme, partnerships. When we look around we consistently see and hear about the spirit of partnership between families and health professionals. Pursuing the principles of family centred care through parent involvement in hospital committees is a task that will never be complete, but when we keep moving forward we make positive changes every day for families.

Thank you to all of those who have helped in making Partners in Care the group that it is today. Without the support and tireless efforts of all members and partners, past and present, we wouldn't have made such significant progress in our goals. We look forward to the coming year with excitement and anticipation. The spirit of collaboration and partnership is alive and well at BC Children's Hospital and we should all be very proud of the dedication and hard work it has taken to get here.

Onward and upward!

*Heather Fowlie  
Alissa Sacks  
2001-2003*

*Janet Carson  
Leona Pinsky  
2003-2005*

*Leona Pinsky  
Donna Tack  
2005-2006*

# Passages

## What is the Role of the Partners in Care Family Liaison?

- Work independently and with patients & families through PiC.
- Work with BCCH/SHHC health professionals as required to develop partnering projects and promote the practice of family centred care.
- Act as an advisor to administration on patient/family perspectives and to parents on administrative perspectives.
- Coach families in constructive ways to resolve difficulties and frustrations with the health care system.
- To advocate for patient/family participation in service planning, delivery and evaluation.
- To serve as a liaison and facilitate two-way connections between PiC and hospital administration and health professionals.
- To affirm the value of PiC to the hospital, by identifying to BCCH/SHHC health professionals areas in which this committee could contribute valuable input.
- To use feedback from families to identify and inform service improvement opportunities, to humanize patients' and families experiences.

## A major achievement - A new voice for families

### The Partners in Care Family Liaison

For almost fifteen years, the term family centred care here at the hospital was linked with the name, Edna Durbach, Manager of Patient & Family Education. She spearheaded the Partners in Care Family Advisory committee from 1990 to 2002 and worked tirelessly to promote family centred care until her retirement. For the next two years Rosella Jefferson, Clinical Nurse Specialist in ICU, and a strong advocate for families, carried the torch as the Staff Liaison.

Having a parent in the liaison position was the next logical step in the evolution of the committee and partnering with the hospital. There was much evidence that having a parent in this type of position increases families comfort levels and trust in the institution. Partners in Care also found that it was standard practice in over 50 pediatric health care facilities in North America to have a parent in the position of liaison. Although five pediatric hospitals in Canada had created similar positions most had been staffed by health care professionals. BCCH and Sunny Hill Health Centre (SHHC) administration and PiC recognized this as an opportunity to take a leadership role in the advancement of family centered care practice in Canada.

Partners in Care developed the vision of a family liaison who would help BCCH/SHHC be responsible to the PHSA goals in ways that would support the priorities of families. In 2004 the position was approved by the Executive Committee of BCCH and is funded by the BC Children's Hospital Foundation.

On March 7, 2005, the Family Liaison position came to fruition. Susan Greig, a parent whose child spent a great deal of time here at the BCCH and at Canuck Place Children's Hospice, was chosen to fill this role. Ms. Greig brings extensive liaison and advocacy experience as well as a diverse business background to her new role as the Partners in Care Family Liaison.

## A few words from the Family Liaison:

*"A child's health is affected by what's going on in the family. If we support the family they can better support the child and we see better outcomes".*

*"Edna Durbach and Rosella Jefferson both did an incredible job fostering family centred care. It's my goal to continue and build upon their work".*

*"BCCH is truly a leader in the province when it comes to family centered care. I've only been here a short time but I'm continually impressed by the level of commitment among the staff to respect the family's role in the health care team".*



Susan Greig  
Partners in Care  
Family Liaison  
BC Children's Hospital  
Room 3D19

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On site hours:  
Monday, Tuesday and  
Thursday  
8:00am to 2:30pm

## Future Directions

There are many exciting projects and goals that the committee will be working on over the next year. Look for these initiatives:

- Parenting a Chronically Ill Child Education Sessions - 8 week education course for family members
- Relaxation Sessions - weekly stretching/yoga exercise time for family members
- Admissions and hospital orientation information
- Participation in the International Symposium on Pediatric Pain, June 2006

# Partnerships

## Comment Boxes

For many years Partners in Care has maintained Comment Card Boxes throughout the hospital. This continues to be an important way for the committee and BCCH to hear from parents. Comment cards are collected every two weeks and the information is compiled into quarterly reports. These are distributed to various hospital administrators and at times Partners in Care forms sub-committees to look deeper into family concerns if it is determined there are global trends. This project fosters family centred care as it provides an improved understanding of family perspectives on a day to day basis and gives opportunity for collaboration with staff for the betterment of care.

## The Parent Line

Our telephone line dedicated to connecting BCCH families/parents with an experienced PiC family member continues to be a wonderful source of support. Our goal is to assist families who have concerns about the care of their child, by helping them to clarify their issues and supporting them in taking constructive action to solve their concerns. It has been our pleasure to provide help for families at least several times a week on an ongoing basis for over 5 years.

Family Centred Care involves new ways of working and a collaborative approach to planning and decision making. Over the past three years Partners in Care has worked with many departments of the hospital to look closely at current policies, programs and practices. We have also reviewed education materials, helped write and edit handbooks, pamphlets, posters and developed brochures. Providing staff and leaders an opportunity to receive ongoing feedback leads to services and programs that respond more effectively to our consumer needs and priorities.

Some of our Partnerships have included:

### Reviewing Literature Pamphlets / Brochures

Procedure Sedation Pamphlet  
Discharge Poster/Brochure  
Emergency Room Information Booklet  
Making a Decision about Autopsy  
Oncology Poster  
5 Steps to Safer Health Care

### Serving on Hospital Committees

Support of Special Care Nursery Pilot Program: Including  
Parents on Rounds  
ICU Family Focus Group  
New Parent Beds and Chairs  
Parking Rate Review  
Education Awards  
Food Services Joint Review  
Website Design  
Sedation Procedures  
Cardiology Unit Revision  
Surgical Services Advisory  
Neurosciences & Surgery Units Consolidation Planning  
Specialty Medicine Unit Parent Lounge Planning

### Partnerships in the Community

Institute for Family Centered Care  
Canadian Association for Pediatric Health Centers  
Prince George Regional Hospital  
Family Support Institute  
Canadian Red Cross  
In-BC Interprofessional Health Network  
Regional Committee Member Parents inKamloops; Prince  
George; Vancouver Island

## Partners in Care Family Advisory Committee

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Vancouver, BC  
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www.bcchildrens.ca

Tel: 604-875-2345  
Local #5391

Partners in Care  
Family Liaison:  
Susan Greig

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

Partners in Care  
Parent Line:  
Tel: 604-875-3000  
Or in hospital dial 3500  
Leave a message and a  
parent from the committee  
will call back within 24-48  
hours.



Partners in Care meetings are held monthly. Various committees within the group work on a variety of hospital committees and working groups. Please check noticeboards for dates and times in the elevators or contact the Parent Line, Local 3500 or our Partners in Care Family Liaison.

# Hospital Registry

Partners in Care examined what was needed to make the transfer of patients to their home communities easier. Suggestions were made that a Family Discharge Care Plan be established and in 2002 a trial of this program was started on the Cardiology Unit. A website database was established that contains information about province-wide hospital facilities and provides fill-out forms which help indicate which services they provide. Launched in 2002 Partners in Care continues to maintain and update this very worthy project!

*"having the information on the website was convenient and took a lot of the stress out of our transfer"*

# Family Centred Care Awards

## Family Centred Care 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 families; and, in turn, sensitivity from families to the stresses of the health care professionals.
- Parents and health professionals comfortably sharing the responsibility of decision-making about the child's care.
- 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 evaluating, planning and policy making.

The Partners in Care Family Advisory Committee continues to recognize those individuals who weave Family Centred Care into the tapestry of their every day care for patients and families.

“Bringing Family Centred Care to Life”

June 9, 2005 saw the biggest event of our year – the 4<sup>th</sup> Annual Family Centred Care Awards!

Approximately one hundred people attended the afternoon awards and we were delighted to have speeches and support from the President of BC Children's Hospital & Sunny Hill Health Centre and both the current President and past Chairperson of BC Children's Hospital Foundation. In total there were 26 Awards—6 Distinction; 10 Family Centred Care Awards; 10 Honorable Mentions. We also added the new feature of presenting Certificates of Appreciation to recognize specific hospital departments that have made efforts to promote family centred care.

One of the most outstanding awards went to one of our Steam Engineers, Hal Legere, who fixed the heating/air conditioning in one family's room. Not only did he work past midnight until the job was done but he showed interest in the family and child while he was there. He continued to check with them during the entire time their child was here on site and again over at Sunny Hill. We felt it was most important to recognize Hal because he is an excellent example to all of us that we can be family centred in our many different roles at BCCH.



## 2005 Award Recipients

### *Awards of Distinction*

Nigel Basheer  
Rob Everett  
Dawn Ford  
David Tang  
Eric Webber  
Gee Wigle

### *Family Centred Care Awards*

Bob Adderley  
Geoff Blair  
Diane Fast  
Ramona Gottschalk  
Haylie Isaac  
Lorraine Kelly  
Hal Legere  
Sarah Pescitelli  
Chris Reilly  
Sue Stock  
Cindy Stutzer  
Gee Wigle

### *Honourable Mention*

Christine Adamson  
Farzana Allibhai  
Sophie Angus  
Rhonda Finkbeiner  
Nicole Moretto  
Karen Murray  
Kirsten Schroeder  
Kathy Squizzato  
Andrea Yuel  
Kalfalla Zubi

### *Certificates of Appreciation*

Emergency Department  
Parking Administration

Partners in Care, with sponsorship from BC Children's Hospital and BC Children's Hospital Foundation, launched the first Family Centred Care Awards in 2002.

Posters and ballots are available year round so that patients and family members can submit their nominations.

## Accreditation

Health care facilities undergo accreditation by the Canadian Council on Health Services every three years to maintain their status as teaching and academic facilities and to demonstrate their commitment to quality improvement. As part of the Provincial Health Services Authority's (PHSA) sequential accreditation, Partners in Care participated for the first time as a focus group for the Children's & Women's Health Centre of B.C. survey in June 2004. PiC members were asked to help assess how BCCH was meeting the standards as well as asked for comments about the overall hospital experience.

There was opportunity to explain our relationship to the hospital, initiatives such as Access to Charts, and the ways in which we collaborate with various committees. We look forward to continuing to work with the PHSA Accreditation initiatives in the future.