

2004 Family Centred Care Awards

Partners in Care and the BC Children's Hospital Foundation announce this year's "star partners". These clinicians were nominated by patients and families.

We would like to thank all the many clinicians, physicians, administrators and staff who value patients/families as partners and weave the principles of partnership into the tapestry of their work.

Honourable Mention

Anna Kielska – Physician, Pediatrics
Bernie Koppe – Nurse, Special Care Nursery
John Martin-Holmes – Youth & Family Counselor, Eating Disorders
Brenda Williams – Nurse, Renal Program



Kerri Clement

Nurse, Oncology

Family Centred Care Award

*Kerri takes **time** out of her busy day for our little boy no matter what; when he was very **scared & angry**, Kerri got the resources and support people he needed right away. She knows that **meetings are needed** when parents are stressed out too.*

Kerri cheers our son ... encourages his parents ... she is super!

Greg Daily

Youth & Family Counsellor

Leslie Wicholas

Psychiatrist

Jake Locke

Psychiatrist

Child Psychiatry

Family Centred Care Award

*These 3 individuals provided primary care to our son. During our most stressful time, the **compassion shown to our entire family** was incredible. We were always **included in decisions** about our son and made to feel comfortable about his care.*

With Greg, Jake and Leslie leading our team, we found the care on 2B exceptional.



Cathy Davidson

Nurse, Home IV Program

Family Centred Care Award

*Cathy's teaching and use of written resources ensured that we **had the confidence** to make our transition home successful. Cathy takes our concerns about our son's central line care seriously and supports us in our decisions. She is available in person or by phone when we need reassurance, advice or help.*

*Cathy didn't just listen; she **heard** us and never brushed off any concern or suggestion – **she trusted us.***

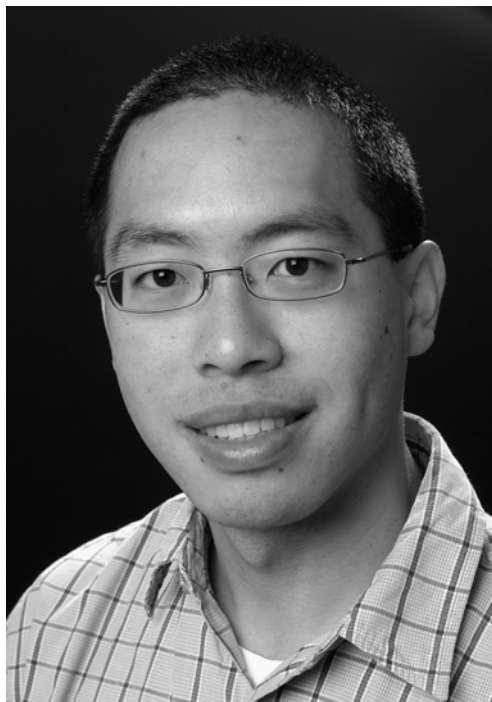
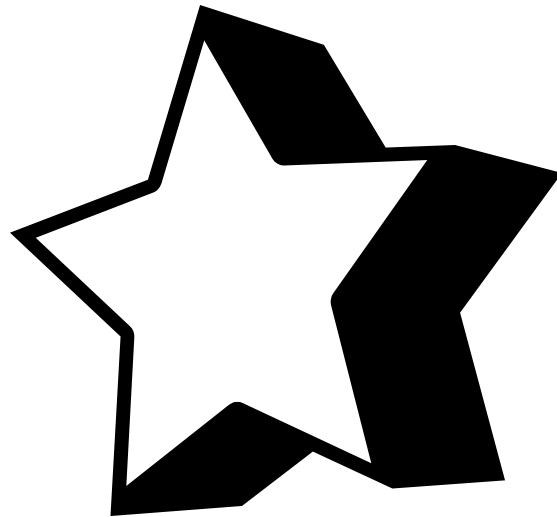
Angela Davies
Nurse – Intensive Care Unit

Family Centred Care Award

*Angela **developed a relationship with our family** in order to care for our son efficiently and effectively. Our questions were answered thoroughly and if she didn't have the answers, she asked others. She **kept us abreast of our son's developments** from the minute we arrived at the bedside.*

*We felt part of the team, which **gave us confidence in ourselves as parents** for our son.*

(photo not available – returned to England)



Terry Ho
Physiotherapist

Family Centred Care Award

*Terry **adapts his schedule to meet our needs** and the needs of the rest of our team, even going above and beyond the call of duty.*

He uses his imagination and a sense of fun to help make therapy work well for all family members.

*Terry **handles our stress and challenges with grace.***

Margaret Johnson

Nurse – Intensive Care Unit

Award of Distinction

*Margaret really **built my trust** ... she conferred with me about my health concerns and informed me about her concerns, even before consulting with doctors and RTs. She **heard my input regarding my son and made it a priority.***

*Margaret showed sensitivity about balancing our need for privacy and our time with visitors. She helped us by **regulating confusing situations** like lab protocols, no matter how many phone calls she needed to make to get to the bottom of the issue.*

*To us, Margaret was **diplomatic, professional and endearing** during a very difficult period in our lives.*



Kristine Juck

Audiologist

Award of Distinction

*During the one and a half years that my son has been receiving services, Kristine has been an invaluable source of knowledge, skill and support to our whole family. She **supports our choices** regarding the communication approach we have taken even though the topic is both controversial and political.*

*Kristine uses her knowledge and strength to **advocate for BC families** who want their deaf or hard of hearing children to learn to speak and listen! And she **really listens!** Our son responds to Kristine's upbeat, encouraging and genuine manner. She makes us feel like **we work as a team.***

Shayni Morgan

Nurse – Neurosciences (now ER)

Award of Distinction

*From the beginning, Shayni **encouraged a partnership with our son, our family and our primary nurses**. She made sure the care plan we developed together was followed consistently; and did this even if she needed to **advocate for exceptions to the rules**. Shayni recognizes the stress that long hospital stays put on the **whole family** and ensured that our care plan included our daughter as well, making her a part of his hospital life.*

*Shayni **trusts that I know my child and his condition** and doesn't see him just as another chronic kid. She **facilitates family to family support** so we can learn from each other. We cope with our emotional roller coaster with Shayni's assistance.*



Paul Moxham

Surgeon - ENT

Family Centred Care Award

*When our son had a googly eye from a toy stuck high up in his nose, Paul Moxham was **calm, caring and gentle**. He knew exactly what to do about the googly eye and **how to deal with Mom, Dad and Grandma** at the same time!*

*Later, we needed to see him with another problem. Both times, he gave the impression that he had lots of time, **never seemed rushed, explaining everything thoroughly to our complete satisfaction**.*

Paul is the best doctor we have ever met!

Jorge Pinzon

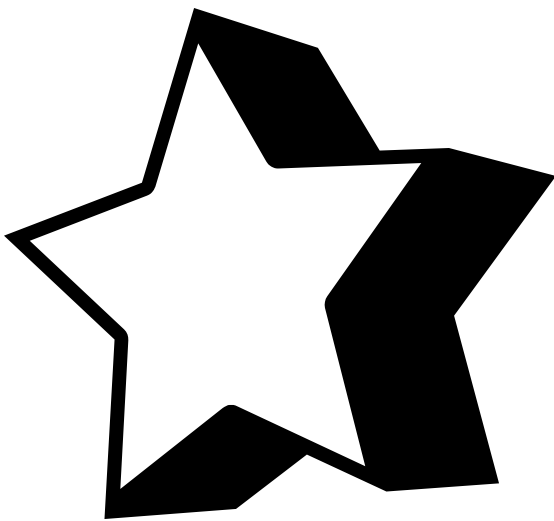
Physician – Youth Health

Award of Distinction

*Despite our uncertain situation while our son is transitioning to adult care, Jorge Pinzon is able to relieve our anxiety by **giving us the time and energy** we need. He is guiding our son and our family through the health care system, helping us solve our problems **by coordinating plans** with other team members and departments.*

*Jorge's communication style is comforting as he genuinely desires to **involve our whole family**. We especially appreciate the **cultural sensitivity** he shows which we find can be very difficult for health care professionals.*

*Jorge's **encouraging attitude and regard for diverse culture and values** deserve to be recognized.*



Cathy Roberts

Nurse – Intensive Care Unit

Family Centred Care Award

*Cathy always encouraged us, made us feel comfortable & **kept us informed** – it was like she knew what a parent's stress could do to our baby's health.*

*Cathy's personal touches were sensitive – like taking our son's photo when we were away. Cathy considered her job to be **caring for all of us**, not just our baby.*

(photo not available – returned to England)

Shari Stephen-Smith

Nurse – Pediatrics (now Eating Disorders)

Family Centred Care Award

*Shari is very supportive and **regards patients and families as equal in importance**. She openly communicates and **helps us navigate challenges** with her encouragement and accessibility.*

*Shari **honours our decisions without judgement**.*



Eric Webber

General Surgeon

Family Centred Care Award

*Eric took care of our family when our son needed surgery and again when he needed follow-up for a complication. He took his time (even on Father's Day!) to show us X-rays and explain our son's condition carefully. Our son saw that **we trusted Eric Webber**; so he could accept that surgery was necessary; our son could go bravely off to the operating room, thanks to Eric's smiling face.*

*All the way through, Eric **considered the effect on the lives of our family members and helped us cope**.*

Grace Yu

Physician - Pediatrics

Family Centred Care Award

*Grace openly communicated with us, going out of her way to **explain procedures, results and options**. Grace is thoughtful, caring and definitely built our confidence by supporting and encouraging us and our care team.*

*Her **attitude with our children and family modeled equality and partnership.***

