



2007 Family Centred Care Awards

Partners in Care, BC Children's Hospital and BC Children's Hospital Foundation announce this year's star partners who were nominated by patients and families.

These awards celebrate the partnership between patients, families and professionals. They recognize those individuals who demonstrate and promote excellence in the principles of Family Centred Care.



**Dr. Anne Antrim – Pediatrician, Pediatrics
Award of Distinction**

"Dr. Anne Antrim...immediately put us at ease as if she were a neighbour rather than a distant professional. We felt it was okay to laugh or cry in her presence. She used layman's terms when explaining her thoughts and when we spoke with her we never felt that she was in a rush....We felt empowered not only to ask questions but to call into question anything we felt was not in the best interest of our child. She never spoke to us as if our child's interests were separate from our own; she was flexible in releasing our daughter earlier than planned and concerned whether we would save more money on parking if we had our follow-up appointment here at the hospital or at her office. Dr. Antrim is extremely gifted and each time she came to see our daughter we felt encouraged."

**Dr. Frederick Kozak, Physician, ENT Clinic, Surgery
Award of Distinction**

"There has been one person who I could talk to any time.....he would tell me "I went to a conference and I heard of this..., we can attempt to try....if you want to" and then sit down for hours with me and give me the full details, never making me feel uncomfortable about asking a million questions and always being truthful no matter how awful the outcome. He was on call for our son 24/7; coming to our sons aid in the middle of the night instead of letting the on call ENT look after our son because he knew our son so well. Dr. Kozak had to undergo some heart surgery himself and he shared this with us, how difficult this was for him and who would cover for him. As soon as he was well enough to sit up in his hospital bed he would call over to BCCH and check on our son. One of his first outings was to come and see our son and make sure he was okay.....he still goes to conferences and is looking for that long time cure for my son. Dr. Kozak did not have to give so much time and energy to our family-he could have just given routine information and treatments...Our son likes and respects him and Dr. Kozak likes and respects him back, treating him as an individual.....We will appreciate him and remember him as special to our family forever!"





**Dr. Laura Stewart, Endocrinologist, Endocrine/Diabetes Clinic
Award of Distinction**

"She explained in detail what the problem was, and asked us what we thought and if we were comfortable with the plan. Since then more issues have come up and she has always listened to what I have to say. She has never made me feel like I'm overreacting or that I am wrong...or disregarded my feelings or my fears. She referred us to other specialists when it was out of her specialty, but not passing us off, she really listened and made an informed choice. I always feel like part of a 'team' and she never TELLS us what she is going to do, she ASKS us what we want to do. She continually makes us feel like we know our daughter best, and that we are the experts. She will phone us in the evening with test results so I can stop worrying...and she has always made us feel that no matter what happens in the future we will be able to deal with it...we have a plan. She has never rushed us out of her office or made us feel we were taking up her time...we have known her for over 2 years and I can say with confidence that it was not a "one time thing" that she has shown the principles of family centred care. This doctor, in my opinion, lives family centred care!"

**Dr. Martin Hosking, Physician, Cardiac Sciences PBCU, Children's Heart Centre
Family Centred Care Award**

"Dr. Hosking educated us about my son's situation....we were emotionally down and crying all the time but when he tells us about my sons heart there's no worry anymore. He even explained it well to my son. He showed us his well experienced handling this kind of situation....he talked to us after to make us understand what's happening...He really cared about my son and that's what we need!"



**Dr. Frederick Kozak, Physician, ENT Clinic, Dept. of Surgery
Family Centred Care Award**

"Dr. Kozak shares latest finding from conferences and medical journals that pertain to my child...he respects my desire to know the latest information. He gives me choices when it comes to my child's treatment and he always discusses pros and cons. He always respects my choices and listens when I discuss how things affect my child's quality of life. He often says, "What do YOU want to do?" Dr. Kozak always asks about our plans or if there are other potential conflicts when scheduling surgeries and procedures and he always accommodates our schedule. He said, "I'm not just treating your one child, I'm treating your whole family". Dr. Kozak has phoned me at home saving the long drive and the need to find childcare and parking. We have a long term relationship and I have always felt respected by him.....he makes me feel like a colleague".





**Dr. Daniel Metzger, Physician, Endocrine/Diabetes Clinic
Family Centred Care Award**

"Dr. Dan has always made us feel comfortable asking questions and always cared for my son as a whole person. He has helped us with school and social issues. He personally phones with test results. I feel that Dr. Dan has been not only an amazing doctor but also an advocate and champion for all areas of my son's life. Thank You!!"



**Dr. Julie Prendiville, Medical Director, Dermatology Clinic
Family Centred Care Award**

"Dr. Prendiville provided us with choices and options thoroughly. She visited us even on weekends and made us feel comfortable asking questions. She honored our decisions and listened to us and was so easy to approach....she always included our other daughter in our conversations. Without her, I would not have been able to deal with my son's illness."

**Jaime Williams, RN, PICU, Critical Care Dept.
Family Centred Care Award**

"Jaime valued our family bond...she never asked us to leave the room and she remembered all who came to visit and always asked how everybody was doing. She treated our daughter like a person, not another patient...it was easy to talk to her and she explained things so we could understand. If there was something we needed to know and she did not have the answers, she was sure to find the answer or somebody who did. "



**Andrea Yuel, RN, PICU
Family Centred Care Award**

"She answered all of our questions and when some unexpected health issues arose she noticed our panic and was quick to resolve the problem and not let up on help arriving. When we had questions she arranged for a doctor to speak with us. She missed breaks to take our son for walks and would climb in his bed to read him books. She introduced water play and has you all laughing including our other son. I was empowered by her inability to see obstacles and her positive attitude."





Honorable Mentions

Dr. Tammie Dewan, Resident, Pediatrics

Dr. Diane Fast, Psychiatrist, Mental Health

Dr. Manraj Heran, Radiology

Group Award - PICU Nurses: Teresa Benton, Linda Dart, Kim Fogarty, Todd Gallagher, Regina Knight, Anke Krung-MacLean, Sharon LeBlanc, Pat Nelson, Suzie Pitcher

Dr. John Masterson, Urologist, Urology

Dr. Paul Steinbok, Neuro-Surgeon, NeuroSurgery

Group Award - TCU Nurses: Kristine Brindle, Sandy Ewert, Annette McKenzie, Carol Wiedrick

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

