



2008 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.

**Sharleen Chua – Registered Nurse, 3R
Award of Distinction**



She was very aware of our concerns...she respected us and valued my input as a parent. My comments/decisions were listened to...she valued that I knew my daughter better than anyone else. She was able to suggest other options, explained things in a caring, considerate & respectful approach. If she was unsure she investigated the information so that she could explain it to us. Sharleen's approach to problems clarified our concerns or choices & provided us with support and information needed to make our decisions. She looked into finding us services to assist us in leaving the hospital and even took time to personally type a letter to expedite "red tape" to return home. At all times I was kept in the circle, she worked with us..... We shall always remember Sharleen as the nurse that "lightened our day". Thank you!

**Sarah Coulson – Registered Nurse, PICU
Award of Distinction**

She ensured that my opinions were heard..., always respected my opinion and treated me as the expert in my child's care. She paid attention to small details...making sure that other nurses only used his linens that I brought from home. Sarah ensured that I was given all the information.... she went out of her way to make sure that I had answers to my questions and...she made us feel comfortable and confident enough to voice our concerns. Having the information that she provided was crucial in me being able to make educated decisions regarding my son's care....Sarah orchestrated team meetings, with us, doctors, specialists, other nurses and many others so that we were satisfied with the decisions made and the outcomes...everyone was on the same page. Sarah gave us her opinion honestly...we could voice ours as well. We are forever grateful for the time she spent with us as a family!





**Jan Rooks - Nurse Clinician, Cardiology
Award of Distinction**



Since the first day that we were admitted into the hospital Jan has been there for us. She respected our decisions and helped us to better understand what was going on. She would always ask if there was anything that she could do for us....giving us support and a shoulder to lean on. When we had scary decisions to make Jan was right there....I would research everything that my son was going through, trying to find something, anything to help him get better...Jan praised me for it and encouraged me to continue. She empowered me to be a voice for my son. Everyday Jan was there...and if she wasn't we would be in contact by email. She took time out of her day to come to his welcome home party and always visits and checks up on him when we are in the hospital. She will always and I mean always have a very special place in our hearts!

**Dr. Jacob Rozmus – Fellow, PICU
Award of Distinction**

Dr. Jacob listened to my concerns and ...I felt that my opinion regarding my child's health was valued and listened to. He understood my need for detail and made sure that I had the information I needed to make decisions. He scheduled procedures around my schedule ...he answered all my questions & reassured me that my questions were valid and important....and always provided me with answers and if he didn't know the answers, then he would find them out. Dr. Jacob was the constant for me...he always had time to stop and talk, give updates....I remember being more stressed out on his days off, and waiting until he was back on shift so I could ask him all the questions I had compiled. Dr. Jacob made a difficult situation a lot easierhe treated us with respect and I will never forget what he did for my family!



**Dr. Doug Cochrane – Neurosurgeon, Neurosurgery
Family Centred Care Award**

*Dr. Cochrane has a way of explaining the most technical of procedures into layman's terms that were understandable....and make the required decisions. Dr. Cochrane supported us as we tried a holistic approach to a complex problem. In 2006 **** passed away....Dr. Cochrane met with us to discuss ***** and to have a check up with (our other son).....who asked very pointed questions. Dr. Cochrane let him express himself and be heard..and treated him with such care and respect.....he always places the needs of our children first, closely by the needs of the family as we support our children.*





**Courtney Conroy – Administrative Secretary, Ophthalmology
Family Centred Care Award**

She received my phonecalls on a day that was probably the closest that I have come to a nervous breakdown.....I was ready“do battle”...I was able to reach her right away...Courtenay did not try to put me off...or tell me I was overreacting. She listened to my concerns. she treated me with respect and answered my questions head on...Since then Courtney has put together knowledge, experience...she has made a huge difference...no doubt she gets part of that attitude from.....the department....which utilizes families as part of the team.



**Dr. Derek Human – Cardiologist, Children’s Heart Centre
Gee Wigle – Transplant Nurse Coordinator, Multi-Organ Transplant Clinic
Family Centred Care Award**

I called Gee to find out if there was anything we could do to help ease (an upcoming) experience.. she called back.... we had the choice to postpone the procedure, if we felt that it was in the best interest of our son, emotionally and psychologically. Clearly, they had listened to and considered our concerns from the point of view of our family and what our son goes through living with a chronic illness and requiring multiple procedures. They respected our abilities as parents to make this important decision...they value what we know about our own child and that they take the information that we share with them seriously. We truly felt empowered and respected as experts and this reinforced the highly collaborative and supportive relationship that we are so fortunate to have with Gee & Dr. Human.



**Mandy Johnson – Nurse Clinician, Children’s Heart Centre
Family Centred Care Award**

She made me feel comfortable enough to cry.....and confident that I hadn’t done anything wrong to cause my daughters’ birth defect. She explained everything so it was easy to understand...and gave us a book of information on our daughters condition and her card to call her anytime with questions....she assured me my questions weren’t silly. She was always there to explain new results in terms we would understand. She made us feel we would be able to make any decision!





**Kelly McMillan – Nurse Clinician, Neurology Clinic
Family Centred Care Award**

Kelly always listens well...and seems to understand some of the day to day challenges we face with our children. She is great for giving us information but respects our opinions and decisions also...if she doesn't know the answer to a question she will find out for us. She helps us to navigate...making sure multiple appointments get coordinated.... Kelly is the one who pulls it all together and always with a smile on her face. She is the one I call on a regular basis with questions and concerns!

Kelly listened to my concerns...& gave me information that helped to guide my choices.... she supported us in our decisions and worked around our time requirements. She provided me with updated information so that we understood how things were progressing. She spoke with my daughter not only as a patient but as one to share in the decision makingAll issues were explained in a way that we both could understand. She helped to arrange support for our accommodation & traveling expenses....I felt that as a single mom, Kelly was a shoulder I could lean on. Thank you Kelly!

Honorable Mentions

Dr. Andrew Campbell - Cardiac Surgeon, Cardiac Surgery

Dr. David Dix – Physician, Pediatrics

Lindsey Fraser – Registered Nurse, 3B

Dr. Jane Hailey – Physician, Pediatrics

Andie McKinnon – Registered Nurse, 3B

Sandra Manzano – Clinical Nurse Leader, Transitional Care Unit

Bindy Sweett – Child Life Specialist, Child Life

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!

