



# 2010 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.



**Susan Albersheim**  
Neonatologist - NICU BCW  
Award of Distinction (Joint Award)

**Laureen Kathler**  
NICU Core RT  
Award of Distinction (Joint Award)

*Lorene and Susan really stood out; they were able to provide information in a way that educated my husband and I; they both listened and believed that we as the parents knew our child best; this not only showed respect and an appreciation of family strengths but also went a long way towards empowerment.*

*Susan and Lorene demonstrated the utmost in flexibility, collaboration and when our son was on a high frequency ventilator; this meant I wasn't permitted to hold him or do skin-skin. Based on my feedback Dr. Abersheim & Lorene took on the challenge - although others were suggesting it just "wasn't done" - Lorene carefully worked out a safe way for me to hold Benjamin that day. We believe that Ben turned a corner that day.*

*Later when Ben was 4 months old the "rule" in effect was no nursing until the baby was on "low flow" oxygen. Again showing "flexibility", Susan and Lorene took on that challenge, calling the manufacturers of the respiratory equipment and even speaking to a hospital in England where breastfeeding is done on "high flow". The result was a carefully constructed plan to allow Ben limited breastfeeding while still on high-flow. It did so much to both settle and nurture Ben, but also to empower to feel like I was really Ben's caregiver - something that can be hard to feel when your baby has spent months in the care of others. Lorene and Susan made the difference in my feeling that way.*



Photo Not Available for  
Laureen Kathler





**Paul DeKleer**  
**Building Maintenance - Facilities and Operations**  
**Award of Distinction**

*He went above and beyond his job description to make my son's and my life far more comfortable with his support, flexibility, collaboration and empowerment. My son was a long-term resident of the unit and had been rehospitalized for respiratory complications. We became worried that he would not be able to move around and would go stir crazy if he had to remain on a 3 foot tether. A "cart" was designed and Paul was asked if it was possible to make one. Paul received the design on Tuesday and he had it completed by for alterations by the Friday. He asked what our sons favorite things were; when he found out it was Elmo he made stencils of Elmo hanging from the letter T on all 4 sides of the cart. The cart is the most beautiful thing in the world to my son and our son uses it everyday! Paul definitely showed support to the unit and to our family. He showed flexibility with alterations. He showed collaboration in the teamwork it took to pull it off and Paul most definitely empowered my son.*

*Paul thank you from the bottom of our hearts. You are a beautiful and wonderful man! Thank you very, very much!*



**Rob Everett**  
**Physician – Pediatrics**  
**Award of Distinction**

*He facilitated communication among all the many healthcare professionals who were at odds and had forgotten to keep us in the loop. Of the many people we encountered he consistently demonstrated professionalism, compassion, and a commitment to the whole family's ability to participate and actively decision-make for the best care of our child. His leadership initiative and sensitivity during a high-stress and confusing time made all the difference for our family. He advocated on our behalf and called a meeting everyone dealing with our daughter and demonstrated tremendous leadership by taking responsibility for some of the communication problems that had happened. By doing so we felt very supported, empowered to speak more honestly and in the end a more collaborative approach was fostered for our family. His ability to listen to us and build a plan for what worked for our unique situation was very helpful.*





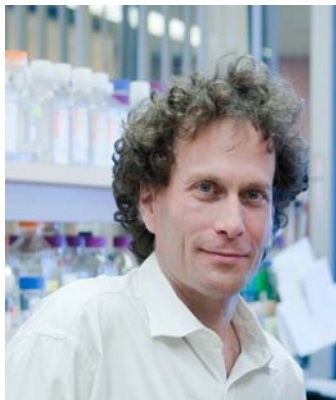
**Jan Rooks**  
**Nurse Clinician – Children’s Heart Network**  
**Award of Distinction**

*Jan made sure that we understood exactly what was wrong with my son; she respected our concerns and likes and dislikes regarding his care and try to answer all of our question and would go and find answers if she was not sure. She talked in simple and slow sentences so that my husband could understand her better regarding my son’s treatment. She would give examples from past regarding other patients to give me strength and gave me courage by praising me.*



*She visited us so many times during the day in crisis and then at least once every day for four months and so many times she would spend so much time after her work hour in my son’s room trying to answer our questions and by supporting us. She kept us up to date with everything regarding his case and explained until we understood what was happening and might happen. She never hid anything, she always had us ready before any procedures took place so that we don’t shock.*

*For my son’s surgery Jan was off on sick leave. She still kept in touch by emailing me and sending messages through Mandy from the heart clinic who was replacing her. I missed Jan during those days but she gave me courage and wishes through email. Nurses like her make the stay of parents with their sick children at the hospital a lot calm, comfortable and make them courageous to fight with the situations. She has been an “Angel” for me and my family. Thank you very much Jan for being there to give support and your shoulder to lean on when I needed it.*



**Dr. Cornelius Boerkoel III**  
**Associate Clinical Professor – Provincial Medical Genetics Program**  
**Family Centred Care Award**

*Working with him “has been a very positive experience....for the whole family because of the spirit of inclusiveness and open dialogue which Neal brings to the table. Communications have never been rushed, explanations about procedures have been configured in as many ways as necessary in order that we all have a crystal clear understanding. He has made us all feel we are part of a team by developing a plan for care by conversing with our son and the entire family about observations, hunches, intuitions, trauma and depression and all of our concerns were met. Our son feels he has a positive, vital, participatory and engaging role to play with research, not that he is a disadvantaged invalid, nor even a patient.*

*When trying a new medication he gave us his pager number to call any time of night or day which did become a lifeline for several weeks. I cannot imagine it possible for anyone to render any greater degree of dedication with such a spirit of optimism as this doctor has offered to our entire family.*





**Mark Chilvers**  
**Physician and Director – Cystic Fibrosis Clinic**  
**Family Centred Care Award**

*Mark understands the balance between healthcare and quality of life and does everything he can to respect our wishes and those of our daughter. He offers us choices, is up-to-date on all research and tries new ideas and therapies. We are encouraged to call anytime we have a question or need help and a get quick response. He and the hospital team re-arranged our daughter's meds and tests so she could go to Theatre Rehearsals which were so important to her.*

*We, as a family, used to feel we had no control over or say in regards to our daughter's health. Now we work with Mark & the team to provide the best care possible.*

**Doug Cochrane**  
**Neurosurgeon – Neurosurgery**  
**Family Centred Care Award**

*I was so blessed to have Dr. Cochrane treat me because he always put the scariest of situations to ease because he was always very patient, positive and caring.*

*He would go out of his way to type up reports to my school and university and he never made me feel like I was exaggerating, if I ever had any concerns and questions to ask about certain symptoms I was having. He took the time out of his busy schedule, to see me without an appointment and offered to assist me by contacting the appropriate people I needed to deal with my issues and also gave me advice on how to handle my case.*

*Even though I haven't been his patient for the last few years, we have kept in touch. Sometimes, when I have medical concerns, he and I still correspond - usually via e-mails but also in person, on occasion. He's the best doctor anyone could have!*





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

*Mandy answered a very long list of questions sent via email.....some of our questions needed a bit of research and she would get back to us as soon as she had the answers. We live in Kamloops so the email was good.*

*For this Mandy was also very supportive when we wanted to come down to Vancouver prior to the procedure and have the reasons / benefits of the procedure explained. She was respectful and friendly to our son, speaking to him and us. Mandy made space at short notice for us to come and meet and go over everything.*

**Frederick Kozak**  
**Physician – ENT Clinic**  
**Family Centred Care Award**



- 1. Always keeps us informed. I have asked the same questions, sometimes 10 times over and he is always patient and answers clearly and thoroughly.*
- 2. Does his very best to see us even when he is extremely busy - I'm a single parent. I needed appointments on Monday, Tuesday or Wednesday so I could bring my daughter to the appointment and it was always when I needed it. I'm sure he must've changed his schedule to accommodate me.*
- 3. Light humour but also doesn't B.S.; he does not put on "airs" and he has never, ever brushed me off. I'm definitely part of the team.*
- 4. Straight facts so our decisions we make are easier; my opinion counts- I'm not a medical specialist but my opinion counts-he explains things simply so I can understand and then we make decisions.*
- 5. He works WITH me; he does what is best for my daughter working with me; he is teaching at the same time. I've never felt ignored or out of the discussion—he respects me and so do they.*
- 6. He connects with my family doctor in the community; and keeps my doctor in the loop and together we make decisions.*
- 7. He helped our little girl swim again without any ear aches. We can never thank him enough.*





**Jane O'Brien**  
**Registered Nurse – PICU**  
**Family Centred Care Award**

*Jane made sure that we could always be with our daughter even through medical procedures; she made us feel that while the medical personnel could do all that was medically needed what our daughter really needed was for us to be there.*

*She made sure we understood all that was going on and that were comfortable with it. She made sure we had a spot to rest when we could, she found us toiletries and blankets.*

*She is so flexible in the way she provided information, she could make very scientific information easy to understand without belittling us - she was flexible to adapt to our moods and needs and waited to take clues from us. She made us feel so respected and we were an important component of the team caring for our daughter.*

*We have met many, many wonderful doctors and nurses, but the one that truly stands out for those principles is Jane.*

**Rosemarie Rupps**  
**Genetic Counselor – Provincial Medical Genetics Program**  
**Family Centred Care Award**



*Even though her responsibilities are within a field that is research oriented with rare clinical visits and inter-actions, Rosemarie goes out of her way to ask after our son's state of wellness, to suggest, discuss and to support my ideas, of ways in which his day can be made lighter and molded to his specific needs. She keeps up with our son's development and communicates with him in a way that dissolves any potential for him to feel like a test-case or file number.*

*Rosemarie also has a relationship with our whole family; she has lovely rapport with our son's sisters, acknowledging to them how their presence is such valuable comfort and offering ways in which the sister's can participate. Rosemarie has empowered the girls to take a role in fund-raising events but all the while with complete flexibility to engage in a way that is important, comfortable and satisfying to them.*





**Susan Murphy**  
**Clinic Nurse – Endocrine / Diabetes Clinic**  
**Lifetime Achievement Award**

*Susan joined a small group of parents and staff to learn as well as teach more about Family-Centred Care practices and promote the parent voice within the hospital. She started speaking to classes of residents and nursing students to educate them about parents as partners.*

*Susan has contributed to most of the Partners in Care projects either as a champion, a problem-solving consultant or a sleeves-rolled up worker bee.*

*We owe a huge debt of gratitude to Susan for being a “professional parent professional” – her work has embodied the meaning of a life time achievement award...she’s been involved for 17 years...and she’s still going strong!*

**Bindy Sweett**  
**Child Life Specialist – Child Life**  
**Lifetime Achievement Award**

*Bindy has not only been a child life specialist, but an educator, mentor, advocate, leader, trainer, author, and facilitator. Most of all, Bindy exemplifies family-centred care in every interaction she has with patients and families.*

*Family-Centred Care is a well-understood and expected practice today, but early on in Bindy’s career, this was not the case. Bindy’s strong advocacy for families modeled for all of us how to work toward this important principle.*



## **Honorable Mention Award Winners**

**Drs. Walter Duncan & Martin Hosking**  
**Physicians – Cardiac Sciences**

**Carolyn Ebel**  
**Registered Nurse - PICU**





## **Honorable Mention Award Winners**

**Andrea Gretchev  
GDN – 3M**

**PICU Group - Wendy Krishnaswamy, James Legros, Pat  
Nelson, Sarah Pescitelli & Piper Shalley  
Registered Nurses – PICU**

**Mandy Johnson  
Clinic Nurse – Children’s Heart Centre**

**Patricia Mortensen  
Occupational Therapist – Occupational Therapy**

**Dr. Michael Seear  
Physician – Respiratory Clinic**

**Wendy Dreis, John Smyth, Meghan Steward & Meagan Wilson  
Registered Nurse, Neonatologist, Occupational Therapist &  
Registered Nurse – NICU BCW**

**Therese Trabelsi  
Registered Nurse – 3M**

*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!*

