



2011 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.

Edmond Chan
Clinical Assistant Professor - Allergy Clinic
Award of Distinction



Dr. Chan was reassuring and patient in his conversations with us....and consistently reinforced that we knew her risks and responses best.

He engaged with us in respectful and egalitarian ways – his way of working with families exemplifies collaboration. We always felt heard and that our knowledge and questions were valued. He took his time in our appointments, always ensuring that we felt that we had all the information we needed.

Dr. Chan is an outstanding care provider, and we feel lucky that our daughter is under his care.

Carrie Crane
Registered Nurse - ICU
Award of Distinction

Carrie always made us feel welcome, involved us in our daughters care...and made our younger daughter comfortable. She respected our family values...and always informed us of the treatments and the choices we had. She explained everything very clearly... to explain complex information into simple terms....and if she did not have the answer she would find out. Once we returned home to Edmonton, Carrie even followed up with us. This accident was an incredibly stressful and scary experience for Natalie, and for all of our family, but through her family centered care approach to nursing, Carrie made a significant positive difference for each one of us. We are so thankful for the difference she made.





Paul Steinbok
Professor of Surgery & Neurosurgeon - Division of Pediatric
Neurosurgery
Award of Distinction

Dr. Steinbok always included our daughter in discussions and used age-appropriate language...once there were 5 family members in the room and he addressed all their concerns...At no time did he make us feel that we were "bothering" him with too many questions...we felt our decisions were respected.

He came to our family in the waiting room and respected our need for privacy...and he listened to my concerns and worked with me to formulate a new care plan. Our daughter made him a beautiful thank-you card...What really blew me away was when he wrote Erynn a letter addressed to her to say how delighted he was to receive her card...this personal touch is a rarity indeed. Dr. Steinbok definitely deserves this award!

Edmond Chan
Clinical Assistant Professor – Allergy Clinic
Family Centred Care Award

Dr. Chan always includes us as a family...and treats us as the experts in her care and provides thorough, clear, and concise information.... He is quick to compliment us as parents...He praises her (our daughter) as well for her efforts in dealing with her allergies.

Dr. Chan really makes us feel good about ourselves.

Dr. Chan is truly a Model Physician!!





Suzanne Horn
Nurse Clinician – Oncology Clinic
Family Centred Care Award

Working with our schedule.....Suzanne works feverishly to ensure our family's well-being is considered...We ask A LOT of questions and she will answer our emails in a speedy fashion, confirming that we are not being "pesky", but rather proactive. She is always an email away should we have any questions or just need reassurance!

Most importantly, Suzanne has made us realize that we can't let cancer take over our lives. She's encouraged us to continue "living", keep having fun with all of our children, and take each day as it comes. We wouldn't be coping nearly as well with our daughter's diagnosis if it wasn't for Suzanne!

Trisha Manio
Registered Nurse - ICU
Family Centred Care Award

Trish had a way about her of making us feel like we were the most important part of our daughters recovery and ...helped to make what we did for Samantha easier.

We are very appreciative to have had her excellent care during such an emotional time for our family.



Photo Not Available for
Trisha Manio



Kelly McMillan
Nurse Clinician – Epilepsy Surgery
Family Centred Care Award

Kelly was always very thorough in the information that she shared with us. We were always given a choice and if we had questions or concerns she always addressed those in a timely manner and ensured that we understood and were comfortable with it.

She was flexible and always tried to put our needs first in terms of scheduling appointments. We have been so blessed to have had Kelly. She is an amazing woman!





Bernadette Sanchez
Child Life Specialist – Child Life
Family Centred Care Award

Bernadette talked to our son on the level, not at him and made us feel confident that we know our child better than anyone...and (helps us feel) we are making the right choices involving his care.

Bernadette encouraged us and helped us take an active role as an advocate for our son, whilst also encouraging him to advocate for himself. She even stayed an hour past her scheduled work time to help....She deserves all the recognition she can get!

Honorable Mention Award Winners

Maria Chaperon
Administrative Assistant - Urology

Jenn So
Registered Nurse – 3R

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!

