



Collaboration



Education



Expansion



Recruitment

Partners in Care BC Children's Hospital Family Advisory 2008-2010 Activities Report



Who We Are



A group of family members and hospital staff who are dedicated to promoting excellence in principles and practice of family centred care throughout BC Children's Hospital, Women's Hospital Neonatal Program and Sunnyhill Health Centre. Our work extends into the community and across the province with many hospital and community partnerships.



Family Centred Care

Core Concepts



Dignity and Respect

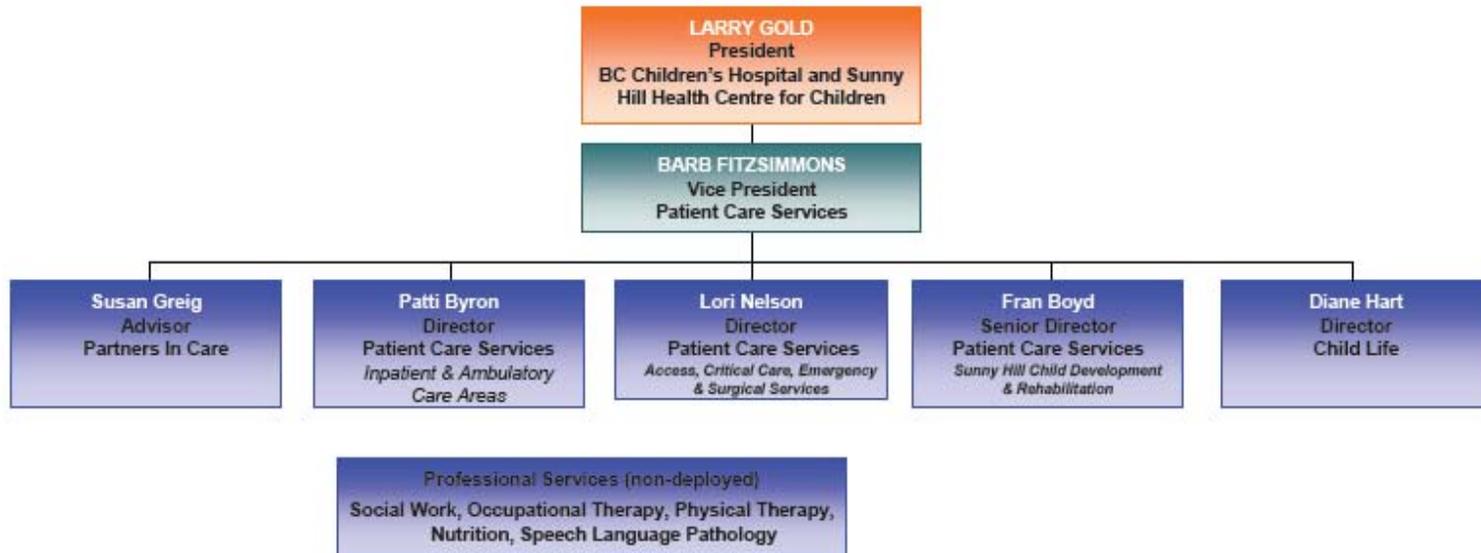
Information Sharing

Participation

Collaboration

BCCH Organizational Structure/PiC

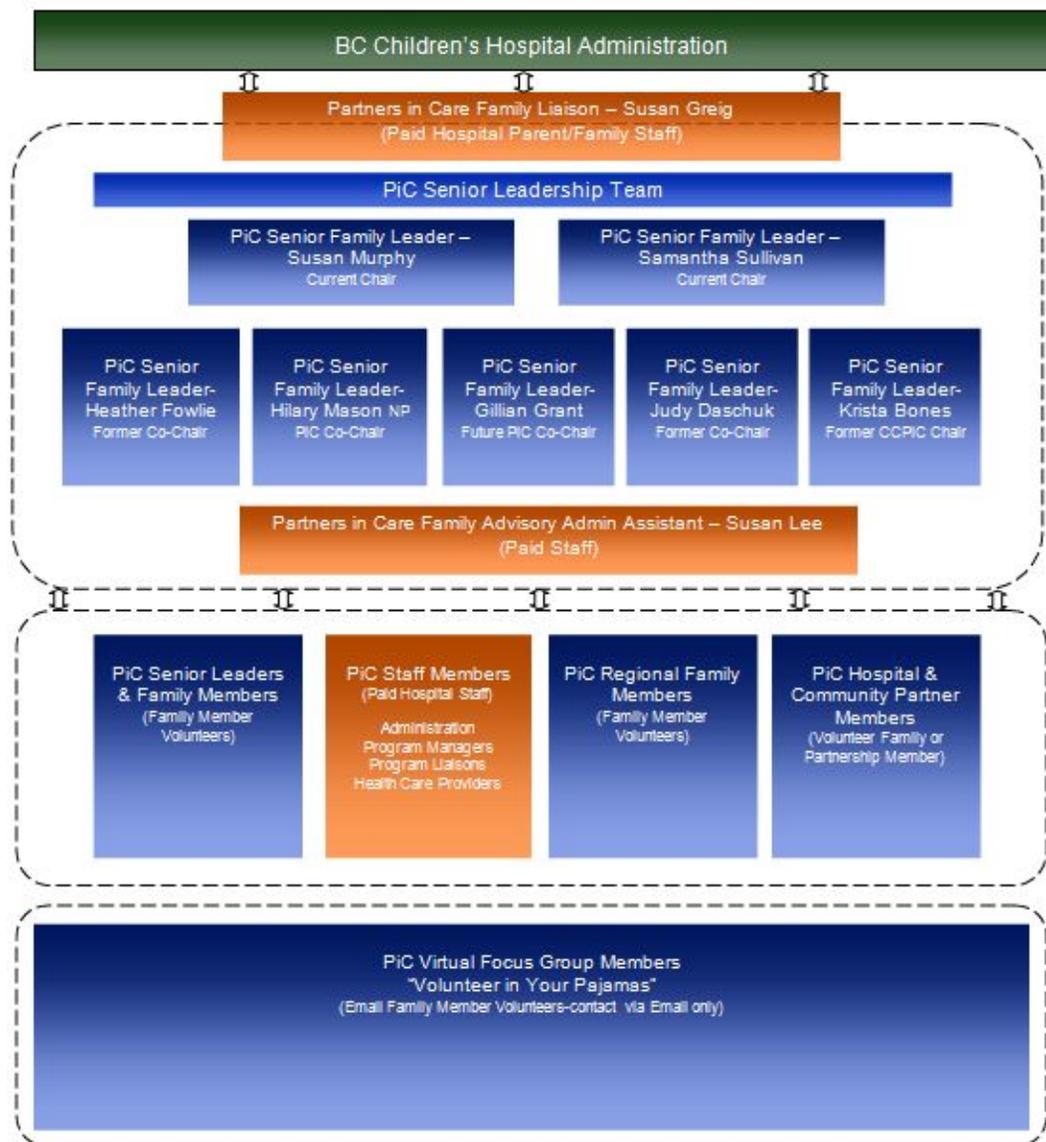
BC CHILDREN'S HOSPITAL AND SUNNY HILL HEALTH CENTRE FOR CHILDREN ORGANIZATIONAL STRUCTURE



Susan Greig, Partners in Care
Family Liaison

PiC Structure

Partners in Care Family Advisory Organizational Structure



PiC Makeup

Established 1990



2010

27 Local & Regional Family Members

26 Staff/Admin Members

5 Hospital & Community Partnership Members



Judy Daschuk



Lucinda Jones



Heather Fowlie

Meetings Held:

Every 2nd Thursday of the Month

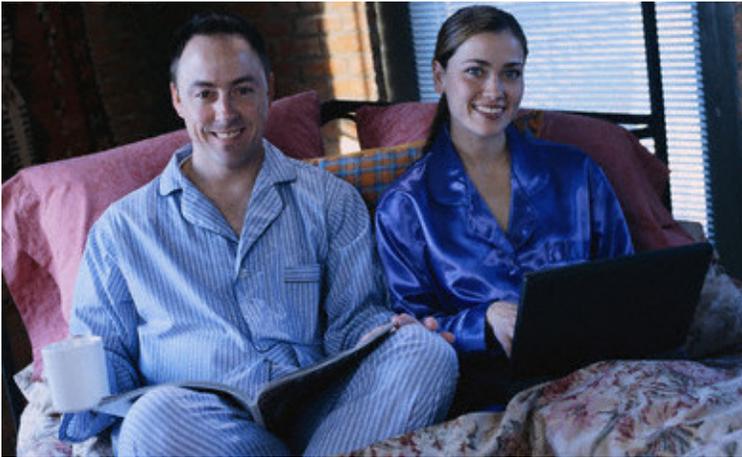
12:00-1:30pm

Room K0-155

September – June

Virtual Focus Group Members

Volunteer in Your Pajamas Group



75 Members.

Family members participate through email.

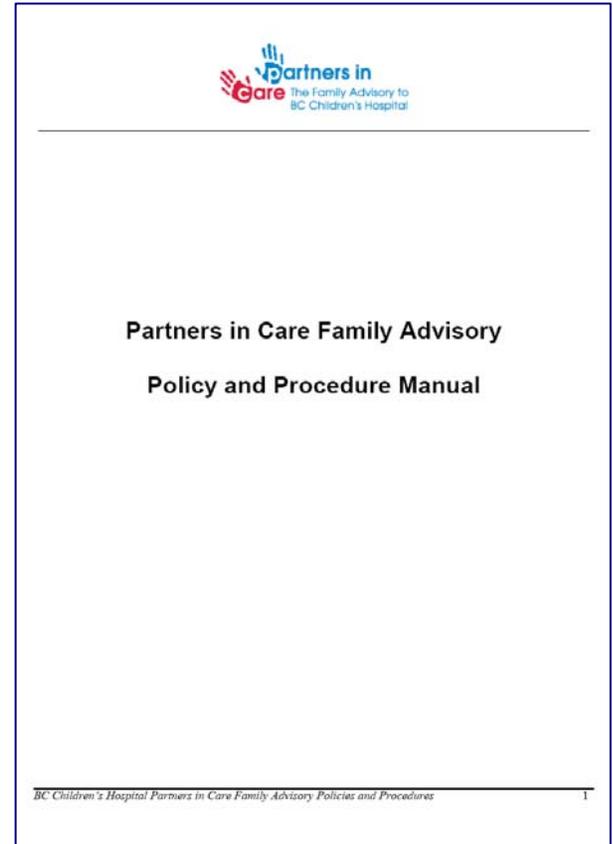
Surveys, pamphlet & poster design, fast feedback for RPIW and 3P site re-development events.

Allows PiC to provide a larger “family voice” perspective.

Guidelines & Policies

Most comprehensive bylaws, policies and procedures of any family advisory group in Canada.

All Family Members & Leaders volunteering in the hospital must follow PiC policies and guidelines.





Collaboration

Partners in Care Family Advisory believes:

Patient and family-centered care is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in **mutually beneficial partnerships** among health care patients, families, and providers.

Definition of Family Centred Care
Institute for Patient- and Family- Centered Care

Collaboration – Ongoing Initiatives

Dog Visitation



Hairdressers for Families



Relaxation Sessions for Families



Comment Card Boxes

Summaries sent out to Department Heads/Managers several times a year

Collaboration – Ongoing Initiatives

Family Centred Care Awards 2008 / 2009 / 2010



Yearly Event

- 4 Awards of Distinction
- 8 Family Centred Care Awards
- 10 Honorable Mentions

Collaboration – Partner Projects

Family Support & Resource Centre



Taraneh
Erfan

**Pilot Family Support
Coordinator Position**

Collaboration – Partner Projects

Patient & Family Centred Rounds



The Bedside Observer 3R Patient Safety Project



Collaboration – Partner Projects

3P Site Re-Development Events



RPIW's

(Rapid Process Improvement Workshops/Weeks)

Collaboration – Additional Projects

2008-2010

Safe Sleeping Guidelines Brochure & Poster

Child Life Evaluation Survey

Participation “Ethical Dilemma’s-When Parents say No”

Participation in Smoke-Free Policy Implementation

20 Tips for Safer Healthcare Booklet

3R Commitment Poster

Emergency Room Digital Information Board

Feeding Tube Resources

“Too Hot for Tots” DVD

“What to Expect & How to Care for Your Child after Neurosurgery” Pamphlet

Patient ID Band Posters

PICU RPIW: Reduce Lead time for post-operative communication to families

And many, many more



Collaboration – Partnerships

BCCH Foundation

PiC Family Members represent hospital families at:

Government events

Fundraising events

Telethon:

Sharing personal stories

Telephone panel

Fundraising:

Sharing personal stories



Collaboration - Partnerships

Provincial, National & International Connections & Partners

Canadian Red Cross

Family Support Institute

Canuck Place Children's Hospice

Child Health BC

Canadian Family Advisory Network

Canadian Association of Paediatric Health Centres

Institute for Family Centred Care

Lucille Packard Children's Hospital



Canadian Red Cross
Croix-Rouge canadienne



Canuck Place
CHILDREN'S HOSPICE
embracing life



CAPHC
ACCSP

Collaboration – New Initiatives

Lumière & DB Bistro

Fall 2010



Invites all Families & Children

To please join us for

Cookies and Pumpkin Pie

fresh from the ovens of Vancouver's
Lumière Restaurant

When: Thanksgiving Monday, October 11th

Time: 2-4 pm

Where: Room 3D16 (3rd floor of BC Children's Hospital)



Future Partnership Projects

Admissions Package

Bedside Binders for patient rooms

Policy to facilitate working cooperatively with Jehovah's Witnesses Hospital Liaison Committee & Jehovah's Witnesses patients & families

Re-establishment of Chinese Language Visitation Program

Creation of site-wide Garden Project Guidelines & Policies

Blood Management/Conservation

Bereavement Hospital Web Pages

Strategic Plan Action: Family Centred Care Hospital Wide Survey

Recommendations for Family "In Memoriam" Gifts



Education - Initiatives

Presentations Given & Available



Family Centred Care in Practice-The Family Perspective



Collaboration-Please Pass the Salt

(popcorn included)

Education - Initiatives

Presentations Given & Available



Partners in Care - Who We Are



Family Centred Care - Core Principles

Education – New Initiatives

PiC Hospital Blog & Social Media

The Family Centred Care Courier

Family Centred Care information from the BC Children's Hospital Partners in Care Family Advisory



A Flexible Family Centred Initiative – Telehealth

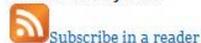
Posted on January 17, 2011 by picfan

Flexibility plays a central role in the concept of Family Centred Care. At BC Children's



Hospital and Sunnyhill Health Centre the Telehealth program provides flexibility for patients and families in providing access to healthcare providers and services in the convenience and comfort of their home communities.

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Family Centred Care at BC Children's Hospital



www.fcccourier.wordpress.com



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Information

Founded:
January 1, 1990

About:
This is the official page for Partners in Care Family Advisory to BC Children's Hospital. Made up of family members, staff and community partners members, we are dedicated to promoting excellence in principles and practice of family centred care.

Facebook



Education – New Initiatives

Family Centred Care Education Sessions

Established Fall 2010



You are invited to attend
a

Family-Centred Care Education Session

Tuesday, December 14, 2010
12:00 pm – 1:00 pm

Room K0-156 (Telehealth Room)

TOPIC: “Care and Support of Muslim Families”

Guest Speaker: Hossain Najar, Ph.D.

Family-Centred Care Philosophy

Family-centred care recognizes patients and their families as equal partners in all aspects of health care.

Parents and family members provide a child’s primary strength and support. The combination of a family’s knowledge and insight and the professional staff’s technical expertise improves patient care and safety, and leads to the design of better programs and friendlier systems.

Brought to you by:

BC Children’s Hospital Partners in Care Family Advisory in Partnership with the Spiritual Care Department



Topics Covered:

Cultural & Spiritual Care for Aboriginal Patients & Families

Youth Transitions-From Pediatric to Adult Care

Care & Support for Muslim Families

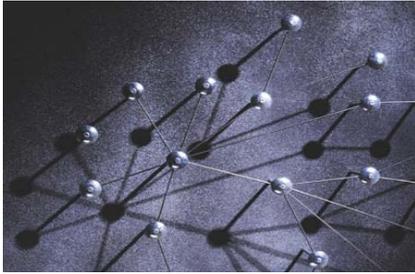
Patient and Family Involvement in Change of Shift Report



INSTITUTE FOR FAMILY-CENTERED CARE

**Patient and Family Involvement
in Change of Shift Report**

For the 2011 Schedule: see www.fcccourier.wordpress.com under Family Centred Care/PiC FCC Events Or the PHSA Pod Events Calendar



Expansion

In 2008 PiC started creating “Unit Specific” Advisories to bring the Family Voice to all parts of the hospital



Based on evidence & standards of best practice - Institute of Family Centred Care Family Advisory Development & Lucille Packard Children’s Hospital Family Centred Care Department

Expansion – Unit PiC's

In-Line Service (Unit Specific) PiC Advisories

Family members and staff sit on Unit Advisory.

Work with Department Heads & Unit Staff.

Provides the “family voice” at the Unit Level.

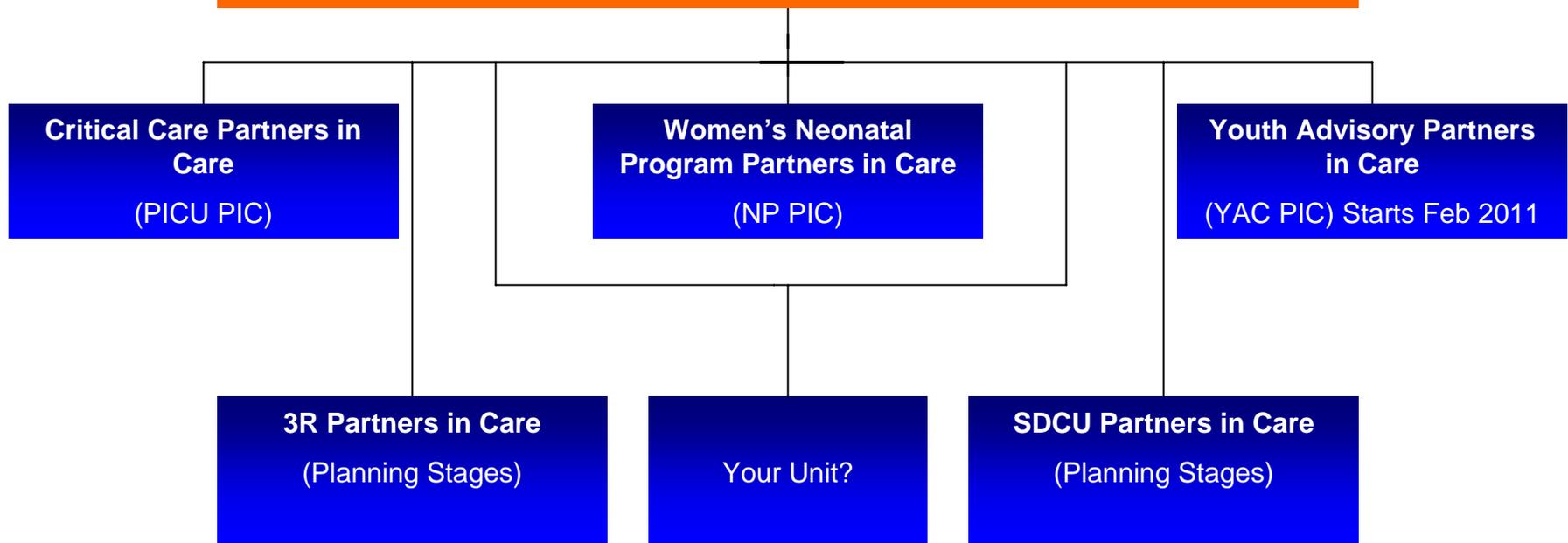
Projects & Issues are Departmental/Unit specific.

Unit Family Liaisons sit on BCCH Partners in Care.



Expansion – PiC Structure

BCCH Partners in Care Family Advisory



We provide support to help Units develop a PiC Advisory
We provide ongoing mentorship to family members who sit on unit specific PiC's
We provide administrative support to unit specific PiC's

Expansion – CC PiC

Critical Care Partners in Care Advisory

Established 2008

2008 - 2010 Accomplishments:

Creation of Bedside Binders.

Family Experience Survey Creation & Revision.

Window installed in door of family lounge.

Creation of Family Invitation to join CCPIC.

Site re-development recommendations for PICU.

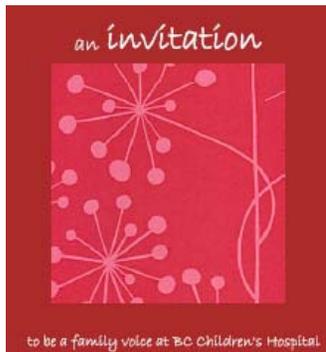
Installation of Family Lockers in family lounge.

“Pass the Salt” Presentation for all Nursing Orientation sessions.

Parent Participation in RPIW’s & Value Stream Mapping.



Krista Bones
CCPIC Chair



Expansion – Women’s NP PiC

Women’s Hospital Neonatal Program Partners in Care Advisory – Established Fall 2009

2009 - 2010 Accomplishments:

Baby Comfort Volunteer Program Support.

Summer Family Reunion Support and Feedback.

Parent participation in RPIW’s-creation of Blue Bird.

Creation of “What You Can Do to Help” pamphlet.

Review of Pump Room & creation of plan for re-design.

Support for Pilot Parent Bereavement Mentorship Program.

NP PiC parent participation in 3P event.

Site re-development recommendations for NICU/IN/NP.



Hilary Mason
NPPiC Co-Chair



Expansion – Future Goals

Youth Advisory PiC.

Inclusion of SunnyHill Health Centre Family Advisory.

Creation of Family Advisory Best Practice & Quality Indicators.



YAC





Recruitment

PiC is Recruiting

Family Members:

Able to attend monthly PiC FA meetings.

Sit on one or more hospital or PiC working groups / sub-committees.

Regional Family Members:

Members who live in various parts of the Province, outside of the Lower Mainland.

Sit on one or more PiC "virtual" working groups / sub-committees.

Attends PiC FA monthly meetings via teleconference.

Volunteer in Your PJ Family Members:

Participate in 5-10 minute email projects.

Provide feedback for RPIW and 3P site re-development projects.





Volunteer Roles

BCCH PiC Recruitment Coordinator.
Family Centred Care Courier News Blog Assistant.
Critical Care PiC Co-Chair.
Comment Card Box/Pamphlet Assistant.
PiC Education/Presentation Speakers.



Recruitment



Families interested in
BCCH Site Re-Development

Recruitment

PiC Accepts Family Member Referrals from:

Self Referral

Patients & Families

Hospital Staff

Community Members

For More Information:

<http://www.bcchildrens.ca/YourVisit/PartnersinCare/default.htm>

Or

<http://www.fcccourier.wordpress.com>

Recruitment

PiC Needs Family Members!



We Need You!



BC Children's Hospital
Room K2-127
4480 Oak St.
Vancouver, BC V6H 3V4

Partners in Care Family Liaison
Susan Greig
Email: sgreig@cw.bc.ca
Tel: 604-875-2345 Local 5391

You can view this report on the BC Children's Hospital PiC
Website at:

<http://www.bcchildrens.ca/YourVisit/PartnersinCare/default.htm>

Or

<http://www.fcccourier.wordpress.com>



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