



PFCC WEEK 2016

Growing Partnerships

Alberta Children's Hospital





Highlights

- ▶ Strong, across site awareness and visibility
- ▶ Increased participation by families, staff, and physicians
- ▶ Simple, engaging activities that encouraged reflection on partnership
- ▶ Development of an overall “look and feel” that was appealing and consistent (from the table toppers, newsletter, to the displays)
- ▶ 16 people expressed interest in becoming involved as a Patient and Family Advisor

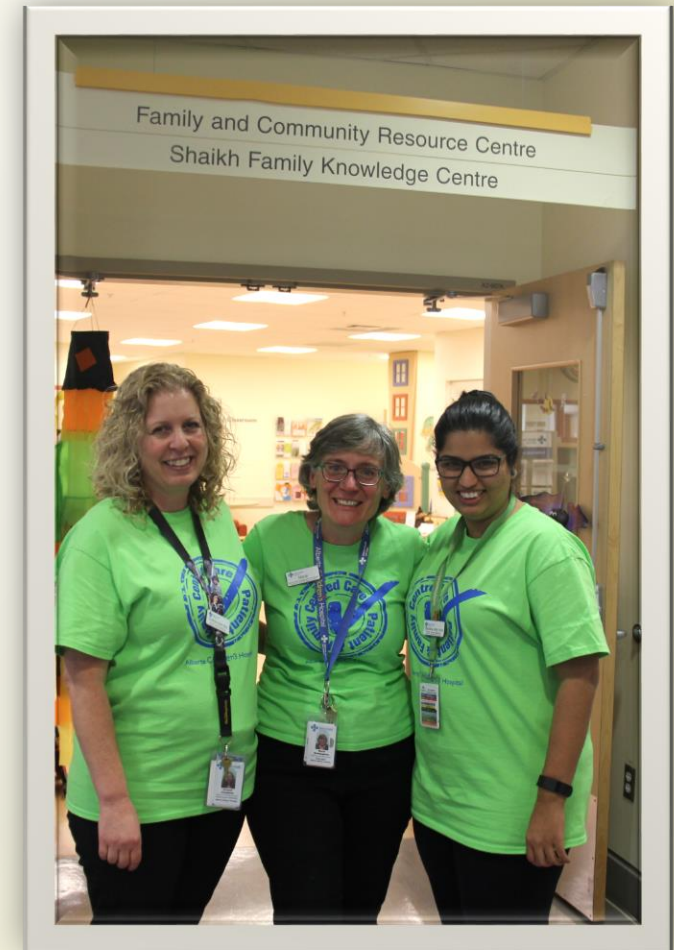
Newsletter

- ▶ The PFCC E-Newsletter was strategically sent out on the Monday of PFCC Week to 719 subscribers
- ▶ This was an excellent opportunity to really focus on Growing Partnerships by highlighting partnership stories from our Senior Operating Officer, Facility Medical Director, a family member and a front-line professional



Promotion

- PFCC T-shirts were a huge hit! They were worn by admin, cafeteria staff, CDC reception, and PFCC champions around the site. They drew attention and added to the week's visibility!



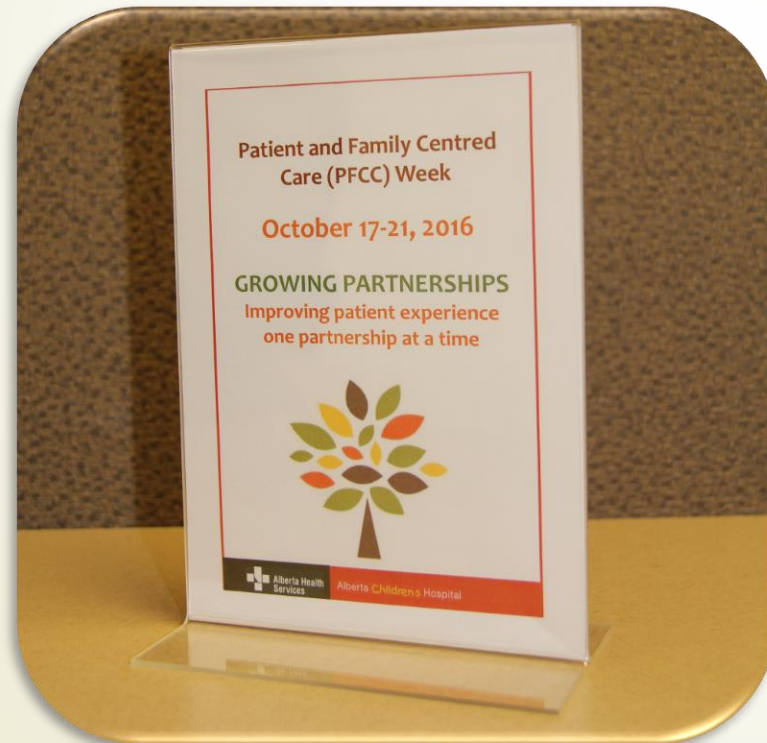
Magnets

- ▶ Eye-catching reminder of partnership with contact info
- ▶ Widely distributed around site at meetings by Admin and other staff
- ▶ Noticed that mainly staff took the magnets from display, a future idea may be to pass them out to families on units and in clinics. (But many fridges these day are not magnetic!)



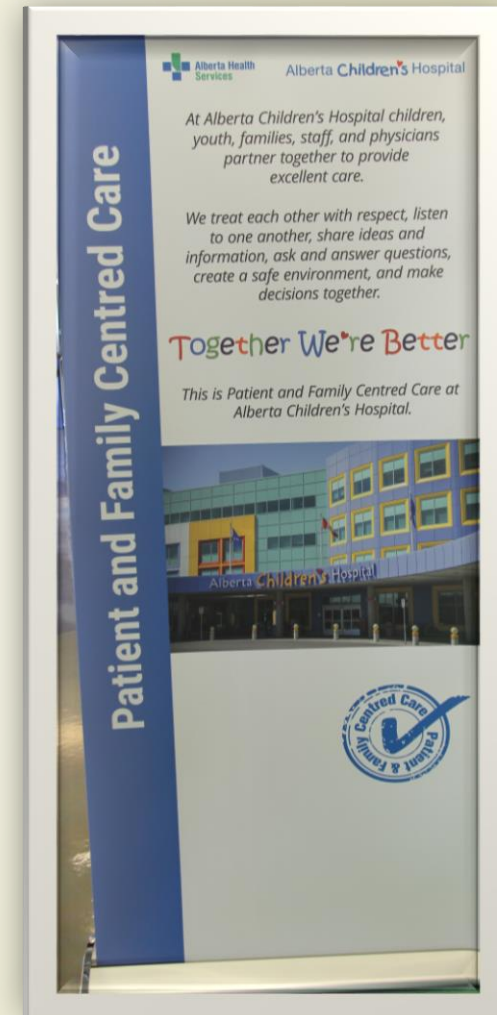
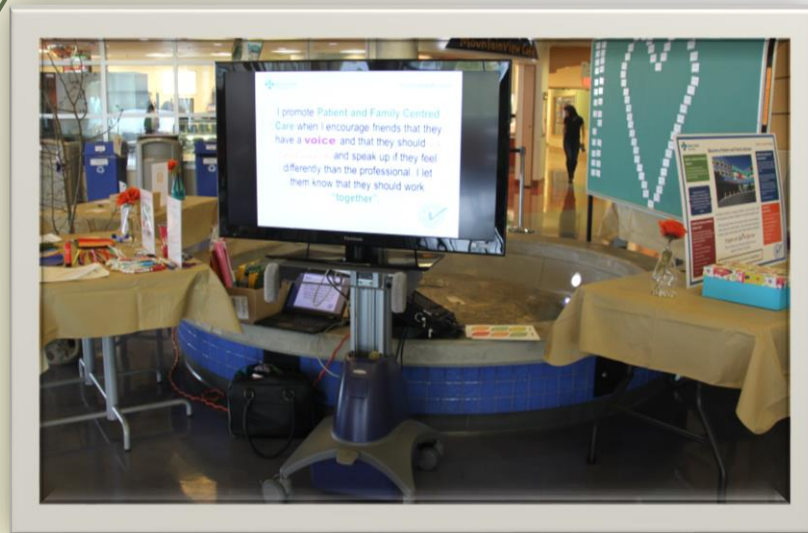
Table Toppers

- ▶ Placed on cafeteria tables and around the Child Development Centre
- ▶ Partnership quotes were solicited from CAYAC and PFCC Network member
- ▶ Good sign – they were dirty by the end of the week!
- ▶ Note for next year: easiest to get quotes/stories at our meetings



Displays

- Interactive displays in the main gathering space focused on Engagement Model, Advisor Recruitment, Say It in 7, and the Partnership Tree
- This year's displays were an improvement in their professional and cohesive presentation
- They created a great opportunity to make connections with staff and families



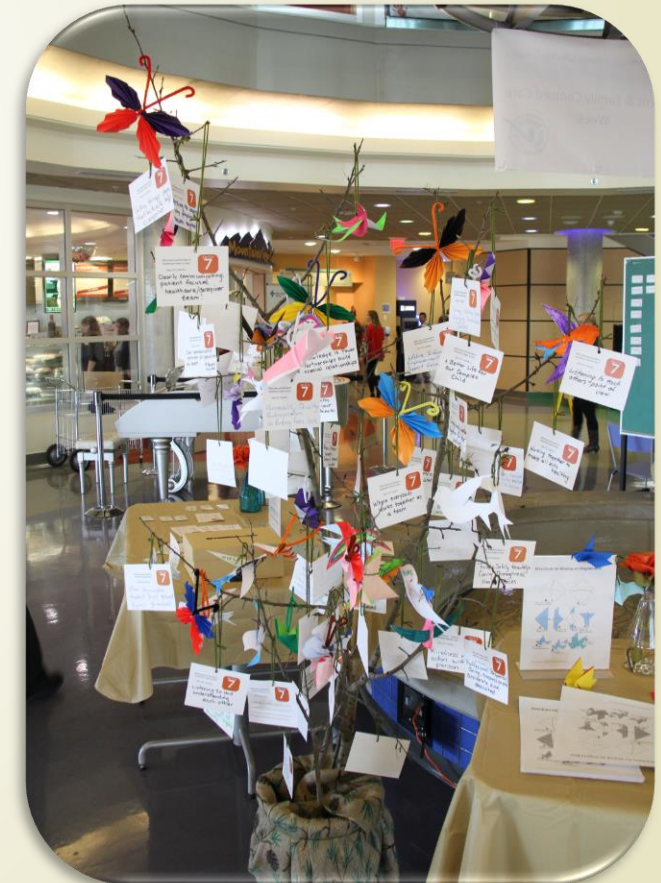
Displays

- Next year, recruit more volunteers to work the displays



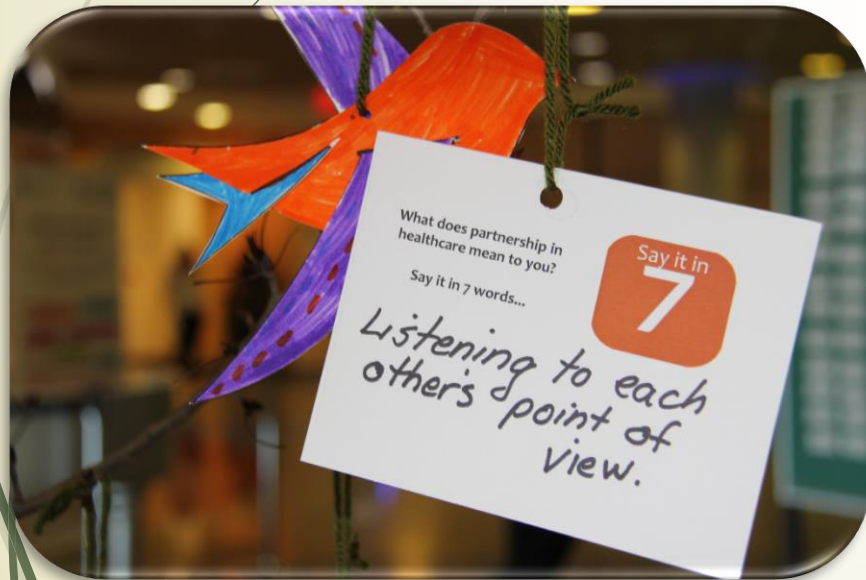
Tree Crafts

- ▶ Standing 6 feet high, this simple tree added a powerful attraction to our display tables – it became a conversation piece and people would stop to read the Say it in 7 sayings and also admire the kids crafts.
- ▶ It was also a way to could engage kids and families to create origami birds and butterflies – it turned out beautifully!
- ▶ Note for next year: do something like this again!



Say it in 7 Challenge

- ▶ We had 97 entries for the Say it in 7 Challenge!
- ▶ A random draw for a \$50 Market Mall gift card was great incentive to participate
- ▶ Entries were also submitted to the AHS Health Blog (if permission was granted)



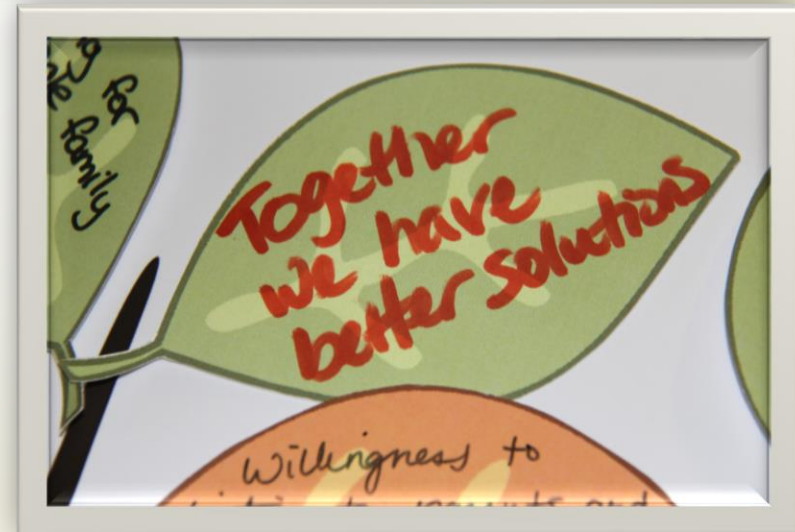
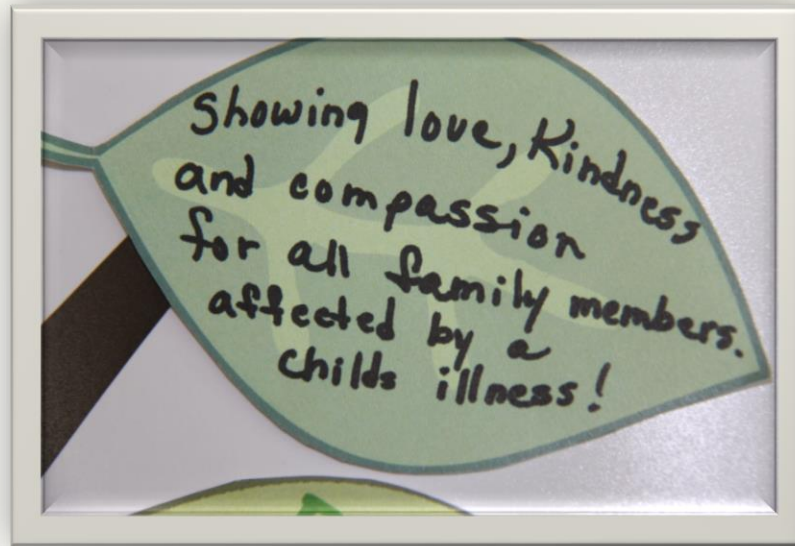
Partnership Tree



- The “main” Partnership Tree was hung in the main gathering space by the cafeteria. Patients, families, and staff were encouraged to write what partnership means to them on a leaf.
- As you can see, we certainly filled up the tree throughout the week!
- The comments written on the leaves (along with the Say It in 7 entries) will be shared around the site, in PFCC presentations, and in our PFCC e-newsletter.



Partnership Tree Leaves



Word Cloud -- Partnership Tree Leaves



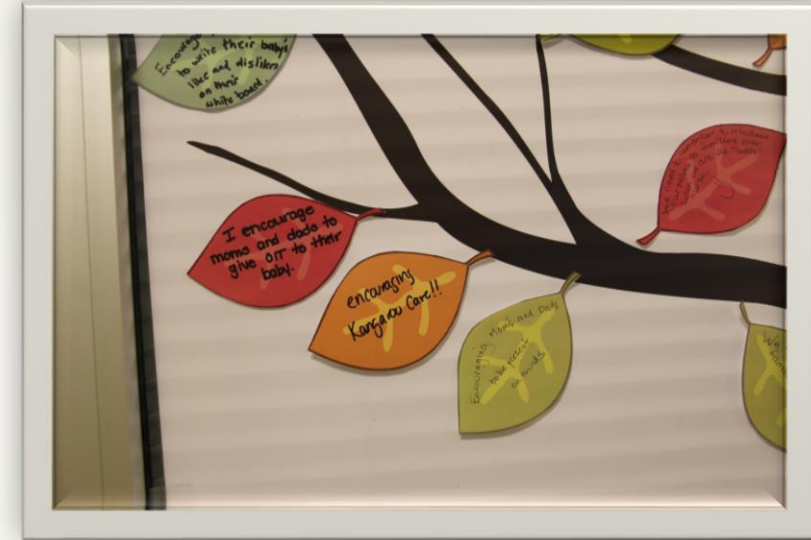
Clinic Partnership Trees

- Participants included: NICU, Rehab Services, Neurosciences, Child Development Services, and HOT Clinic



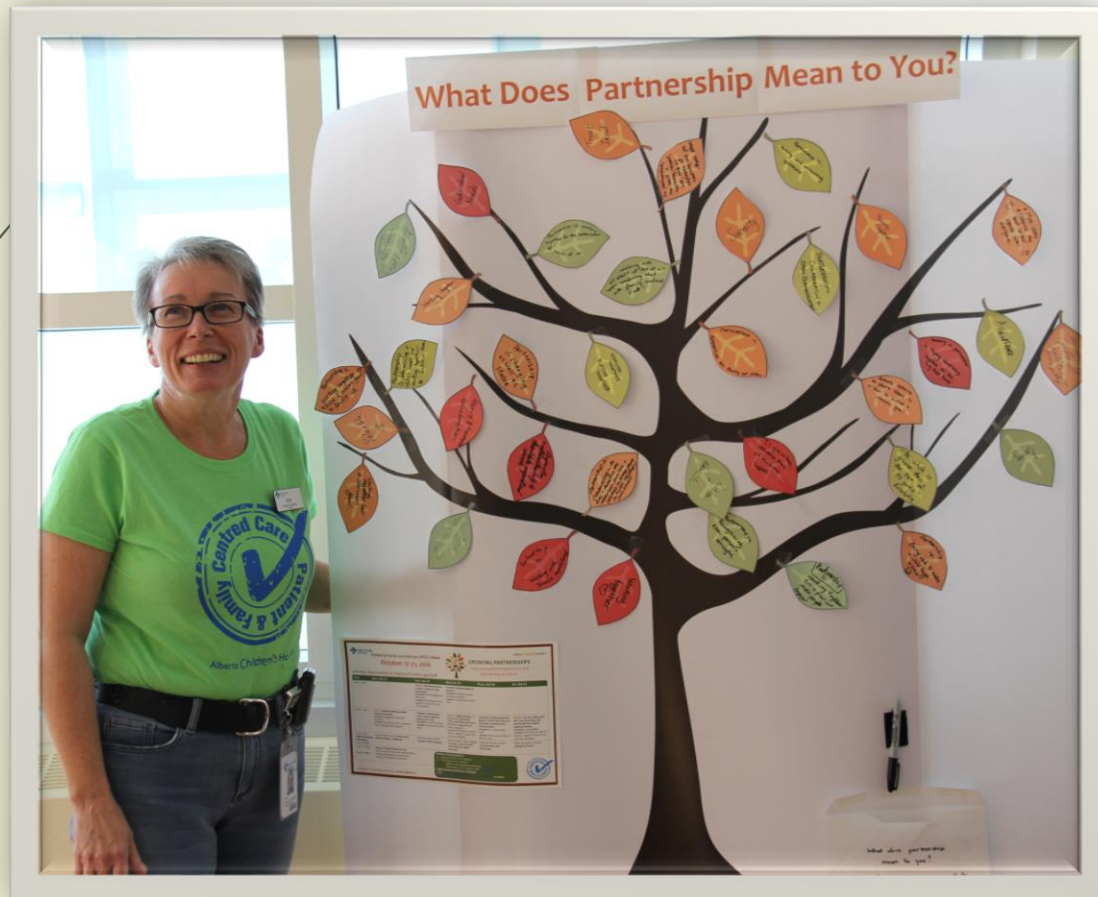
- NICU Clinic

- Loved how they personalized the tree for their unit
- Asked families to write on a leaf about how partnership blossomed during their stay and another leaf on how they could grow or improve

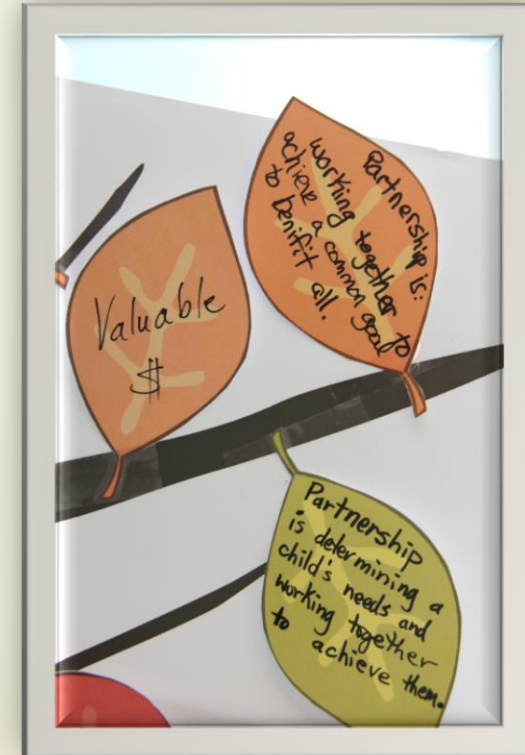
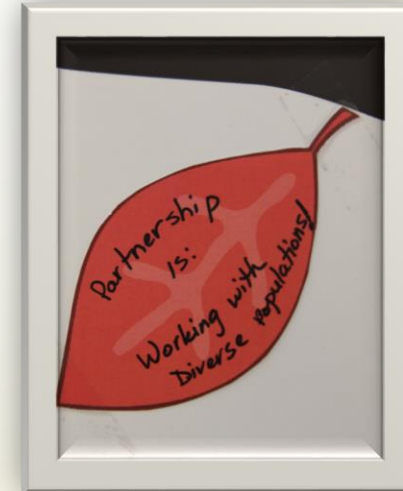


Clinic Partnership Trees

- ▶ Having a healthy competition between clinics/units is always fun and encourages participation!
- ▶ Note for next year: choose something with a smaller size and start promotion earlier.



- ▶ Our WINNER! Rehab Services, led by Kim Beckers



Awesome example of department – initiated participation

- ▶ Outside the Department of Psychiatry



Celebration Cake

- ▶ Who doesn't like cake? And it was delicious!
- ▶ PFCC staff and a family advisor served 300 pieces of cake on Thursday at lunch time in the cafeteria
- ▶ Great conversations – Why? What is PFCC? 😊

Next Year: cake for the CDC and elsewhere?




Celebrating Partnership with Family Advisory Council & CAYAC

- ▶ Thanking both Councils for their partnership with ACH!




Education Sessions

- Really liked that Engagement and Patient Experience organized the sessions
- Quality was excellent!
- There was a lot being offered with minimal attendance (1-4 participants came to scheduled rooms – don't know how many joined in on their own computers)



Patient & Family Centred Care (PFCC) Week
October 17-21, 2016



Alberta **Children's** Hospital

GROWING PARTNERSHIPS
Improving patient experience one partnership at a time.

Learning Opportunities for Patients/Families and Staff


Time	Mon, Oct 17	Tues, Oct 18	Wed, Oct 19	Thurs, Oct 20	Fri, Oct 21
10 am – 11 am		Webinar: Professional Practice in Action - Stories to Create Conversation Presenters: Steven Seibold and Mike Lang Location: ACH Room B2-200 or register to view it from your own computer.	Telehealth: Igniting Indigenous Inclusion. Presenters: Chelsea Crowshoe and Harley Crowshoe Location: ACH Room B2-200 (2 nd floor)		
12 pm – 1 pm	Webinar: Building Patient and Family Centred Partnerships Presenter: Engagement and Patient Experience Location: ACH Room B2-200 or register to view it from your own computer.	Telehealth: Patient-Doctor Unity: Toward a Balance in Healing and Curing Presenter: Dr. Carol Hutchison Location: ACH Room B2-200 (2 nd floor)	Webinar: Leader Rounding – A Practice for Transforming Culture and Patient Experience. Presenter: Engagement and Patient Experience Location: ACH Room B2-200 (2 nd floor) or register to view it from your own computer.	Telehealth: Reading Emotional Queues: The Art and Science of Improving Connection and Communication Presenter: Dr. Janine Geise Davis Location: ACH Room A2-905 (2 nd floor in FCRC)	Webinar: Do You Understand Me? Communicating with Limited and Non-English Speaking Patients. Presenter: Louise Behiel Location: ACH Room B2-200 (2 nd floor) or register to view it from your own computer.
2 pm – 3 pm	Tanya and Ryan's Stories: Physical and Emotional Safety in Healthcare	Darlene and Bob's Stories: Caring for Family Caregivers	Leslie and Gary's Stories: Stories of Success – How to Partner with Patients for Better Outcomes	Sylvia and Winnie's Stories: Communication and Partnership	Maya and Randy's Stories – Seeing the Person
6 pm – 7:15 pm	Patients 4 Change Fishbowl Session Call in and join a conversation with healthcare staff and patient/family advisors about effective and equitable partnerships.				

Webinar Viewing Options:

- 1) Check out the ACH room location or
- 2) View from your own computer:
 Register: AHS Employees and Physicians: [My Learning Link](#)
 Public and Non-AHS Employees email: QPSE@ahs.ca

Digital Stories and Patients 4 Change:
 Go to <http://fccc.albertahealthservices.ca/family/pfcc/week/> to register

Contact us with any questions: achpfcc@ahs.ca



CAYAC Member featured on AHS Website



[Keighley, Patient Advisor, Calgary](#)

“One of the ways I can promote partnership in healthcare is by supporting patient and family centered care. Partnering with the healthcare system involves not just the patient but also their families and support systems. It’s important that healthcare workers, patients and family members alike should feel respected and to feel like a partner in the decision making. This is one of the most important messages I get to share. When I can walk out of an appointment feeling like I was given the same respect I gave my healthcare provider, that’s what partnership should look like.” Oct. 17 – 21 is Patient and Family Centered Care (PFCC) Week.

- [#weareahs](#)
- [#thisishealthy](#)
- [#pfccweek](#)
- [#whatsyourstory](#)



Next Year

- ▶ Week moves to November 2-6, 2017
- ▶ Build on champions and department participation
- ▶ Earlier promotion to increase engagement (eg. go to site managers meeting 4-6 weeks ahead)
- ▶ Involve volunteers more
- ▶ Create timeline based on this year's experience
- ▶ Remember that a prize draw, competition, children's activity, and food encourage participation (and keep them simple)
- ▶ Consider an on-site learning or celebration event with a high profile presenter