

**WE PROMISED HIGHLIGHTS!** With winter's chill extending into March, we too extended our Person and Family Centred Care workshops and team meetings. In total, 20 sessions were facilitated with every team hosting at least one and some, two or three! PFCC Partner Advisors participated in every session, sharing care experience stories highlighting person or family centred care, and contributing to goal setting with each team.



## Survey Findings

In May and June of last year, 126 people completed a survey regarding person and family centred care at Richmond Mental Health and Substance Use Services. The outcomes of that survey are guiding our work over the coming months, including PFCC activity on each team. Overall priorities include: information sharing with family, collaborating in care planning, and improving system navigation.

## Our Stories

In each edition, we include stories from individuals who have been impacted by person and family centred care. Some are from clients, some from family, and some from care providers.

*"Yesterday's session was a collaborative conversation as opposed to sharing a story and waiting to be asked questions. For example, when some of the challenges regarding silos of care were being discussed, (the Partner Advisor) was able to say, "I have a real life example" of what you are talking about and here's how it affected me and my daughter. Conversely, she also offered an example of where a doctor stepped in and was able to transcend the barriers of care and how beneficial that was. That kind of interaction seemed to get everyone at the table talking and sharing more. Although some of the experiences weren't positive, that kind of sharing seemed to identify some important areas for strength building. It seemed to me that this type of interactive dialogue was really helpful for everyone." Partner Advisor*

*"For the first time last year I had the pleasure of being interviewed for a job with VCH by a panel that included a Partner Advisor. In addition to the standard interview questions, the Partner Advisor asked unique questions from a perspective that is not often represented in the interview room. It made me think about the language I used when answering my questions, and if I speak in a way that is inclusive and makes sense to everyone, and not just in "healthcare talk". It was a great experience and I hope to see more Partner Advisors on interview panels in the future. It makes sense to be interviewed by someone who represents the people we are providing services to. ...Staff Member*

*And from a family member: "... to improve quality of care we need to continually remember it comes down to perception of how we are treated in the process. Providing patients and families with opportunities to share their experiences with healthcare providers so we can empower each other to improve person and family centred care, is so vital" ...Partner Advisor*

## Evidence in practice

7th International Conference presentation details are shared.



## Key Learnings

Highlights from the conference this past summer:

*Nothing about Me Without Me;*

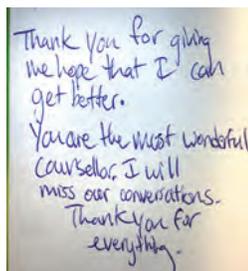
Patients and families are the most underutilized resource in the healthcare environment;

*Warm Handshakes to improve transitions of care; and*

Information Sharing is essential to quality outcomes.

Presentation information and evidence is available by contacting Ann at [ann.greene@vch.ca](mailto:ann.greene@vch.ca)

## Words of thanks



The power of positive words inspires and accomplishes much.

Clients and family have been sending thank-you cards to teams and individuals. Postcards are available at any team.

## Our Partners

You too can be a partner...

We currently have 19 Partner Advisors who are active in a variety of opportunities such as sharing stories, contributing to team planning, interviewing job candidates, and committee work.

To assist Partner Advisors in their various roles, a handbook has been developed that includes an overview of Person and Family Centred Care, orientation to the role of partner advisor, tips and tools for being a partner advisor, and helpful resources.

Partner Advisors have been welcomed by the care teams at meetings and on interview panels.

To become a Partner Advisor please contact the Community Engagement Advisor Network at [www.vch.ca/ce](http://www.vch.ca/ce) and click on *Join Us* or e-mail [ce@vch.ca](mailto:ce@vch.ca) or

[CLICK HERE](#)

## PFCC CULTURE

PFCC culture is more visible in programs and services. Examples include: greater flexibility and choice; focus on relationship and service standards; inclusion of family in care planning; a facilitated monthly family support group; family information sessions at Adult Mental Health, the Inpatient Psychiatric Unit, and the Short Term Assessment and Treatment Program.

The Family Support Group is a jointly planned and facilitated group offering information and support to families when their family member or friend is receiving care at Richmond Hospital or Community Mental Health and Substance Use Services.

Please contact the Inpatient 604 244 5549 if you are interested in knowing more.

## WHERE TO FIND PFCC INFO...

The Community Engagement Advisor Network has kindly given us a page on their website. You can see our newsletter archive and other information about the Person and Family Centred Care Initiative here. Stay tuned as we continue looking into other options for sharing successes of person and family centred care.