

**AND HOW ARE YOU DOING?** We know that participants and supporters of the GRIND FOR THE MIND event have a personal connection to mental health. With this in mind, we want to take this opportunity to say thank you for all your support and ask “how are you doing?” One thing we were reminded of this past year was the importance of asking the right questions, ones that allow us to best support families and friends who care for someone with a mental illness or substance use issue. It’s an area of focus for us as we transform our practice and develop models that value and include these important relationships.



**Person & Family Centred Care**  
VCH-Richmond Mental Health & Substance Use

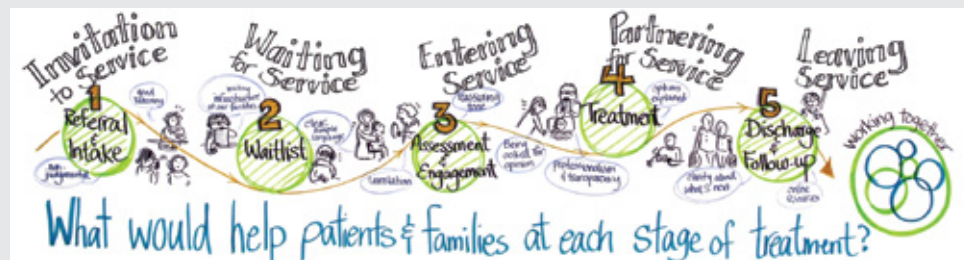
To increase the visibility of the Person & Family Centred Care initiative, a logo was designed with input from clients, family, and care providers. The logo is an abstract flower depicting the person (in green) surrounded by—and equal to—the family and support team (in blue). A circle of care wraps around the person, their family and care team to support and encourage them on the recovery journey. The self-contained circular logo reminds individuals and families that they’re not alone and represents the inclusivity that forms an important part of the VCH-Richmond MHSU Services vision and mission.

## Our Stories

In each edition of our newsletter we include quotes and stories from individuals whose experiences and insights have informed our person and family-centred practice changes. Some are from clients, some from family, and some from care providers. These personal accounts help us celebrate successes and chart the path forward toward our goal of improving the care experience for persons and families affected by mental illness and substance use.

### PFCC Retreat

A PFCC retreat was held with 33 participants from across VCH-Richmond Mental Health and Substance Use programs, including clients and family members. A visual artist helped the attendees record desired system changes and outcomes.



“ Thanks to the panel presentation from family, I am rethinking my practice... a few days after the education session I was talking with a family member whose loved one was being discharged. I asked her, “and how are YOU doing?” She reflected on this, and shared, “Thank you. No one has ever asked me that, and I really needed to be asked.” This experience has changed my practice and is something that I’ll continue. ” Nurse

“ Just clone the wonderful people you have—from the staff at reception, recreation, doctors, case managers, the kitchen staff and volunteers! A big thank you to everyone for their dedication and hard work. You are the gems and unsung heroes of our community. Each one of you has made a huge difference in the quality of life of the patient and caregiver. ” Family Member

Please send us your stories at: [ann.greene@vch.ca](mailto:ann.greene@vch.ca) and we’ll post them!

## Our Standards

We have adapted *Person & Family Centred Care Standards* and adopted them for use in all VCH-Richmond MHSU programs.

## The Big Apple

In July, a family member, a care provider, and the PFCC Implementation Leader participated in the 7th International Conference for Patient & Family Centered Care in New York City. Three days of jam-packed networking, evidence, best practice, and stories confirmed and inspired the vision Richmond Mental Health & Substance Use embodies.

In the words of a family member, *"It was inspiring, exhilarating, and motivational."*

The three attendees will be developing a presentation and over the coming weeks, sharing their learning with VCH staff, Advisors, clients, families and community agencies.

## Our Advisors

### YOU TOO CAN BE AN ADVISOR!

The Richmond Mental Health & Substance Use Person & Family Centred Care Advisory Network has launched. We currently have 15 active advisors who attend monthly networking meetings, where they share their experiences and gain support from colleagues. Advisors work with MHSU teams to promote person and family-centred care. They report that the experience has been rewarding and feel that it is actively reducing the stigma associated with mental illness.

We need you! To become an 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 on the link below...

[CLICK HERE](#)



Louise Y (family member), Louise C (clinician) and Ann Greene (PFCC Implementation Lead) getting the most from the conference.

### FAMILY SUPPORT!



The Family Advisory Committee has collaborated with the care team on the Mental Health Inpatient Unit to co-facilitate a Family Support Group for family members of persons in care. The group is held on the third Tuesday of every month from 5:30- 7:00pm at the Richmond Hospital. The group offers support, empathy, and tips on how to navigate the mental health & substance use system of care.

Please contact us at 604 244 2086 if you are interested in knowing more about the group.

### TRACKING OUR PROGRESS



In May, clients, family members and care providers were invited to complete a survey, measuring how person and family-centred they perceive our services to be. This feedback will inform our activities for the coming year, and will be the baseline we assess ourselves against when we repeat the survey in 2017.

*The Somers Group at Simon Fraser University has been engaged to complete the external evaluation of the Person & Family Centred Care Initiative, with the intent of planning implementation based upon evidence and best practice.*