

# Person & Family Centred Care

Update #1 – July 2015



*Some recommendations contained in the institute's report were acted upon immediately. At left, members of the Family Advisory Committee are pictured helping Lisa Ramage (centre), Manager, Acute MH&A, remove unfriendly signage that previously hung at the entrance to 2West, the Psychiatric Inpatient Unit at Richmond Hospital. The STOP sign will be replaced with a more inviting message that will continue to ensure the unit remains a safe and secure place for people requiring care.*

## Bringing people into focus at Richmond MH&A Services

Late last year, Richmond Mental Health & Addiction participated in a site assessment by the Institute of Patient & Family Centered Care (IPFCC). The institute reviewed our current services and provided recommendations for how to make them more person and family centered.

The institute's assessment -- in a nutshell -- is that we could do more to include our clients and their families in their care. This philosophy itself is rooted in the premise that families have a critical role to play in supporting affected people and that these individuals are our partners in care.

Building on the roadmap that the institute provided, Richmond MH&A is now implementing the necessary changes to promote and develop a more person and family-centered care environment.

From an overarching health authority perspective, this project also aligns nicely with Vancouver Coastal Health's strategic focus as a People First organization.

## Keeping you informed

Our plan is to communicate with you quarterly, via this newsletter, to keep you informed of our progress.

The following FAQ will give you some background about where we're headed and how we'll get there:

### *Who's involved?*

All of Richmond MH&A, the Family Advisory Council (FAC), persons with lived experience, and Richmond Hospital Foundation.

### *What's your vision?*

As a result of this work across Richmond MH&A, clients and families will be better informed, feel more welcome, and will be part of their care team.

At the same time, clients will consistently experience care as a partner in their own journey towards wellness.

### **What's the deadline for this work?**

We hope to have all recommendations implemented by the end of 2017.

### **Ready, Set...Go!**

Project work to-date includes:

- IPFCC assessment and roadmap completed
- Project and clinical leads identified
- Steering committee established with monthly meetings. The committee includes family members, persons with lived experience, and representatives from every program and service across Richmond MH&A.
- Literature review to support Best Practice and evidence-informed services

### **Meet Ann Greene**

Ann Greene is the project's implementation lead. Ann's experience spans acute, community and tertiary mental health and addiction services. She is an adjunct professor at the University of British Columbia, teaches nursing at Vancouver Island University, and has worked extensively with First Nations communities.

Most recently, Ann provided health care consulting to Richmond's Short Term Assessment & Treatment redesign and, prior to that, served as the clinical transitions lead for the HOpe Centre in North Vancouver.

Ann will be on-site two-days weekly. If you have comments, questions or concerns about this project, please contact Ann directly by email, [ann.greene@vch.ca](mailto:ann.greene@vch.ca)