

Person & Family Centered Care

Update #2 – October 2015

Bringing people into focus at Richmond MH&A Services

Hearing the voice of the person and family is the emphasis of work this quarter. We are committed to engaging advisors to work alongside the program and team members as we implement the recommendations for Person and Family Centered Care.

We are collaborating with VCH Community Engagement to assist and support us to bring this voice to our services and programs.

Keeping you informed

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

We're keeping the same format from our Update #1 (July 2015) so staying up-to-date with how Richmond Mental Health & Addiction Services is progressing will be easy (and hopefully interesting!). This second update is 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 are involved to successfully implement Person and Family Centered Care.

Over...



Person and Family Centered Care enthusiasts joined the annual Grind for the Mind fundraising event at Grouse Mountain on September 12. Pictured are members of the Richmond Mental Health & Addiction Services team. The weather cooperated and a fun time was had by all!

Want to participate?

Here's how you can learn more about the Person and Family Centered Care Initiative and get involved.

- Program team members -- contact your coordinator
- Family and clients -- email ce@vch.ca or ann.greene@vch.ca for more information

What are the recommendations?

The recommendations fall into the main categories of communication, education, policy & procedure, and environment.

Each of the Mental Health & Addiction program teams, with the help of person and family advisors, will prioritize which recommendations to focus on first, and how best to implement each recommendation.

What's next?

With support of VCH Community Engagement, we are actively seeking advisors for our program working groups.

Ann will work with the programs to identify implementation plans for each of the recommendations. We hope to have all recommendations implemented by the end of 2017.

Ready, Set...Go!

Project work to-date includes:

- Regular coaching sessions for Ann and the Program Managers occurs twice monthly until April 2016, with the Institute of Patient & Family Centered Care. These sessions keep the team on track with implementing Person and Family Centered Care.
- The project's Steering Committee Terms of Reference have been updated with more focus and clarity on the role and responsibility of the Steering Committee.

- Person and Family Centered Care champions will continue teams to plan and implement the recommendations.
- We are working on ways to share our literature review that we are using to support best practice and evidence-informed services and will post updates as we move forward.
- Elaine Leung participated in a live one-hour radio interview on Fairchild Radio in Cantonese on Saturday September 26 in support of Richmond Hospital Foundation fundraising. Elaine highlighted the challenges that dementia patients and their families face and the impacts of dementia, its signs and how to seek help. Elaine spoke about the Person and Family Centered Care approach, its importance and benefits for the patients and how donors can help contribute to a better model for mental health patients.

Connecting with Ann Greene

Ann is our project's implementation lead.

The photo (right) will help you put a name to her face. Ann is on the project two-days weekly, is on-site every other week at Richmond, and is available to connect in person on those days. Be sure to say "hi" if you see her.



If you have comments, questions or concerns about this project, please contact Ann directly by email, ann.greene@vch.ca.