

Spring CEANing 2017

Storytelling for the Health of it



Spring CEANing
Saturday April 22, 2017
SFU Wosk Centre for Dialogue
Report prepared by: VCH Community Engagement

Introduction

At this year's Spring CEANing, we focused on the very relevant topic of storytelling – how patient and public advisors can use their stories to affect change, and how healthcare providers can listen to stories to provide more patient and family centred care. Thirty-five CEANs attended, as well as one Board Member and sixteen Staff people who work with advisors at VCH.

Presentation 1

Storytelling for the Health of It

The morning portion of the forum involved a storytelling workshop presented by Dr. Niamh Kelly and CE's own Belinda Boyd. Dr. Kelly shared numerous stories via reading and recording. Exercises were peppered into her presentation, to get participants to think about sharing their own story and what parts of stories people identify with. Dr. Kelly played several recorded stories from the monthly storytelling group The Flame. Go to <https://www.facebook.com/groups/flamevancouver/> for more info. To view Dr. Kelly's presentation slides, please click [here](#).



Presentation 2

How Patient Stories are Changing Dementia Care

For the second presentation, two Clinical Nurse Specialists from Vancouver General Hospital's Acute Medicine Unit spoke about how they are using patient stories to make the care dementia patients are receiving more patient and family centred. Lillian Hung and Jenifer Tabamo have been working with CEAN members who are family members/caregivers, as well as patients on their unit and other people living with dementia. They showed some recorded interviews with patients that help to articulate the patient perspective around their care and their environment. These videos are used to show staff the patient perspective/story as part of an ongoing effort to create a better care experience for their patients. To view Lillian and Jenifer's presentation slides, please click [here](#).

Presentation 3

Sharing Stories of Mental Illness & Recovery

Our third and final presentation was given by CEAN member Seia Roots. Seia has developed an eight week workshop on telling stories to support recovery. Seia shared some handy tips to help people structure their story to maximize its impact. She spoke about the Hero's Journey, which explains the

expectations that we as tellers and listeners of stories have when we are experiencing storytelling. To view Seia’s presentation as well as some of the handouts that she brought to the forum, click [here](#).

Building VCH’s Story – What is Our Future?

The final part of the forum was about VCH’s own story. VCH’s VP of Communications and Community Engagement, Clay Adams, shared eight statements that VCH’s Senior Executive Team developed to describe what our health system should look like in three to five years. These statements, once adopted, will be used to focus organizational decision-making. Senior Executive is soliciting feedback on these statements from leaders in VCH, physicians and staff. They were also interested in getting CEAN feedback on the statements.



The VCH Senior Executive Team is having strategic discussions in order to:

- ⇒ Clarify and articulate a 3-5 year ‘future state’ in alignment with the Ministry of Health policy papers and True North framework
- ⇒ Identify how to increase the impact of our strategy and balance transformational change with stabilizing the foundation (*includes incremental change to continually meet budget, quality targets as well as redesign*)
- ⇒ Identify and agree on the most important strategies, measures and targets to move us towards our future state
- ⇒ Ensure all strategic initiatives are aligned and support our strategies (emphasize or discontinue work as required)
- ⇒ Identify the most important gaps/barriers to work on in order to accelerate change, reduce effort and improve our capacity for implementation



VCH leadership wants to understand and communicate where we want to be in 3-5 years so that we can:

- Focus resources more effectively
- Explicitly recognize where we can make the most impact (and not put time into areas where we cannot)
- Make decisions on what we choose to do, resource or emphasize
- Create measurable strategies with clear targets so that we know if we are having the desired impact and course correct quickly if we are not

CEAN members were asked to comment about each statement. They were asked how they felt about the statements, and what they liked and did not like about the statements. They were also asked to give general comments about the statements overall. Below is a table that gives some examples of what people liked/didn’t like.

Statement	What do you like about this statement?	What do you dislike about this statement?
1. People are empowered to manage their own health and wellness	<ul style="list-style-type: none"> • Puts clients and patients on a more equal level with doctors • Implies there is hope for the client • Indicates more patient involvement • It's the patient's life; ideal for them to make their own choices 	<ul style="list-style-type: none"> • Ignores the existence of family caregivers • Some people may be too sick to advocate for themselves • Sometimes translated as blame • Fear that vulnerable people will be abandoned by the system
2. People are supported in their choices near end of life	<ul style="list-style-type: none"> • I like the theory/concept • This would be ideal • What empowerment looks like • This is respect/dignity • Helpful to family members • Timely 	<ul style="list-style-type: none"> • I want support spelled out e.g. not forced MaiD without good treatment/pain/hospice options • It assumes too much; may not be the reality of a certain segment of the population • If you want hospice care, but there are no hospice beds; then what? • I'm not sure how it will work in the real world as opposed to theoretical
3. The majority of health needs are met at home and in the community	<ul style="list-style-type: none"> • Something to aspire to! • Long-term healing will likely happen here • Less pressure on hospital room availability • Nice to keep people at home if that is what they wish • Timely 	<ul style="list-style-type: none"> • Some people don't have a safe home or community • Simplistic; assumes that family/friends will pick up lion's share of work • Health needs are so varied; I have doubts about the reality of this unless one has lots of resources/\$\$ • Home care not funded for many who would really benefit
4. Hospitals are there to deliver specialized care that cannot be provided in the community	<ul style="list-style-type: none"> • Forward thinking; good idea • Proper role of hospital • Establishes priorities in care • Absolutely for supporting primary care clinics /homes in the community 	<ul style="list-style-type: none"> • Some people have to travel to urban areas for specialized care • Community care needs to be improved first
5. Timely access to appropriate surgical services	<ul style="list-style-type: none"> • Important to avoid advance of disease 	<ul style="list-style-type: none"> • What is timely when you are on a waitlist? • It is vague; not sure what timely and appropriate mean? • Timely is very expensive • It cannot be done in every part of the province
6. Enhanced clinical information systems within and across the continuum of care	<ul style="list-style-type: none"> • Will cut down on bureaucracy • Empowers the client • Results in more efficient care • Forward looking 	<ul style="list-style-type: none"> • Confidentiality; policies and principles and ethics will apply • Having timely communication of patient's health needs trump confidentiality • Statement seems incomplete; what about it?
7. Value is rewarded through aligned incentives	<ul style="list-style-type: none"> • It is written to get a person really thinking and reflecting 	<ul style="list-style-type: none"> • Whose aligned incentives? • It is not specific • The meaning is not clear

		<ul style="list-style-type: none"> • What to do when some people/stakeholders have different values
8. Expanded access to care through telemedicine	<ul style="list-style-type: none"> • Access to specialists in remote and rural areas • So important! All regions should have it • Increasing diversity of care options • It saves a lot of previous limited health care \$\$ and is great for rural and remote clients not having to leave home 	<ul style="list-style-type: none"> • Fear that traditional services will suffer • Fear of change – needs to be coupled with lots of education • It removes the human care that is needed in certain cases • Telemedicine for disciplines that rely on soft skills of medicine will not benefit from this

To review all of the feedback provided, click [here](#). This feedback has been taken to VCH’s Senior Executive Team for review and consideration.

Spring CEANing 2017 Evaluation

We received a total of 30 evaluations. Overall, satisfaction for the day was high to very high! We are so pleased that people enjoyed the event. 28 out of 29 people indicated that they learned something new or innovative from the forum! We also asked people how ready they felt to tell their story. We had 22 people respond to this question with most feeling very ready and the others feeling somewhat ready to ready. As usual, we received some great and useful feedback for when we are planning our forums. Most comments around “what would have made the event better” involved time. We struggle with time – finding that balance between not making the day too long, but getting through all of the items we hope to. For a look at all of the feedback from the evaluations please click [here](#).

Here are some quotes from the evaluations:

“We can accomplish more together than we ever can apart, especially in health care. Patient benefit is the ultimate point of all health care.”

“I learned that I do have an important story to share – and maybe with new tools confidence to tell it.”

“Thank you all for the presentation and respecting our opinions and problems.”

“So many interesting people: presenters and participants!”

Thank you for your feedback and support around the forums. We will consider them when planning our next event!