

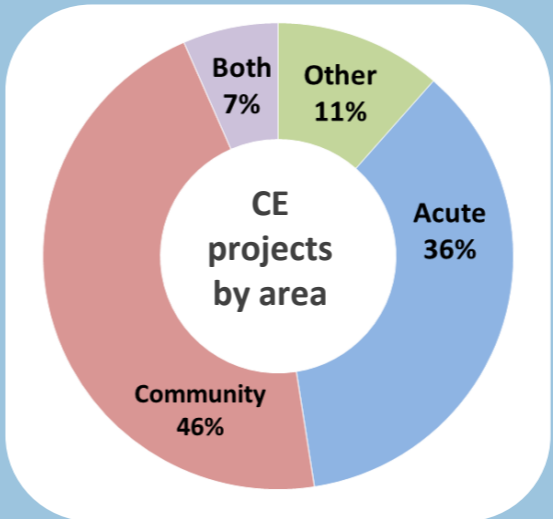
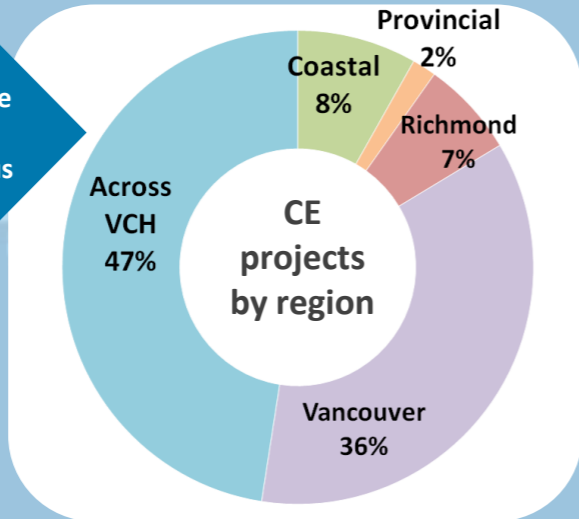
COMMUNITY ENGAGEMENT Annual Report 2017 - 2018

Here at [VCH Community Engagement \(CE\)](#), we support patients, families and staff to work together to create a healthcare system that is more reflective of community needs and person centred. Together, we are making better decisions.

61 engagement processes supported



15% Increase from previous year



Community Engagement Advisory Network

283

CEAN Members
Male: 74
Female: 207
Transgender: 2

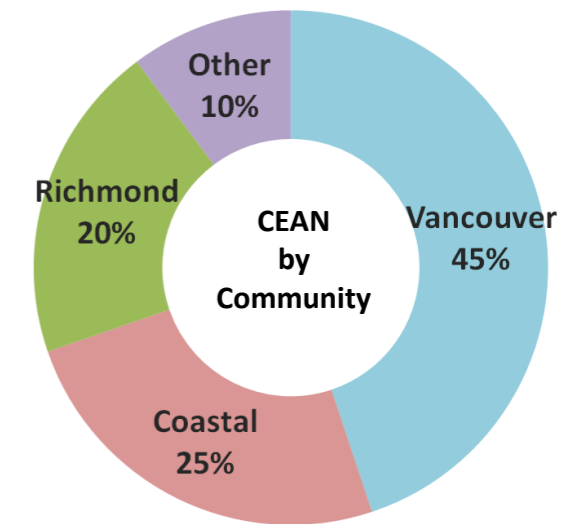
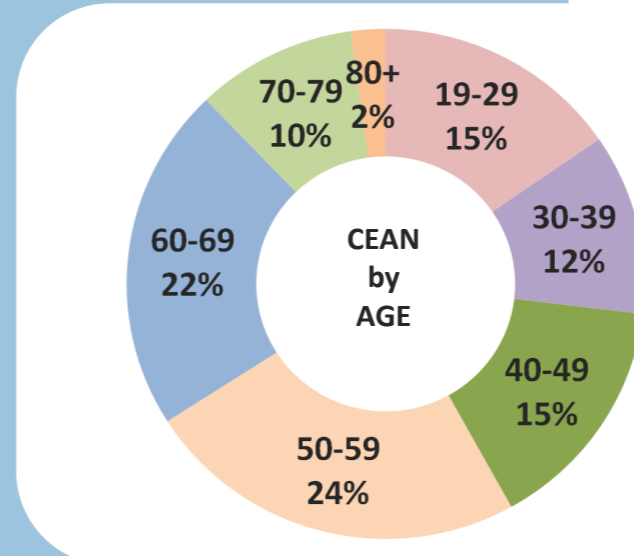
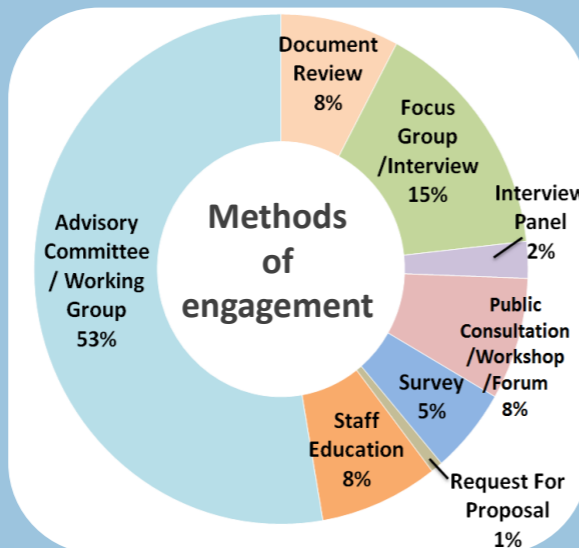
25% increase from previous year

1800 people engaged



18% Increase from previous year

3675 volunteer hours



*The data in this report was collected from April 1st, 2017 to March 31st, 2018.



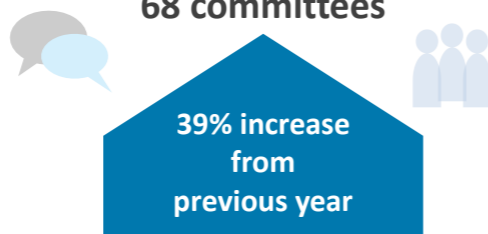
COMMUNITY ENGAGEMENT Annual Report 2017 - 2018

Why engage patients & families?

The Ministry of Health states that [“including the voices of patients and their families is essential to positive change in health care.”](#) Their [engagement framework](#) states that engagement is an effective way to support improved health outcomes, patient experiences and reduced costs. Engagement also helps to support better sustainable decision-making, create shared understanding and trust, and manage risk.

Advisory Committees

181 CEAN placements on 68 committees



CEAN Advance Care Planning (ACP) Workshops

195 members of the public attended CEAN-facilitated workshops to support ACP in Richmond, Vancouver and North Vancouver

Read more about the workshops here: [CEAN ACP Workshops](#)

HOW WE DO IT

- We design and facilitate engagement processes
- We build capacity for staff to engage with patients and families
- We support an awesome network of public advisors called [CEAN](#)
- We foster a culture of engagement and person & family centred care

60 Staff Trained in Community Engagement (CE)

- How to do CE
- IAP2 training
- Working with advisors
- Department – specific training
- Lunch & Learns



CE Projects



Visit our [Reports](#) page on our website to find out more about the projects we have worked on. Here are some standouts:

[Child & Youth Mental health & Substance Use Redesign](#) – this engagement process captured stakeholder’s ideas for change, to inform a new strategy for Child & Youth Mental Health & Substance Use Services.

[George Pearson Centre Redevelopment](#) – this engagement happened with residents over two rounds. Round one occurred in Feb 2017 and focused on housing design. Round two happened in June of 2017 and focused on the model of care.

[VGH Operating Room Renewal Project](#) – Vancouver General Hospital is currently building new OR suites. In July of 2017, The CE Team helped to support engagement with past patients and family members on their OR experience to support patient centred planning and design of the new suites and service. In March of 2018, the project also recruited 6 CEAN members to be part of a working group to provide input into several elements of the project such as space design, service delivery and wayfinding.

[Keeping Seniors Well Community Forum Richmond](#) – CE supported the Community Care team in Richmond to engage with the community on new services for seniors in the areas of residential care, respite care, adult day programs and home care support.

Annual Leadership Survey



The CE team sends out an annual survey to leaders in the organization to measure VCH’s capacity for, and culture of patient & public engagement (P&PE).

Last year, we had **100** respondents.

Leaders told us to:

- Increase education and awareness about CE
- Enhance CE throughout VCH
- Prioritize CE at an organizational level

Read the detailed summary report here:

[VCH Leadership P&PE Survey 2017](#)

The Power of Storytelling SPRING CEANING 2017

Storytelling is at the heart of engagement. Through sharing stories we can better understand what people need when it comes to providing care. Our Spring CEANing in April of 2017 focused on the power of storytelling.

30 CEANs attended to hear about how stories were being used to impact change, and how we can best tell our stories to effect change.

Read more about the forum here: [Storytelling for the Health of It](#)

