

Activity 1

Positive

person likes their job
providing information through a brochure
caring for patients who don't fit the box
empathy and compassion
timeliness of results
introducing self
empathy and compassion

discussion of all possible treatment options
open minded
continuity of care
open communication and transparency
finally getting access to GPs
knowledgeable care providers who can support patient journey

seamless care, thorough
care provider focused on patient priorities
access to a GP
holistic approach with broad scope of practice/
wide treatment toolkit

empathy

partnership - we are in it together collaboration
non-judgemental approach

knowledgeable
shares information to support patient and family navigation through system
seamless transition between hospital and community

family included as key support

family cared for
information provided in writing with explanations
knew what to do and who to call if help was needed

compassion
understanding
share info clearly

Negative

not listening
making assumptions
not coordinating care
rushed
rude
dismissed questions
rude responses

patient not seen as an individual
rushing
episodic disconnected care
not listening to complete story
revolving door

long wait time and specialist waiting time

not asking about allergies or not reading allergy form
lack of understanding
narrow diversity

power struggles
overdose and death from poor communication re: medication

having to communicate needs over and over
constantly being asked by new providers what happened - begin again

constantly having to prioritize needs

not being heard

not getting access to the right service at the right time
my own knowledge and experience not being taken into account

power struggle with care providers

tokenism in patient and family centred care
lack of understanding of neuro-diversity behaviours - impacts partnership with provider
no clear direction
rude

good communication
good technology
timely results
empathy

hasty
rushed
horrible food - not edible, not healthy
long waitimes

cleaniless, good hygiene
modern, professional
confident
good impression
face to face interaction - more caring
well organized
seamless transition between hospital and
community
easy to navigate
quick services
transparent
explain to patietn the process, the side effects
of medications
professional
easy going
when you go to the GP they can perform small
procedures in office instead of needing a
referral

complaints not appropriately addressed or resolved

caregivers that don't seem to care
patient has to search for results
stigma about mental illness
dismissive attitude

lack of training
inappropriate referrals
care not appropraite to needs
feeling shuffled around

fragmented services
lack of communication between teams
erosion of trust

doesn't spend enough time with patient

conmfortable quiet, peaceful environment
makes you feel calm before a surgery
answers questions

only one problem per visit can be discussed

doesn't read lab reports properly

expalins proocedures
GP folows up to check in after a procedure

needs to spend more time getting to know the patient

immediate attention in emergency room
experenced doctor

repeat tests unnecessarily due to lack of coordiantion
between care providers
not believing the patient

efficient
fast, knowledgeable

rude patronizing nurse - accused of trying to get meds
assumptions are made

value what patient tells them
access to a specialist in one week
someone brought me something to eat - went
out of their way

patronizing told "women your age don't have a lot to
think about"
made to feel vulnerable and unhealthy
parent with a DNR ended up having surgery - wishes not
honoured

professional and personalbe

not respecting gender use preferences
being told we need the bed
having to be at VGH for 6 am surgery coming from
Chilliwack

empathetic and compassionate care
continuity of care
I could tell the care giver liked their job

lack of coordiantion for care
LGH not helpful communication

I felt valued	not very informative or helpful with my ill mother misinformation given, mixed and disconnected messages
human centred and holistic	LGH family member over medicated with hydromorphone resulting in death - no explanation provided
time allotted to speak to physician was good provided good information	too speedy of a discharge hospital room patient bodily fluids not cleaned up for 36 hours
good communication with nurse	
LGH very informative nurse RH - good diagnosis and explanation of drugs needed and side effects seamless care after 911 call from paramedic to hospital excellent surgery and physiotherapy services at VGH and UBC	emergency at LGH too long of a wait for broken arm after arm was set it was too tight and had to wait 3 hours to have it recast too rushed no time taken to ensure understanding
respect dignity and compassion	contradicted the patient when mistake pointed out
timely communication kindness and caring professional	wait time in ED too long and not knowing what to expect parking expiring while waiting very stressful not enough nurses
suggested good and appropriate treatment good linkage with family doctor	no continuity - no GP's no one has the full picture overwhelming info, too much
health care professional who knows you like a GP provides continuity of care - one key person up to date with latest evidence and advice encourages patient activation good listening good rapport was told expected wait time helped me to self manage clear communication with and between health care providers looking at a patient as an individual with individual needs treating patient as partner in their care to improve outcomes being open minded outside traditional approaches including patients support system; family involved along the process	no communication condescending clinical and non clinical staff treating like number or disease not a person not greeting us or by name unprofessional care errors, wrong care breach of confidentiality missed referrals no interpreter lump patient into group or category that leads to assumptions that may be incorrect not hearing what patients are saying not investigating the diagnosis not seeing the patient as an individual

discuss all available treatment options with patient to make informed decisions
promptness in treatment
treated with courtesy and respect
consistency and continuity of care

compassion

empathy

practitioners that focus on the patient's strengths and share mutual outcomes

encouragement

right tools at right time in right format e.g. weblinks handouts
clarity of communication between health care provider and patient/family

knowing what to expect

engaging me in my care and decision making
empower patient by providing information and resources so they can have a role in their care

active listening that leads to clarity, understanding and trust

introduce yourself when first meeting patient

pleasant; smile

ease of access to wifi while waiting
access to all gender washrooms

support me as a family member or friend to know my role and how I can be involved
send me info give me resources
follow up and let me know what is next
acknowledge my strengths even though I am in a vulnerable place
provide health apps to get me involved

Engagement of patients and families is appropriately resourced within the organization

lack in clinical competency

lack of time patient feel rushed

poor communication between healthcare teams

not acknowledging cultural context of patient

lack of apology, process and acknowledgement following a negative experience

not taking patient concerns seriously and not acting on concern

waiting interminably in ED for friend with no follow up or acknowledgement - 5 hours

lack of follow up when I had a very serious health issue; found more info online with support group than what I received from my care team

long wait time to see specialist

did not even look at me or acknowledge me or my family members in the room

when inquiring about a care procedure or medication was not answered, was dismissed

rude behaviour

clinicians/nurses did not listen

don't pay attention to allergy info and give wrong medication

when you are ill cannot find a family doctor

GP will only treat 1 problem per visit then you have to come back multiple times

GPs ask if you have complex care needs then don't take you as a patient

long waits for specialist referral

long wait for knee surgery