

# Spring 2019 CEAN Forum Evaluation Form

May 25, 2019

**Total Attendees (Evaluation Forms Returned): 35**

**CEAN/Public Attendees: 31**

**Board Members: 0**

**VCH/PVN Staff: 2**

**Did Not Select: 2**

**Please indicate your level of satisfaction with the following:**

	Very low 1	2	No opinion 3	4	Very high 5
Topic Discussed			3	10	22
Facilitation				9	26
Information provided			2	14	19
Opportunity for discussion			3	13	18
Length of Presentation			2	13	20
My views were respected and listened to				9	26

## What did you like about this event?

- We were able to give our thoughts, ideas, and comments. Actually putting a face to other CEAN members and staff has been wonderful.

- Importance of topic to VCH > input will be valued. Facilitation was very effective and productive.
- The facility as well as the facilitators were both very nice. I enjoyed meeting new people and hearing their personal stories.
- Great opportunity for connections with others, good structure, facilitation
- It was well organized and planned.
- Enough time given for table discussion.
- Well communicated during event i.e. explaining clearly what needed to be done
- Chance to network and learn more about QI
- Informative
- Respectful, interesting, easy location to attend, comfortable room, relaxed atmosphere
- Interaction
- Opportunity to provide input into VCH patient care
- Lots of opportunity for audience participation
- Patient videos
- Storytelling exercise
- The food + carrot cake!
- Networking with other CEAN members
- The different people who attended, so diverse. To bring my friend Barb.
- It had a clear purpose
- We revisited some of the issues previously being discussed. So it was informative.
- The topic
- Interaction
- We could ask questions – share our experiences (especially negative – in hospital). Our opinions were valued.
- Effectively run – smart timing – i.e. I like the 9-9:30 start. Lunch: 45 minutes is just right. And later lunch and short afternoon is smart.
- Great venue
- Well organized
- Good food/drinks
- Good opportunity for feedback
- Good mix of activities and presentations
- Safe and respectful
- Well organized. Very much in evidence – warm, caring, inclusive. (Cake great too!!)
- The respect and enthusiasm of staff
- I enjoyed everything, but the storytelling exercise
- Very informative
- It covered all the major topics in detail. You got the opportunity to meet other members of the organization and important staff

- Good venue
- Nice staff and volunteers
- Good information and clear purpose
- Talking about what it would look like if \_\_\_\_\_ was done well. “Observable behaviours”. Networking. Sharing ideas with CEANers!
- It is fun and happy
- A great opportunity for networking and getting to know about other CEAN members
- Great introduction to CEAN and I loved the encouragement to mingle and meet other people
- The chance to meet with other CEAN members
- Topics of discussion. Both at table with individuals + with VCH. Very valid + important for our healthcare system
- I like the information provided in a comfortable supportive environment. Also, meeting people with ideas about improvements for healthcare and how to implement them.
- Reconnecting with dedicated individuals who are passionate about supporting and making continuous changes to our health system

### **What are one or two things that would have improved this event?**

- Nothing
- I would have liked a few doctors to participate to see what they think about our ideas
- Encourage more rotation of table groups, although, hard to know if you do it too much as might lose meaningful conversations
- A bit of education re storytelling (some folks at my table though they would get some education/coaching on how to do it themselves)
- Clear information about the steps + timelines how the feedback provided will be used by healthcare providers, how it will be enforced, evaluated, etc...
- I cannot think of anything at this time
- Very well organized meetings
- Less topics, longer discussions
- I would have appreciated more structure to the discussion – some topics were so broad that they were difficult to address in the time available
- Longer discussion time
- Topic seemed somewhat limited (stuff I think most of us already knew)
- Activities to encourage more integration amongst tables
- Can't think of anything, it was perfect
- Cannot think of any!
- No suggestions
- First time with CEAN. Very impressed
- Not sure

- Better room layout for accessibility
- Too much food. Morning break maybe did not need so much.
- The Senior Executives give us more information and facts about the Coastal Health on patient care situation. What are the deficiencies?
- The leader stay longer until the end to listen to the public/CEAN members' concerns. Remember this is a public service provider. Need to be closer to understand the public needs from executives and leaders in the system.

## **Do you have any additional suggestions or comments?**

- Awesome day, great event
- The cake was AWESOME
- Good + useful event
- We should do these events at least twice a year
- These meetings should be more frequent
- Second day to further discuss subject matter – what has been achieved to date? Practice – effective communication skills
- Really appreciate the time and effort put into this – thank you!
- The food (as always) was fabulous. I leave feeling that I have contribute; and that I have been appreciated and thanked. The whole day was well run and tightly run. Good work everyone!
- Best venue – easily accessible by public transport
- Excellent food!
- To have a summary of this conference
- To get a copy of group photo at 10<sup>th</sup> anniversary
- Best forum ever
- Keep up the good work!
- One thing participants wonder about is do their suggestions get heard/read by decision makers. I've heard much frustration over this. Some indication that "the top" received the ideas would be great.
- More storytelling
- I really appreciated hand washing and hands on elevators at LGH. Thank you
- Hopefully will receive report of forum on the input received and how it will be used. Reporting on implementation in next year or two
- Maybe an instance of a story that made a difference
- Good set-up and program
- Keep up the great work!
- Thank you for organizing this and also for catering to special dietary requirements. You are extremely appreciated and valued!!! It was a pleasure to celebrate your 10<sup>th</sup> anniversary with you!

- Inappropriate when pointing out gender neutral washrooms.
- Thank you for the opportunity to share my thoughts
- I truly enjoyed being part of this forum. Thank you for making it possible for me to attend this forum.