

Patient and Caregiver Stories for Change Vancouver Coastal Health Community Engagement Storytelling Action Template for Staff

Purpose

The purpose of this template is to help guide staff through the process of using patient and caregiver stories to inform positive change and improve patient experience within VCH.

Call to Action

The phrase “nothing about me without me” reminds us of the importance of including patients and families in decision making processes in healthcare. Storytelling provides an avenue for Vancouver Coastal Health to listen to the voices of patients and family members who may not otherwise be included in this process.

At VCH, we care for everyone; we are always learning; and we strive for better results. The practice of listening to patient and caregiver stories directly aligns with these core values. Stories help us understand what it is like to receive health care. This provides the opportunity for staff to learn from patients and families, create more empathetic and caring environments, and provide better care experiences. However, simply listening to patients and families isn’t enough. All staff, from frontline workers to senior management, have the responsibility to both listen to and act on the stories, and their related experiences, provided by patients and families we serve. Everyone is an expert in their own experience and deserves to have a say in the services we provide at VCH.

Patient/Caregiver Story

Story Title:

Story Date:

Personal Reflections

Prior to discussing the story as a team, take some time to reflect on the story personally.

Describe your experience reading this story. How did this story make you feel? What are your thoughts about this story?

Identify the most important elements of this story. What about this story stood out for you? How is this story relevant to your role within VCH?

What can you take away from this exercise of using a patient/caregiver story in your professional practice?

Personal Challenge/Pledge

What is one action you can personally take towards creating positive change and improved patient and caregiver experiences in VCH?

Team Action Brainstorming

VCH Team or Department:

Contact Name:

Contact Email:

When was this story reviewed?

As a team, use this guide identify an action plan to address the concerns or reinforce the successes identified in the patient/caregiver story.

Identify how this story is relevant to the team. How do the experiences in this story relate to our workplace? How do similar experiences arise in our workplace? Why is this story relevant to our team?



Identify what went well. What were the positive aspects of this story? How can these practices be carried forward or reinforced in our workplace?

Identify the main concerns and get to the root of the problem. What are the challenges? Why do these challenges occur? For example, if the storyteller felt excluded from the care team, identify some reasons why they felt excluded. Plus, why do patients and families generally feel excluded in healthcare?

Identify one feasible action. What is one action that can be implemented by the team today to address the concerns raised by the story and improve patient and caregiver experience?

Integrate actions into existing plans. Are there any other long term quality improvement projects that this could be tied into? How could this story inform some of the projects we are already working on?

Develop a new action plan. Consider developing a long term plan to address the concerns raised in the story. What are some actions the team could implement going forward? Some things to think about while planning are: who should be involved; what resources are required; potential barriers to the plan and ways to overcome these barriers; and a feasible timeline.

Share this story. Who else could benefit from reading this story? Who else could this story be directed to in order to create positive change within VCH?

Reflect as a team. How did this exercise impact you as an individual and your team as a whole?

Using Patient and Caregiver Stories

We heard a desire from staff to share how teams within VCH are using are using stories. Help us expand the practice of using patient and caregiver stories in healthcare and foster collaboration between departments. The Community Engagement Team will share any practices related to storytelling on the Community Engagement Advisory Network Website.

How are you are using this story?

Team Huddles

Staff Meetings

Staff Development/Training

Other

If other, please describe how you are using this story.

Evaluation

Please complete this short evaluation about the process of using patient and caregiver stories for quality improvement.

Storytelling is an appropriate method to increase patient/caregiver participation and engagement in healthcare decision making.

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Reading patient and caregiver stories is an effective way to help me/my team learn how to provide better care experiences.

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

This patient/caregiver story influenced the direction of my/my team's quality improvement work.

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

Please describe any ways in which this patient/caregiver story directly influenced your/your team's work.

Please provide any additional feedback regarding the process of using patient and caregiver stories for quality improvement within VCH.

Contact

If you would like to contact the storyteller to invite them to speak in person or participate in further education or quality improvement activities, contact the Community Engagement Team for more information.

If you have any questions or concerns, you can contact: Belinda Boyd (Leader, Community Engagement) at Belinda.Boyd@vch.ca / 604-708-5334 or Saori Yamamoto (Community Engagement Advisory Network Coordinator) at Saori.Yamamoto@vch.ca / ce@vch.ca / 604-714-3779.

Closing the Loop

In order to promote accountability to patients and families and facilitate learning between departments, the Community Engagement Team will publish a) how departments are using patient stories and b) any actions being taken to address patient stories on the Community Engagement Advisory Network Website.

Please send a copy of this template to the Community Engagement Team at ce@vch.ca

**Thank you for taking the time to participate in the Patient and Caregiver Stories
for Change initiative!**