

Patient and Caregiver Stories for Change

Vancouver Coastal Health Community Engagement

Introduction

Every patient and family has a different journey through the health system. For some it may last only a few hours, for others it may last for years. This tool is meant to help patients and caregivers (anyone who provides support to a close friend or family member) to write stories about their experience with the health system. We value both patient and caregiver experiences, as we acknowledge that family is a crucial part of the care team. Sharing your story can help health care providers and decision makers understand what it's like to be a patient or caregiver and recognize changes that can help improve the care experience. Before writing your story, reflect on why you are sharing. What do you want staff to learn from your experience?

For the purpose of this exercise, consider a few key moments or experiences in your journey that stood out, rather than the entire treatment history. Stories can be about positive, negative, or mixed experiences. Try to be descriptive, yet only include relevant details that will help the reader understand your experience. While we acknowledge that you may have had a negative experience, try to avoid anger or aggression, as this can cause readers to tune out. Simply describe what happened from your perspective, and how it made you feel. Please avoid using names and identifying details. Your story should be 500 words or less.

If you have any questions or concerns, you can contact: VCH Community Engagement at ce@vch.ca or 604-714-3779 Toll Free 1.888.714.3779

Please send your completed template to: ce@vch.ca

Contact Information

(Note: Contact information will not be published online or shared without your consent.)

Name:

Date:

Email Address:

Phone Number:

Background Information

(Note: If you are writing this story as a family member or caregiver, please provide the background information of the patient who received care.)

Who is writing this story? Patient/Client Family Member/Caregiver Other

Age: What language(s) do you speak at home?

What gender do you identify with? Female Male Non-Binary Two-Spirit
Transgender Other, specify:

Story Summary

Who received care (e.g. myself, my child, my partner etc.)? _____

What type of care did you/they receive (e.g. chemotherapy)? _____

When did you/they receive care? _____

Where did you/they receive care (e.g. VGH, doctors' office etc.)? _____

Why did you/they require care?

Story Title

Come up with a title for your story. Consider something short and catchy, like a newspaper headline.

Setup Your Story

Provide some background information about what happened before you or your family member received care. Consider including the 5 W's (who, what, when, where, and why) from the Story Summary above. Help us understand how your care experience began and your experience accessing care.

Describe your Experience with the Healthcare System

The image below shows different aspects of quality health care and is based on the feedback gathered from the Community Engagement Advisory Network Forum in 2012 (to view the report visit: <http://cean.vch.ca/members/forums/>). Reflect on the quality of care you or your family member received in relation to the themes identified in the image. For example, did staff treat you with respect, compassion, and trust? Note: You do not have to address every aspect of care in the image. This is simply here to help guide your reflection on your care experience.

The inner circle of the pie chart shows the public's definition of the **QUALITY OF CARE (11 THEMES)**.

Outside of the circle are the **8 VCH Quality Dimensions** matched as closely as possible to the public's views.



Patients answer Part A: Help us understand what it was like for you to receive care. Describe what you saw, heard, felt, and thought while you were receiving care. For example, did you feel scared and anxious, or calm and comfortable?

Family Members and Caregivers answer Part B: Help us understand what it was like for you to support your family member through this care experience. For example, did you feel included in the care team?

Best and Worst Aspects of Your Experience

What were the positive and negative aspects of your care experience? Explain what worked well and what could have been done to improve your care experience.

Describe Your Experience after Receiving Care

Help us understand how things are going now. How did this experience impact you and your family? What changed for you and your family as a result of your experience?

Take Home Message

What do you want people to learn from your story? What do you hope to see changed/implemented in the future?

Thank you for taking the time to submit your story to the Community Engagement Team at Vancouver Coastal Health! Your input is greatly appreciated.