Patient Safety Champion Awards

December 2, 2015
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Your Questions

• What keeps inspiring you to keep trying to make a difference?
• What was the most surprising factor or aspect of working in partnership?
• What kind of patient champion contribute to quality and safety?
• What improvements implemented have proved to enhance safety while dealing with resource constraints and outdated technologies?
• What works and how do you know?
Judging Panel

**Patient judges**

Bernie Weinstein, Quebec
Ed Kry, PFPSC, British Columbia
Sharon Nettleton, Alberta

**Provider judges**

Daryl Bell, Ontario
Candy Garossino, British Columbia
Partner Organizations

Jessica Giesbrecht

Ioana Cristina Popescu
Moderator

Sharon Nettleton
Co-Chair Patients for Patient Safety Canada
The Price Family

Working with the College of Physicians and Surgeons of Alberta to Improve Standards of Care
Providence Health

Family Presence Policy

Sara Charlton, RN, MSN
FAMILY PRESENCE

SARA CHARLTON, RN, MSN – PRACTICE CONSULTANT PFCC

Providence Healthcare

Vancouver, BC
FAMILY PRESENCE – PHC PROCESS

- CEO & SLT endorsement
- Program leadership endorsement
- Visiting hours eliminated
- Family presence policy in place Dec 2013
- Program & unit engagement
- Staff led change initiatives
- Professional practice support
Kari Bulger

Patient Engagement in the Quality and Safety Executive Committee at Alberta Health Services
Holland Bloorview Kids Rehabilitation Hospital

Authentic Partnerships: Engaging Clients and Families in Quality and Safety Initiatives

Amir Karmali
Family Centred Care Specialist

Nick Joachimides
Manager of Patient Safety
Authentic partnerships with clients and families

Framework for engagement: Family Leadership Program

Culture of client and family centred care

Measuring authentic partnerships
Family engagement in patient safety

Active members on Patient Safety Committee

Key collaborators in Patient Safety Vision development

Strategic partners in patient safety quality improvements: medication management
Thunder Bay Regional Health Sciences Centre

Transforming Culture and Care Through a Patient and Family Centred Care Philosophy

Rhonda Crocker Ellacott
Transforming Culture & Care … through a Patient & Family Centred Care Philosophy

Dr. Rhonda Crocker Ellacott
Executive Vice President, Patient Services & CNE
The Journey: The How

- Visioning the Future - What do we want in our care?
  - Engaging staff, physicians, volunteers, community, regional partners, patients, families …

- Develop a shared understanding of Patient & Family Centred Care …

- How does the shared understanding look differently in policy, program, teaching, research and practice?
Critical Success Factors

- Include all stakeholders in the creation of the Vision
- Engage the Board: Identify PFCC as a key element within the Mission, Vision and Values
- Build from the ground up –
- Engage in storytelling…learn from experiences
- Create a shared understanding: What is PFCC?
- Develop key corporate strategies in support of advancing Patient and Family Centred Care –
- Creating Priority: Creating clear expectations / practice changes throughout the organization
Lessons Learned

- It’s a corporate Journey
- Takes commitment and partnership at all levels
- Requires a shared understanding: What is PFCC?
- Intentional integration of the patient’s “voice”: Cannot achieve quality care without ALL care experts – patients as equal partners – in care, planning, strategy, everything!
- Demonstrate the Difference: Create Tactics and Strategies
- Engage the community – embrace the change!
Keith Taylor

Patient Family Advisor Role on the Board of Directors Quality and Safety & Quality of Care Committee
Resources, Contact

- http://healtharrows.ca/
- http://hollandbloorview.ca/ClientFamilyResources/ClientFamilyCentredCare
- http://www.cfhi-fcass.ca/WhatWeDo/better-together/resources
- http://www.ipfcc.org/advance/topics/better-together.html
- http://www.providencehealthcare.org/about-us/who-we-are/person-family-centred-care/resources

For more information or to contact the speakers email: info@patientsforpatientsafety.ca