

"Without continual growth and progress, such words as improvement, achievement, and success have no meaning." – Benjamin Franklin

This year has been a great year of Growth, Change, new Vision and Directions. Building upon the successes of previous years we continue to move forward in embedding family centred care at the Stollery Children's Hospital. This report provides an overview of the many and varied initiatives that family representatives, staff, and physicians have collaborated on in the operations of the hospital in this past year. The tremendous commitment of many family representatives, and the continued support from our senior leaders: Linda McConnan, Executive Director; Christine Westerlund, Director Critical Care and Operative Services; and now Monica Whitehead, Director Inpatient and Ambulatory Care; has been a keystone to building a "movement" of family centred care at the Stollery.

GROWTH:

In this past year the Family Centred Care Network (FCC Network) has grown from 156 members to **325 members** (82 families, 145 staff, 18 physicians, 75 community members / organizations and 5 International Members). The largest growth has been in the interest of staff members, as a result of membership invitations being offered at new staff orientations and at "family talks" presentations.

The number and variety of initiatives that families and staff have collaborated on has grown from 295 to 425. The largest area of growth has been in the number of "family talks", collaborative presentations by family representatives with staff / physicians, from 27 presentations in 2011 to 42 in 2012.

New initiatives include:

- [Implementation of 220 Whiteboards beside every Stollery bed](#), including all inpatient units, NICU at both sites, PICU, Emergency and, soon to come, Glenrose 201. Weekly evaluations show families and staff have "Made Their Mark" on over 85% of the boards by having at least the patient's name and the nurse's name written on them. Most of the boards include much more from the very poignant to the entertaining. One of the most exciting and unexpected results has been families using the boards to leave "Thank You" messages to staff upon being discharged. These messages are touching and a deserving tribute to the staff that continually provide great care for children. The whiteboard has become a source of positive relationships and important communication between families and staff. Many champions have contributed to this project: all staff, educators, managers, executive team, facilities and maintenance, communications, funders, and families. (The boards were designed and installed by Display Design Systems Ltd.)



Lois Hawkins, RN NP; Kylee Salkin, LPN; Angela Grimard and Joel Grimard show's of Joel's Whiteboard!



- The [Peer Support](#) working group has extended the engagement of supporting parents [to inpatient families in three different groups](#): *Coffee Comfort and Conversation* for families in PICU & NICU, *NICU Parent Group* at the RAH NICU, and the *Scoliosis Family Support Group*. A Peer Support training was held in January 2012 with 16 family members attending, including families from the Glenrose family advisory network, and the Edmonton Down Syndrome Society.
- [Wireless guest access](#) for families has now been made available to families [at the RAH NICU site](#) since June 2011. To date 29 family accounts have been created at the RAH. Guest accounts at the main Stollery site have grown from 286 in 2011 to 1,354 in 2012.
- The [NICU Family Advisory Care Team](#) has engaged families in significant issues in this past year resulting in:
 - [changes in practice in the care and resuscitation of babies at 23 week gestation](#),
 - [hosting the 1st World Prematurity Day \(WPD\)](#) to bring greater awareness to the health issues of babies born prematurely. This included a proclamation by Mayor Mandel of Nov 16 being recognized by the city of Edmonton as WPD, Member of Parliament, Linda Duncan, submitted a statement to the House of Commons requesting an extension of maternity benefits for mothers whose newborn children spend extended time in hospital.
 - [creation of pamphlets, posters, and video materials to support families and staff to be vigilant in hand hygiene](#). These materials are now being used in other areas of the Stollery in conjunction with the AHS Hand Hygiene initiative.
 - families are recognized as important members of the babies' health care team rather than as visitors due to the [creation of a "families participation" policy and "family / friend" stickers](#).
 - [continued support of lactation consultants, and the availability of breast milk for newborns](#) (now available through the Breast Milk Bank operating in Calgary) as a result of collaboratively advocating with staff, physicians and families.
- [Capital projects are now routinely including family representatives on the renovation and redesign committees](#). This past year 15 families have been involved in the following four projects: Stollery Emergency opening and media coverage, Critical Care expansion and renovation, Ambulatory Care expansion and renovation, Operative Services expansion and renovation.



**Before you wash:
Please remove your
watch and jewellery**



*Did you get all of the
tough spots?*



CHANGE:

- It is a difficult [transition to say goodbye to some of our founding members](#) of the Family Centred Care Council (FCC Council) and NICU Family Advisory Care team (NICU FACT). They have been important champions that have created the many successes to date: Cathy Laycock, Christie Oswald, Glenda Coleman-Miller, Hope Chick, Katharina Staub, Laurina Panas, Scotty Jackson, and Sharon Willey. At the same time, new members have been welcomed onto the Family Centred Care Council (FCC Council) and NICU Family Advisory Care Team (NICU FACT), bringing different experiences, ideas, skills and interests to the work. The addition of: a representative from pediatric residents, two previous patients, and a sibling on FCC Council expands the perspectives represented on Council. NICU FACT has added a senior fellow, and additional family representatives with experiences of full term surgical and medically fragile babies, multiple and premature births.
- In January 2012 a [new position, the Coordinator of Family Centred Care](#), was created to work with the Manager of FCC in engaging families and staff in a collaborative manner to develop, deliver and evaluate activities identified as priorities of the Stollery FCC Network to improve family centred care practices in bedside care and organizational systems. The FCC Contract was adapted and extended to support Senior Leadership (Council and Sr. Management) in emerging issues, developments and best practices. The previous position of Family Room Assistant was reclassified to Secretary, and the position of Family Room Coordinator was reclassified to Manager of Family Centred Care to better meet the needs of the operations of the Family Room, and additional duties to support the FCC Network.



VISION AND STRATEGIC DIRECTIONS:

In November 2011 the first Stollery Family Centred Care Strategy Day attracted 44 participants, including parents, staff, physicians, and managers, to set direction for family centred care for the next three years. This full day was filled with energy and many great exchanges resulting in the creation of a new [vision](#) and [7 new strategic directions](#):

The Stollery Children's Hospital strives to be a leader in family centred care by placing children and youth at the centre of how we provide care. We always recognize the family as valued partners in their child's care team and in the operations of the hospital. We aspire to practice family centred care in a collaborative, consistent and continuous way.



Strategic Directions:

1. Enhance Communications Internal and External

- Develop the FCC communication strategy and update the FCC Model

2. Create a Sustainable FCC Infrastructure

- Sustain a FCC structure with dedicated resources, expanded membership, inclusive of youth, to achieve defined priorities and strategic actions

3. Enhance Family Centred Care Design

- Establish a formalized process / committee to enhance current and future Stollery space needs to be more family/child friendly.
- Initiate early involvement and sustained involvement of families in redevelopment projects.

4. Continue to Engage Families in Operations

- Education of all staff on where, when and why to involve family and youth when proceeding with quality enhancements.
- Recognize value added and need for meaningful involvement at all levels.
- Support for all staff and families to foster success.

5. Strengthen Partnerships with Families in Healthcare

- Establish more sibling supports – playroom, sibling groups.
- Strengthen and provide resources for parent and peer support initiatives.
- Consistent practice of inclusive family centered care philosophy.
- Supporting transitions for families the healthcare continuum.

6. Engagement of Staff and Physicians

- To create and communicate FCC standards and practice for all AHS staff/physicians, creating a 'movement' of fcc at the Stollery.

7. Enhance Stollery Specific FCC Quality and Research

- Develop a tool to measure FCC.
- Establish current benchmarks and monitor strengths/weaknesses, which will lead us to know where to change.
- Learn from other centres.
- Measure family satisfaction.

COMMUNICATIONS:

The great initiatives and successes of the FCC Network are shared with others in a number of ways.

At the [Canadian Association of Pediatric Health Centres Conference \(CAPHC\)](#):

Two posters were accepted, one on “Engaging Families in Senior Level Interview Panels”, and the other a collaborative poster highlighting AHS Child Health patient and family centred care initiatives in “Better Together”. Four family members of the FCC Network also attended the CAPHC conference in Oct 2011.

A webinar presentation was also made through the CAPHC Patient and Safety Collaborative on “Family Engagement in Quality and Safety Initiatives.”



Media Coverage Included:

Two Global TV spots through the Stollery Children's Hospital Foundation (Dec and Aug) highlighting the importance of family centred care and the initiatives of the FCC Network.

At the opening of the new Emergency, the family member involved with the Emergency design was interviewed and broadcasted by multiple media outlets.

Interviews of family members highlighting World Prematurity Day also occurred on a variety of media outlets.

Publications included:

An article about FamilyTalks in *Hospital News*, a Canadian healthcare publication.

An article in the *Alberta RN*, about the NICU Family Advisory Care Team

An article in the foundations *Hero Magazine*, highlighting the work of the FCC Network

Twitter :

Regular twitter feeds are now shared with the public through the AHS Edmonton Zone account, @AHS_YEGZone

Monthly Primer:

Members of the FCC Network receive monthly updates on all of the activities of the past month.

OUTREACH:

Exchanging information with our colleagues provincially, nationally, and internationally is key to our ongoing success and supports the movement of patient and family care throughout healthcare. In this past year we participate in monthly telehealth meetings with: AHS Child Health Patient and Family Centred Care working group, the Canadian Patient and Family Centred Care Leaders Collaborative (members of Canadian Family Advisory Network). Frequent connections are made with AHS Patient Engagement department, including occasional attendance at the AHS PFCC Community of Practice meetings. We are Pinwheel sponsors /members of the Institute of Patient and Family Centred Care. Frequently we are asked to consult with other organizations, this year it has included: students from 4th year Grant McEwan program, students in the multidisciplinary course at the Uof A, students completing their Masters programs to become Nurse Practitioners, Ronald McDonald House Association, UAH Care Transformation projects (Neurosciences program), AHS Central Health Pediatrics Allied Health Clinicians, Winnipeg children's Hospital, Sick Kids in Toronto, and Royal Melbourne Children's Hospital in Australia. We are also very supportive of the: Fatherhood Involvement Initiative and the Canadian Premature Babies Foundation.

MEASUREMENT AND RESEARCH:

Evaluating the value of family centred care initiatives is important in adapting how we do things and valuable to our continued growth as a Network. Ongoing Family Talks evaluations are conducted after



each presentation, a formal audit is being conducted as part of the roll out of the Whiteboard overlays on all of the units, and the third annual Council survey was given to Council Members.

RECOGNITION & ACKNOWLEDGMENTS:

The Council hosts an annual Holiday Mixer, and year end Family Barbeque. This year the NICU Family Advisory Team also held a year end Family Barbeque. Each of these events helps to build and maintain relationships with the community of people that forms as a result of collaborating together. Thanks go to all of the champions (families, staff and physicians) who have made this year a success!

A special thanks to the Stollery Children's Hospital Foundation for their ongoing partnership and financial support of FCC Network initiatives, and the Friends for the financial support from the Nancy Liberman Fund towards the Whiteboards Project.

Thank you to AHS for their commitment to patient and family engagement throughout our provincial healthcare system. It is creating the change we want to be!

FUTURE:

In this upcoming year, we are looking forward to:

- Expanding our involvement in the training of medical residents and fellows
- Developing Stollery FCC standards of practice
- Poster presentations and speaking engagements at the CFAN Annual Workshop and CAPHC conference in Vancouver
- Creating a more welcoming entrance into the RAH NICU from the Lois Hole Women's Hospital
- Expanding Peer Support opportunities: both in person, and through videos
- And much more.

We have much to celebrate and much to envision!!

- *Submitted by Heather Mattson McCrady, Manager of Family Centred Care; Marcel Panas, Coordinator of Family Centred Care, Loreen Gomes and Ademola Usuanlele, Co-chairs, FCC Council.*



PRIORITY Type of Project	Complete		#of Family Interactions	
	2010-11	2011-12	2010-11	2011-12
FAMILY TALKS	27	42	45	72
DECISION MAKING IN CARE	20	28	68	103
Whiteboard Transformation Project		1	3	15
Interview Panels	6	7	6	8
Policies Reviewed	3	7	9	18
Educational Materials	11	9	38	25
Committees / Groups	3	4	22	37
IMPROVING FAMILY EXPERIENCE & HOSPITAL SERVICES	5	14	58	110
Capital Projects	1	4	20	27
Improving Services Projects	2	6	16	57
Surveys	1	2	9	16
Research	2	1	4	4
Documents	1	1	9	6
Family Room				
Wifi Guest Access Database			286 accounts	1,354 Plus 29-RAH
Guests			avg guests / day 80	avg guests / day 60
PEER SUPPORT	1	3	14	57
Active Tea Time/ Coffee Comfort Conversation		1	1	30
Peer Support Training	1	1	3	16
NICU Parent Group		1		6
Scoliosis Support Grp		1		3
Working Group: Documents Created - Standards and Guidelines, Inventory			3	2
Areas interested			7	2



PRIORITY Type of Project	Complete		#of Family Interactions		
	2010-11	2011-12			
COUNCIL					
Membership			Families		
	21	24	11	14	
Other Activities					
Network BBQ	√	√	6	11	
Holiday Mixer	√	√	10	15	
Primer	√	√	-	10	
NICU FACT					
Membership			Families		
	11	22	6	11	
Other Activities					
NICU FACT BBQ		√	-	10	
COMMUNICATIONS	3	10	8	10	
OUTREACH	4	18			
MEASUREMENT	2	3	8	12	
FCC Staff Benchmark Survey	√				
Accreditation – Patient Safety report	√				
Family Talks Evaluations	√	√			
Whiteboard Audit		√			
Council Survey	√	√	8	12	
NETWORK Members	Total	# of staff	# of physicians	# of community	# of family members
2010 – 11	156	48	15	24	69
2011-12	322	144	18	75	85

