

Patient & Family Centred Care – *Special Edition*

Wave 1 {Conversations}

We have a role in this work – from the bedside to the boardroom



Families are considered vital partners in healthcare with patients defining their family and level of family participation in their care. D'Arcy experienced an adverse event where he was hospitalized for 71 days, not receiving active treatment. Upon discharge, he discovered that his medical home team had no idea what happened to him during this period.

“My family doctor is my specialist for me” – the more information that is shared results in higher quality of care. The medical home is the quarterback, ensuring that back and forth communication takes place. This is a gap in our healthcare system.

It all comes down to a sense of responsibility, accountability and building a system that addresses lived experiences. What is the role of the provider? Of the patient? Of the caregiver? When can this sharing of responsibilities occur?

PFCC Week is from November 5-9, 2018

Dr. John Hagens

Dr. Hagens is currently the Associate Medical Director for the Primary Health Care Integration Network™ with Alberta Health Services, and Co-Director for the PHCIN-AHS Scientific Office. Awarded University of Calgary's 'Outstanding Family Physician of the Year', John remains a dedicated professor as an Assistant Clinical Professor of Medicine while actively involved in rural medical practice, where he continues to reside with his family in High River. With a Master's degree in Educational Leadership, John is also involved in educational leadership within the Cumming School of Medicine.

D'Arcy & Vicki Duquette

D'Arcy & Vicki have been married for 35 years and are the parents to two wonderful adult children. They are both quite generous with their time – D'Arcy as chair for the Patient and Family Advisory Committee with the HQCA, Vicki as a member of the Alberta Health PACER team, and both as committee members for the Accelerating Primary Care Conference (to name but a few of their voluntary commitments). What has helped shape their involvement has been D'Arcy's journey through the Alberta healthcare system as a colon and lung cancer patient. This journey has had both negative and positive moments, which Vicki has helped D'Arcy navigate in her role as caregiver. Both of them find their committee and team work to be enjoyable – D'Arcy from the perspective of the wonderful people he gets to work with and the commitment to providing a better healthcare system for everyone; and Vicki for meeting new people and learning new and creative changes