

PFCC Week Ideas

A to Z Activity Guide 2020*



Advisors are the Heart and Soul of Patient Engagement

Say thanks to the advisors that help us improve our health services. Work together to plan events for PFCC week.



* This resource was created prior to COVID-19, please explore virtual variations of these activities, and ensure any in-person events adhere to health guidelines for physical distancing, hand hygiene, PPE use, and group size limits.

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Choose a theme for your site/program

If your site/zone or program wants - pick a theme to “hang your hat” on. Empathy, partnership, respect, humanizing healthcare, compassionate communication are just some examples.



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Collect Patient and Family Feedback / Leader Rounding

- PFCC Week can present an opportunity for collecting feedback from patients/family. E.g. The Strategic Clinical Networks (SCNs) reached out to all 140+ SCN advisors to write down and send in what meaningful engagement looks like, feels like, etc. The SCNs then created a visual that they sent out in their newsletter to provide a frame of reference for meaningful engagement.
- Leader Rounding is a planned and purposeful moment that leaders spend with patients and families to understand their experience. It is an excellent way to model behaviour, reinforce culture and learn about opportunities for improvement.
 - ⇒ Launch leader rounding practice this week
 - ⇒ Pair advisor and leader to go out together
 - ⇒ Pass out Joysocks (<https://joysocks.ca>)
 - ⇒ Go to this website to find out more information on Leader Rounding (<https://insite.albertahealthservices.ca/qhi/Page17117.aspx>)

An infographic titled "Leader Rounding" with the subtitle "Connecting with patients and families". It features a circular logo with two arrows forming a circle. The infographic is divided into several sections with text and icons. At the bottom, there is an illustration of a patient in a hospital bed being visited by two healthcare workers, one holding a red balloon. A speech bubble from the patient asks, "What is one thing we could do to improve your care?".

Leader Rounding
Connecting with patients and families

WHAT IS IT?
Simply put, Leader Rounding is asking patients and families what matters to them.
Leader Rounding is a deliberate way to find out how you can improve the patient experience.

WHO DOES IT?
If you are a leader but don't often get the opportunity to connect with patients, clients and residents, then Leader Rounding is for you.

WHERE IS IT DONE?
Leader Rounding happens at the front lines, connecting personally with patients and families.
Rounds can be done as a team or individually with the goal to visit two or three patients/families each time.

WHEN IS IT DONE?
Most leaders find that scheduling an hour for rounds each week, or every other week, is most effective.
Following Leader Rounds, debrief with your team to figure out your next steps.

HOW CAN I LEARN MORE?
For additional resources, contact us for a practice guide, how to develop questions, and a debrief summary log.
Other forms of leadership rounding exist in AHS, and serve a different and valuable purpose, including Let's Talk: Leadership Safety Rounds.

WHY IS IT IMPORTANT?
We know we can always do better, and what matters to patients matters to us.
Leader Rounding identifies real time, point-of-care inspirations and changes that are often simple and impactful.

QUESTIONS?
Contact Patient.First@AHS.ca

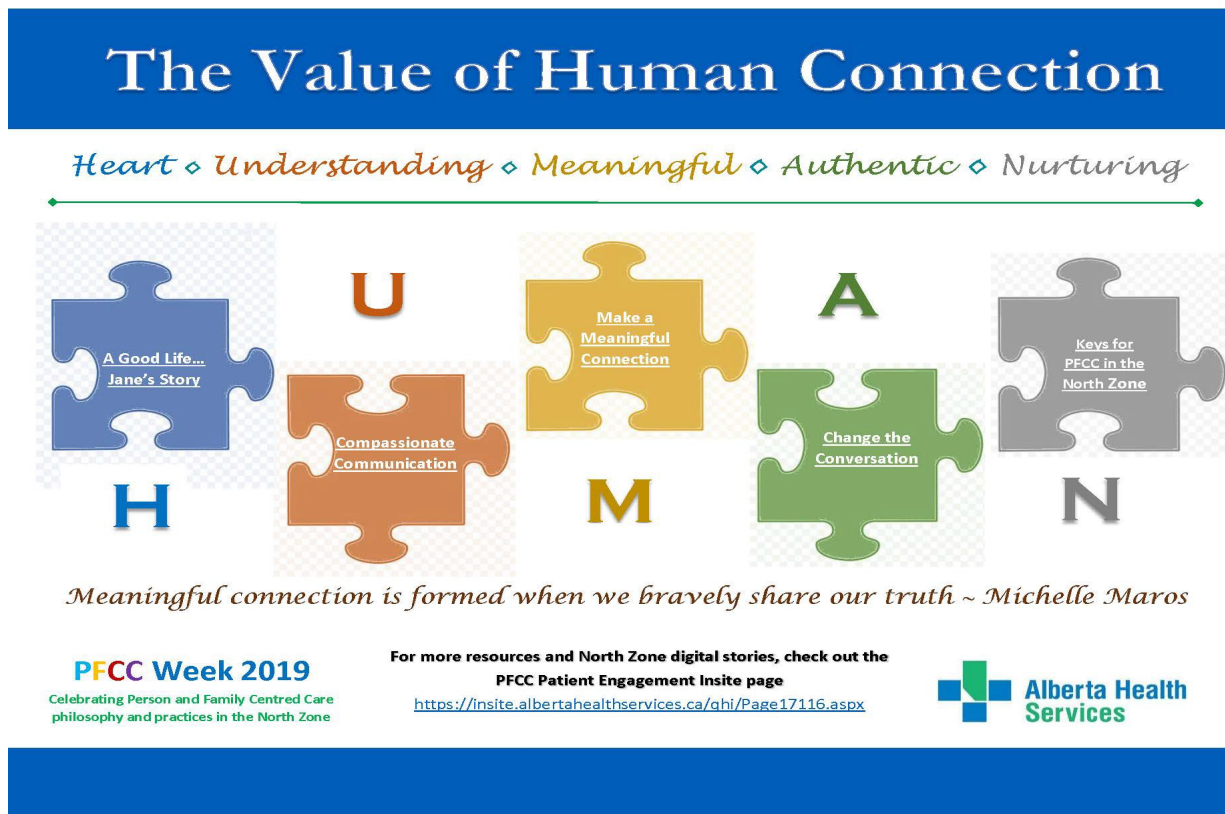
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Design an infographic

Pick a leading PFCC practice and develop a signature infographic to share with staff, patients and families.



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Highlight a PFCC practice during the week

Pick a different practice everyday—or just focus on one for the week. Check out the PFCC Resource Guide on Insite for ideas. (<https://insite.albertahealthservices.ca/qhi/Page13008.aspx>)



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Host a Digital Film Festival

Select 3-5 digital stories from the AHS digital story library for viewing and discussion. (<https://www.youtube.com/playlist?list=PLi1tOF1I5ZoWY3hfrwu15NTWz8e9amOt>)



Patient and Family Centred Care (PFCC) Week: Nov. 6-10



Join us for a PFCC Week Digital Storytelling Film Festival to gain powerful insights into the patient experience.

Date:

Time:

Site:

Room:

Contact:

➔ Search Insite for "[PFCC Week](#)" or email patient.first@ahs.ca for more information
Share your experience #AHScompassion @AlbertaPFCC



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Lived Experience

Run a lived experience event where staff try to maneuver a day in the life of someone with ability, language and/or movement challenges. Nutrition food services has run these to show staff how hard it is for some patients to access their food. PLC is going to run a Lived Experience event using interpretation services. Carrying an oxygen tank, using a wheelchair, having to use non dominant hand for a day – all possible ideas. Reminder: Ensure they follow all current COVID-19 health and safety protocols.



Nurses try opening food containers with injured hand.

What's it like to... **Live the Patient Experience**

At AHS, what matters to patients and families drives everything we do. As leaders, connecting with the experience of the people we serve is vital to informing decisions and supporting staff in providing excellent care.

Join Us!

WHAT: Members of the health care team will participate in scenarios to experience real barriers that patients face at mealtimes.

WHEN:

WHERE:

The Calgary Zone Patient and Family Centred Care committee challenges you to take the plunge.



#PFCCWeekAB
November 5 - 9, 2018



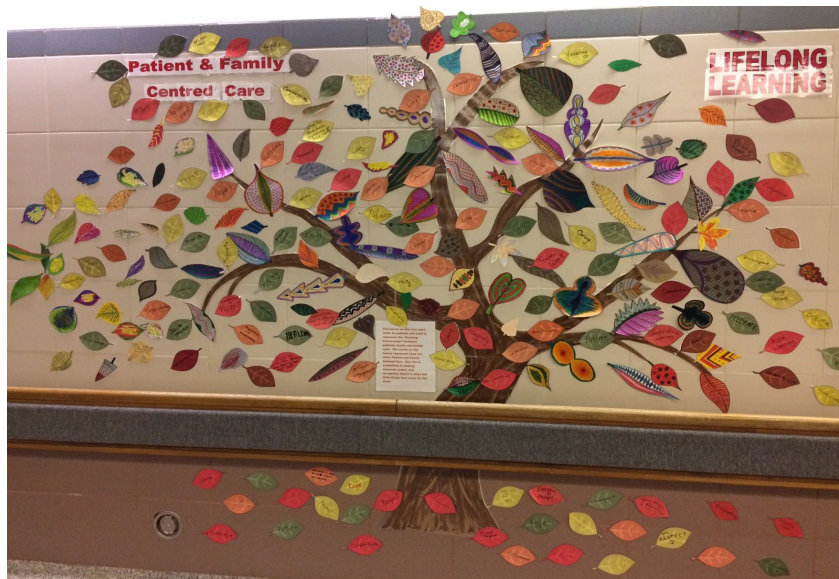
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Partnership Trees

Partnership trees are a great way to identify opportunities for improvement, determine priorities and develop action plans that will support even great partnerships between patients, families and our healthcare system. This is also an excellent way to present messages of gratitude. Available for order from data group. Click [here](#) to get information on ordering.



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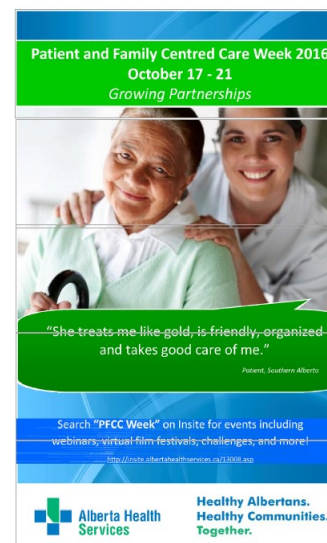


Posters - Create your own or select from our templates online

Celebrate PFCC with a poster - create your own. Canva is a good free program to help with your design. <https://www.canva.com/>



We have posters on our web page - feel free to customize. (<https://insite.albertahealthservices.ca/ghi/Page13008.aspx>)

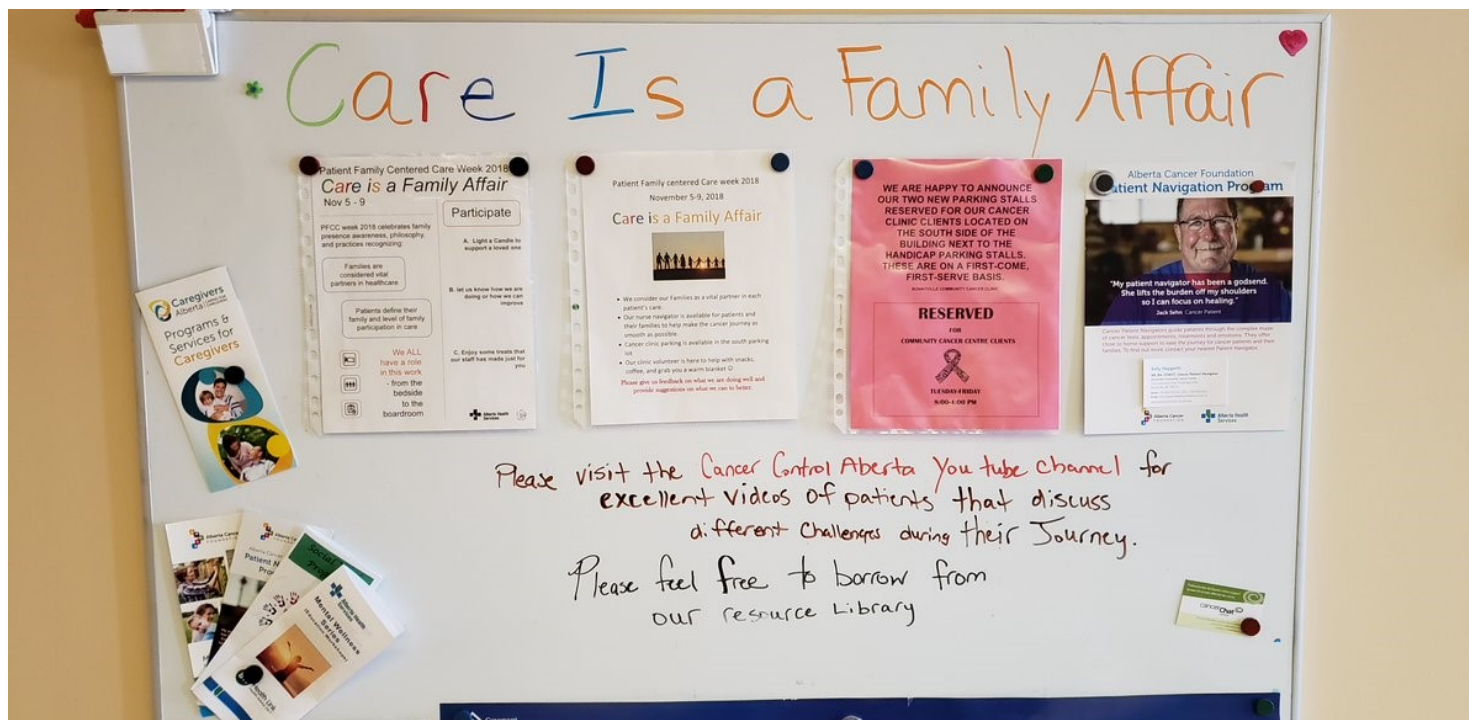


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Quality Boards

Use your quality boards to highlight PFCC week - ideas, activities, initiatives, improvements, leading practices, staff champions, etc. Challenge your quality council to come up with a quality board that celebrates patient and family centred care.



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Relax and Recharge Patient and Family Lounges

Launch a patient and family lounge space with phone charging station, desk, chairs, sofa. Collect WMTY statements and/or patient feedback statements about what makes for patient and family centred care and have them made into decals for the walls in top user languages.



The PLC used PFCC Week to collect “What Matters to You about your hospital?”, and had these statements translated into the most spoken languages at the site. These multilingual statements were made into decals for the walls of their new patient and family Relax & Recharge Space where patients and family can come to charge their phones, plug in their computers, and visit with each other.



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Staff Champions

Have a staff champions award with staff/patients nominating those who exemplify PFCC. Find a way to highlight staff champions in newsletters, twitter, photos, stories.

Compassion Moment Champions

- 102 ACH Staff Nominated by Patients and Families
- Each person received a button that said "Compassion Moment Champion" along with a card with the reason they were nominated.



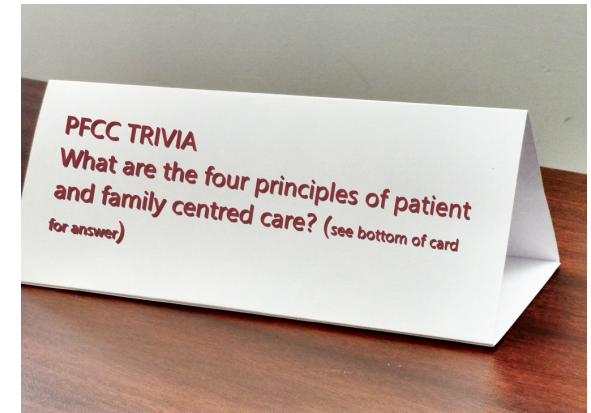
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Table top cards, posters or banners

On tables in the cafeteria you can place cards which have a PFCC quote, fact or trivia questions and answers. Create PFCC banner or posters for your site/area.



PFCC Week - Care is a Family Affair

Celebrating family presence awareness, philosophy, and practices!

Team Building Art Project

Based on the theme of PFCC Week, design an art project for teams to work on together, include patients and families. Have it up for display.



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Thank You Cards

PFCC Week is an opportune time to thank patients, family and staff:

- ♦ Send an AHS e-card to a colleague – Appreciation services has a selection [here](#) on Insite.
- ♦ Advisor designed thank you cards with handwritten message can be personally delivered to staff who exemplified PFCC.
- ♦ Send a card to advisors to share appreciation for all patient and family advisors do.
- ♦ Anyone can send messages of thanks via the AHS Thanks for Caring program [here](#) or Thank a Paramedic [here](#).



Therapy Dogs

Book therapy dogs through your local Volunteer Resources person. They need at least two months' notice and can come for 1.5 hrs. Always a hit.



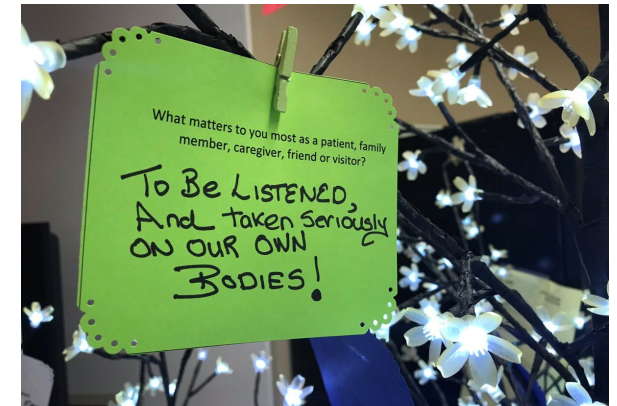
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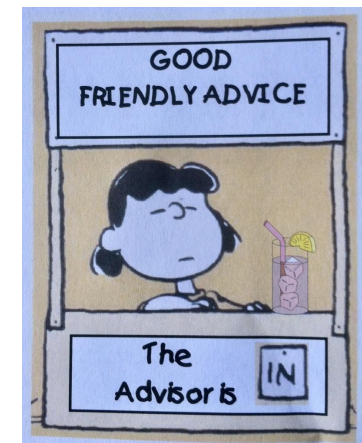
Tree of Hope and Connection

Invited patients and staff to put pieces of paper – put words of encouragement and hang on the tree located in a central area for everyone to see. Proved to be uplifting.



The Advisor Is In

Set up a booth for folks to come and speak with a Patient and Family Advisor. Like the Lucy from Charlie Brown advice booth.



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Tweet it Out

Take a moment to tweet out your activities and share with all your AHS colleagues.

Twitter: <https://twitter.com/AlbertaPFCC?lang=en>

#PFCCWEEKAB



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Wayfinding & Walkabouts

- ♦ Pair a program leader with a patient and go out to round with staff, patients and family. Ask what could be done to improve care. Pass out tokens of appreciation. I Love PFCC pins.
- ♦ Take a walk with a patient for #endPJparalysis
- ♦ Work with patient and family advisors and volunteer resources to do a wayfinding exercise to see what might help make the site more accessible and user friendly. Make it like a treasure hunt to find certain locations.



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Webinars

Attend a provincial webinar or host your own webinar on a PFCC theme.

You can also watch an archived webinar. (<https://insite.albertahealthservices.ca/qhi/Page171117.aspx>)

Patient and Family Centred Care Week Webinar

Connect(ed) Care

How will a clinical information system positively impact patients and families?
How do we continue to focus on the patient and provider relationship in a digital environment?

Join us October 29th from 1200 - 1300 to find out!

Register within AHS: <https://insite.albertahealthservices.ca/qhi/Page171117.aspx>
Outside AHS? Email us to register: patientengagement@ahs.ca

Webinar Presenters:

Lorna Lohm served as a member of Alberta Health Services Patient and Family Advisory Group for six years, including two years as Co-Chair. Since September 2018, Lorna has co-chaired the Patient Committee for Connect Care. Lorna also works as a social policy analyst, and enjoys her 5 grandchildren and visiting Gracie, her blue Weimaraner.

Robert Shapiro serves as an advisor to the AHS Board and Connect Care executive sponsors and co-directs the implementation stream of Connect Care. He has led Epic programs at leading institutions in three countries, most recently serving as executive director of the Epic project at the Hospital for Sick Children in Toronto.

Leah Mordal is a Registered Nurse on the Cardiovascular Intensive Care Unit at the Macdonald Alberta Heart Institute, where she has been using a clinical information system for the last four years.

Discover more PFCC Week resources here: <https://www.albertahealthservices.ca/info/AboutPFCC.aspx>

Alberta Health Services

PFCC Week Webinar

Hands on/Hands off: The Importance of Touch in Clinical Care

November 5, 2019 | 12:00-13:00MT

Please join us as Dr. Martina Kelly shares the power of physical touch in clinical care. Through her experience as a family physician, Dr. Kelly has witnessed the importance of touch in creating meaningful connections between healthcare providers and patients.

Dr. Kelly will also speak about navigating the use of technology so it can enhance, not hinder, communication and connection, and navigating physical touch in hands-on care in light of professional practice boundaries.

To join, follow the link below:
<https://insite.albertahealthservices.ca/qhi/Page171117.aspx>

For other inquiries, or registration please email jhu.c@ahs.ca

Dr. Martina Kelly, MD, MSc, MRCGP, FRCGP, CCFP
Associate Professor, Director
Undergraduate Family Medicine
Cumming School of Medicine,
University of Calgary

November 4 - 8, 2019
Patient & Family Centred Care Week
Celebrating the Human Connection

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Video

Create a video to share with your team.

<https://youtu.be/-pceJ413A24>



ACH Compassion Video created for the week
over 1600 views on YouTube



Patient First @AlbertaPFCC · Nov 8

Check out this great video from Alberta Childrens Hospital to celebrate #PFCCweekAB. youtu.be/-pceJ413A24 via @YouTube



November 4 – 8 2019 is Patient and Family Centred C...
PFCC week is from November 4 – 8, 2019. This year's
theme is "The Human Connection in Healthcare." Her...
[youtube.com](https://youtu.be/-pceJ413A24)



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2



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World Ideas

PFCC week is celebrated around the world. It is called different things e.g. Patient Experience Week. But we share the desire to talk about, share and celebrate excellence in person centred care.

Here are examples from a few leading organizations and some ideas about their celebrations for PFCC week.

- > [Patient Experience Trivia \(Stanford Health Care\)](#)
- > [PX Week Compassion Challenge \(Stanford Health Care\)](#)
- > [Story Time Template \(Hanford HealthCare\)](#)> [PX Week Crossword Puzzles \(Bayhealth\)](#)
- > [Human Connection Challenge \(UC Health Memorial Hospital\)](#)
- > [Sunshine Letter Template \(Heritage Biologics\)](#)