



Annual Impact Report

Patient and Family
Centred Care Program
April 1 2023, - March 31 2024

Stollery Children's
Hospital



Alberta Health
Services



STOLLERY
CHILDREN'S
HOSPITAL

Message from AHS Leadership

Patient and Family Centred Care (PFCC) is a phenomenal program here at the Stollery Children's Hospital. The work this team does is essential to ensuring patients and families are true partners in their healthcare journey. The Stollery Children's Hospital Foundation and Alberta Health Services provided financial support for the PFCC Program. All the support allows us to provide a sense of home while in hospital. We are so grateful.

*Rhonda Tomlinson, RN BScN
Manager for Child Life Program, Awasisak Indigenous Health Program, Patient Family Centred Care*

*Kristin Wong
Team Lead for Patient Family Centred Care*



A stethoscope is positioned at the top left, with its chest piece resting on a light blue circular base. To the right of the chest piece, there are four blue 3D human figures of varying sizes, representing a family. The title 'Patient and Family Centered Care' is written in large, bold, black letters across the center, overlaid on a semi-transparent white banner.

Patient and Family Centered Care

The Patient and Family Centered Care (PFCC) program at the Stollery Children's Hospital aims to involve patients and families as partners in their healthcare journey. This involves treating them with respect and dignity, fostering transparent communication, and enabling their active participation within the healthcare teams and hospital environment.

Our program emphasizes collaboration with patients and families. We ensure they have the necessary support, space, and emotional well-being to feel valued and included in the hospital setting. Moreover, we encourage their involvement in care delivery by offering opportunities to contribute to policy decisions, program development, resource allocation, and educational initiatives through sharing information and personal stories.

Respect and Dignity
Information Sharing
Participation
Collaboration



680

Hours of Advisory Work

20,000+

Visits to our family spaces

22

Hospital stories shared to help inform care

Projects

Details

Outcome

Chylorax Cookbook

Advisors collected chylothorax friendly recipes and produced a cookbook to share with other families

- Families gained access to a resource to help them better navigate their child's journey
- Dieticians gained a resource to help them clearly and easily explain to families the limitations of the diet

Coffee Cart

Mobile cart which brings the resources of our family spaces to the bedside

- Connected with families in eight different units. Provided coffee, snack and comfort items to families who otherwise would not have left bedside

Teens Taking Charge Workshops

Co-created a series of workshops to help guide youth as they transition to adult care

- Trained six peer advisors as facilitators to help guide the conversations
- Sessions to start this spring

Family Spaces

a place to escape

“Sometimes I just need a change of scenery”

Families visit the PFCC Family Spaces for various reasons. Some drop by for a cup of coffee, others for printing essential documents, and some simply to socialize. Regardless of the reason, everyone visits because they feel welcomed, respected, and comfortable in these spaces.

Our team supports these important spaces by ensuring they are stocked with essentials for the family’s wellbeing, including snacks and refreshments, hygiene items and toys and games for distraction. In addition, our trained and knowledgeable staff provide an opportunity for connection and information about the hospital.



“The staff are always so welcoming and make a little 'home away from home'. It's never easy being in the NICU with your child, but this team helps so much. The little touches like the daily joke, a warm cup of coffee and even a hug are always appreciated.”

Stollery Parent

Family Spaces

FAMILY ROOM

over 9400 visits

FAMILY LOUNGE (CRITICAL CARE)

over 4800 visits

PCICU LOUNGE

over 890 visits

BEARS DEN (RAH NICU)

over 5400 visits



over the last year

8000 visits

Access to food
and beverage

5500 visits

Place to recharge,
relax and connect

550 visits

Access to buisness
needs (computer,
printer, etc.)

The Lemon Love Family Room Renovations

In June 2022 the Stollery Children's Hospital Foundation engaged the support of Simply Supper to sponsor the renovation and renaming of the Stollery Family Room.

After months of planning and collecting feedback from families, we broke ground on the project in January 2024.

The new space will feature a fully accessible kitchen, dining room for families, kids activity area, business center and welcome desk along with a refreshed family sitting area.

The "Lemon Love Family Room" is on track to open June 2024!

"it is such a wonderful place to go to see a smiling face behind the counter, grab a cup of coffee and a snack when you don't want to be far away from your little one"
-Stollery Parent

Before



After

Peer Support

Volunteers contributed
175 hours
to peer support this year

Peer Support (PS) is the emotional and practical support between two family caregivers who share the common experience of being a partner in care at the Stollery Children's Hospital. COVID restrictions paused the program in 2020. The pause gave us an opportunity to evaluate, adapt, and plan for the future.

Peer support helps caregivers to learn from the experiences of other families and to feel less alone. Shared ideas and information can help family caregivers feel validated and prepared to meet their children's needs more efficiently, and with greater confidence and hope.



Background

Trained volunteers with lived experience connect with family caregivers where they are at, to reduce isolation, validate emotions, and to support them to be empowered as members of their child's care team, however is most meaningful to them.

Adaptations

- Approved phone-based model
- Redesigned volunteer training and offered virtually to increase volunteer reach
- three part-time staff totaling one full time position were hired for the program
- StolleryConnections@ahs.ca was created to receive referrals

Challenges

- Limited to in-person training and programs
- Volunteer retention & program consistency
- PS staff capacity
- Inconsistent knowledge, awareness, & acceptance of PS program
- Inconsistent program evaluation & tracking

Successes

- Program and training changes made based on feedback from family caregivers
- Consistent branding, contact information, referral and evaluation processes.
- Asset-based targeted program expansion
 - Fetal Echo
 - Bereavement and Palliative Care

Coffee Groups

In 2023, PFCC reintroduced its Coffee Group Program, aiming to provide informal gatherings for caregivers on specific units to foster connections and unity. Facilitated by trained Peer Partners, these Coffee Groups create a supportive environment for caregivers to relax and feel less isolated.

“It helps to take time to focus on ourselves and to acknowledge that this is hard and we are not alone. I can be both strong and scared, and that is pretty normal.”

-Stollery Parent



over the last year

40

Coffee Groups were held at the Stollery.

We reached families who came to us from

Alberta
Manitoba
Nunavut
NWT
Saskatchewan

Caregiver Sessions

"I feel less isolated in this journey. The group is an integral part of my emotional well-being."

Our Caregiver Wellness Sessions provide an opportunity for parents of children with medical complexity to gather virtually in a safe and nurturing community. Co-facilitated by a psychologist and a parent with relatable lived experience, this group provides a venue for discussing challenges, obstacles, and concerns as well as sharing strategies and coping tools to navigate health care and the world beyond. The strength of this empowering group comes in being part of a compassionate community with others who understand, and from recognizing that they are not alone.



over the last year

36

Sessions

114

Registrations

11

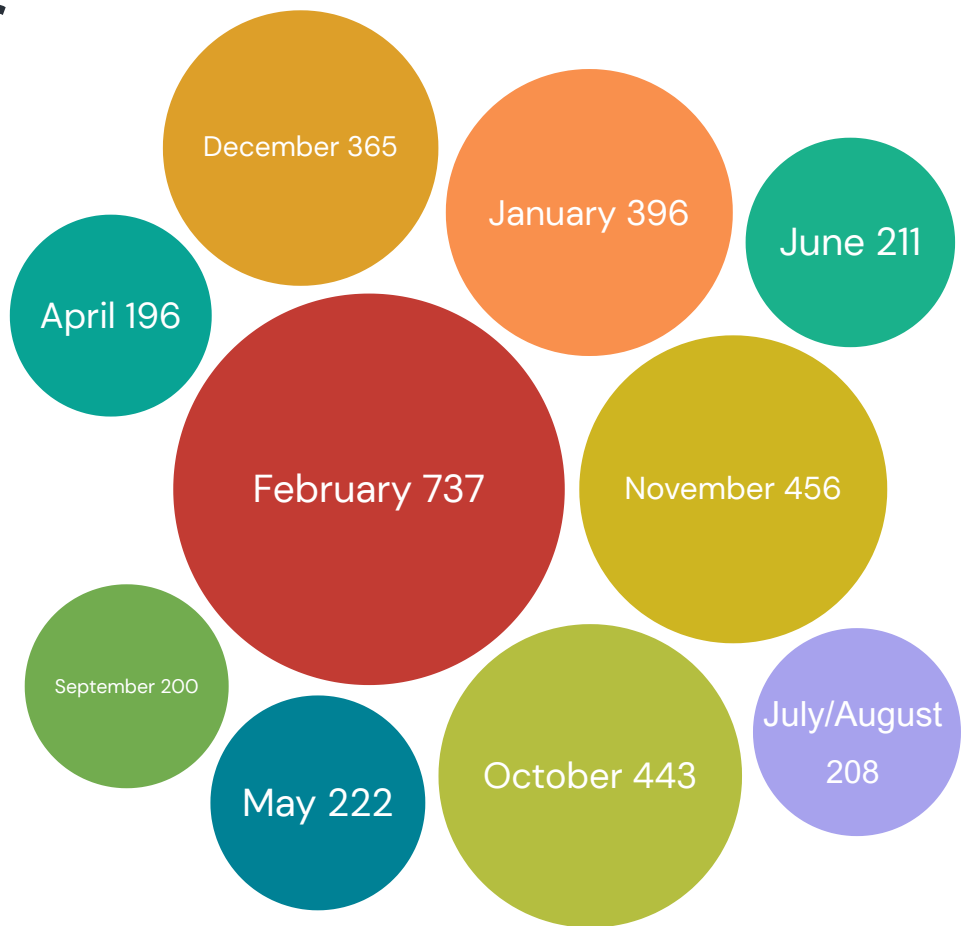
Average attendance per session

PFCC Primer

Monthly Newsletter

The PFCC Primer, a monthly electronic newsletter, serves as a valuable resource for PFCC network members. It encompasses staff profiles, volunteer opportunities, family information, and essential hospital updates, offering a comprehensive overview of PFCC-related matters.

During the summer of 2023, we conducted a survey among our members to identify the key aspects of the primer that resonated with them. Leveraging this feedback, we overhauled the primer's appearance, content, and accessibility to align with their preferences. Consequently, we have observed a consistent rise in engagement, with February recording our highest open rate thus far.



Spring Highlight

Spotlights on Volunteer Appreciation Week, International Women's Day, and What Matters to You Day.

Summer Highlight

Included a thank you message to advisors and a survey to gather feedback for future editions.

Autumn Highlight

Included details about PFCC Week and introduced a new resource center section for subscribers.

Winter Highlight

Announced official start of Family Room renovations and connected to mental health resources for families

PFCC Week

From November 6-10, 2023 we celebrated PFCC week at all three of our Stollery sites. This year's focus was partnership - from the bedside to the boardroom

Patient and Family Centred Care week was an opportunity to test new engagement activities, exploring what patient and family centred care looks like, feels like and barriers to it from both patient/family lenses, as well as staff perspective.

The week was full of opportunities for both in-person and online engagement, events directly organized by our team.

Booths on all levels of the Stollery's University of Alberta Hospital site, as well as at the Stollery's Sturgeon Community Hospital and Royal Alexandra Hospital NICUs stimulated many conversations with staff and families. PFCC sweets were provided, and fun activities engaged folks in learning.



30 attendees

at our partnership panel, an opportunity to hear from families, staff, siblings and patients on what partnership means to them

1112 cookies and treats

shared with staff and families who wanted to learn more about PFCC

Over 70

meaningful comments collected about PFCC in the hospital and how we can improve it

What Does kindness in healthcare look like to you?

“Someone holding my hand”



Family Talks



The Family Talks program brings patient, sibling, and parent perspectives to Stollery staff and health care student audiences. Through storytelling and sharing examples from lived experiences, our presenters highlight key patient and family centred care principles and practice and speak to specific topics as requested. Audiences are left with a deeper awareness of the family's experience. While most presentations are done live, we also share written and recorded stories.

"The family perspective helps reinforce why I want to provide family centred care and these anecdotal experiences will remain in the back of my mind when I am interacting with families."

over the last year

35

Total Presentations

22

Unique Presenters

63

Hours of Volunteer Time

Advisory Councils and Care Teams

Over the past year, PFCC has continued to coordinate and facilitate four patient and family Advisory Councils and Family Advisory Care Teams (FACTs)

These councils exist as a platform for patients and families to collaborate with hospital leadership and healthcare teams and for hospital staff to engage with patients and families in order to ensure their voice is part of hospital projects and initiatives.

In 2023/2024 our councils provided feedback on dozens of projects and initiatives across all units of the hospital to ensure that patients and families had a say in bringing excellence to the Stollery.



“We are so grateful that YAC has such a diversity of council members dedicated to improving children’s healthcare through fulsome conversations and providing varying, valuable perspectives. We both truly value our collaborations with YAC and look forward to our continued collaborations in the future. YAC’s thoughtful perspectives make sure that the work we do aligns with what families and patients need.”

*Elise Kammerer, PhD
Samina Ali, MD*

PFCC Council

178 hours of volunteer time

24 members

13 different initiatives consulted on

Youth Advisory Council

172 hours of volunteer time

16 members

10 different initiatives consulted on

Cardiac FACT

139 hours of volunteer time

14 members

7 different projects for cardiac families spearheaded

NICU FACT

176 hours of volunteer time

15 members

11 different projects for NICU families spearheaded

Our Volunteers

Nothing about us without us...

PFCC recruits and trains volunteers with lived experiences to support the Stollery in a variety of ways. In 2023/2024 more than 117 volunteers gave over **1600 hours** of their time to the hospital.



“PFCC Volunteers often take their pain and turn it into purpose”

PFCC Team Member

To all our **volunteers**, **thank you** for your commitment!

Zahraa A
Layan A
Angelia A
Kelly A
Sara A
Alessandra A
Emily B
Tanya B
Krystal B
Shelby B
Calveen B
Kristi B
Jade B
Terri-Lee B
Kelly B
Jenna B
Kristi-Lee B
Jobinpreet B
Dianne B
Karen C
Evan C
Tammy C
Simone C
Alisha C
Paige C
Cassandra C
Zoey C
Morgan C
Kim C
Kaetlyn D
Tamara D
Shealynn D
Jacob D
Celia D
Jolene E
haneen E
Melinda E
Kaitlyn F
Candace F
Michelle F

Caitlyn F
Christa G
Karen G
Kevin G
Heather G
Galina G
Lisa G
Melissa G
Stacy G
Adina G
Ellen G
Sydney H
Katelyn H
Kenzie H
Megan H
Noah H
Abby H
Sean H
Lilian H
Jill H
Reem I
Kailee I
AnaMaria I
Ryan J
Jennifer J
Chelsey J
Elena J
Abby J
Pam K
Ayisha K
Glennis K
Sarah K
Jawairia K
Nicole K
Trinity K
Jessica K
Liz L
Robyn L
Larissa L
Jessica L

Rebecca L
Selina L
Calynn L
Carla L
Shannon M
Dariel M
Amberliegh M
Roxie M
Anmol M
Julian M
Angela M
Ali M
Noah M
Aynsley M
Jessica M
Nicole M
Kristina M
Kristin M
Kevin M
Nicole M
Jenna M
Sarah M
Judy M
Jihane M
Dana N
Mary-Noah N
Timothy N
Laura N
Tori O
Anuj P
Mahi P
Piya P
Desaire P
Sydney P
Joanne P
Amy P
Christine P
Melanie P
Eriel P
Chloe R

Zeyana R
Tammy R
Ashley R
Brayden R
Shannon R
Alyson R
Rebecca S
Kirstie S
Selina S
Bella S
Luke S
Georgia S
Kayla S
Amanda S
Jenna S
Jasleen S
Jenna S
Krystle S
Ahmed S
Latheefa T
Vinita T
Brandie T
Erica T
Ankith T
Jessica T
Jesseca T
Evelyn V
Kritika V
Sara V
Amy V
Mitchell W
Maretta W
Colleen W
Jen W
Kristy W
Erin W
Joseph X
Hugo Y
Mahdieh Y
Zoe Z



Our Why

As a PFCC Coordinator supporting all three of our NICU programs, I appreciate the moments when a parent shares their NICU experience. These are not just stories but the potential to transform healthcare. Every experience becomes a catalyst for collaboration, driving meaningful change in NICU care.

Sarah Topilko, PFCC Coordinator

I feel honoured to witness the vulnerability, courage, and resilience of patients and their families as they share their stories through the Family Talks program, and to see the incredible mutual support and compassion that parents of children with medical complexity offer to each other in our Caregiver Sessions.

Karen Klak, PFCC Coordinator

I feel such privilege in being able to get to know each volunteer when they come to our program. They share their story with me and what motivates them to improve care for those who walk behind, and beside them. PFCC has some of the most selfless and resilient volunteers that I have ever worked with.

Jennifer Hanrahan, PFCC Coordinator

I feel Patient and Family Centred Care is the foundation for supporting families in being present and empowered to participate in their child's care. I am so grateful to caregivers that share their story and feel safe to discuss their needs with me. I enjoy being a nurturing presence and get to do that every day for parents during some of the most difficult times.

Renee Maess, PFCC Coordinator

Work on the go:

Food for Families and Comfort Items

Heading into 2024...

Supported by the Stollery Children's Hospital Foundation, PFCC aims to enhance and extend the Food for Families and Comfort Items initiatives. These programs involve providing biweekly meals to families and supplying essential items at no cost to those in need, such as toothbrushes, toothpaste, soap, shampoo, deodorant, and clean clothing.

With your support we can ensure that families have what they need to take care of themselves so they can help take care of their child.



We'd like to thank the Stollery Children's Hospital Foundation and their donors for their **generous support**



We couldn't do what we do without you!

