

Patient and Family Engagement In the Numbers 2016/2017



3120

Total Patient and Family
Engagement Hours



18%

Increase over last year

PFCC Network



176

Patients and
Families



56

Staff

15% New PFCC Network Members

26 Requests sent to the Network for
input/feedback

8 Focus groups

13 Stories shared at
meetings/training/conferences

2nd Annual PFCC Network Survey
conducted



16

Advisors placed on **new**
Committees/Projects/
Councils

"It has been very clear that (ACH is committed to partner with patients and families), many efforts are made to have the voice from the patients/families at meetings that I have been a part of." PFCC Network Advisor

ACH Advisors on **84** Councils/Committees/ Long term Projects

- ❖ ACH CAYAC (31)
- ❖ ACH ACHEWS Project (1)
- ❖ ACH Ethics Committee (5)
- ❖ ACH Family Advisory Council (25)
- ❖ ACH HOT PFCC Steering Comm. (3)
- ❖ ACH Master Site Planning Comm. (1)
- ❖ ACH NICU Parent Partnership Comm. (2)
- ❖ ACH Pain Committee (2)
- ❖ ACH PFCC Evaluation Committee (1)
- ❖ ACH Steering Committee (7)
- ❖ ACH Transgender Committee (1)
- ❖ Calgary Zone L/T Planning Committee (1)
- ❖ CCAN SC and WG (3)
- ❖ MNCY SCN (2)

35 ACH Advisors on Working/Focus Groups

- ❖ ACH Bereavement Card (1)
- ❖ ACH Social Work Design Lab (2)
- ❖ ACH CDC AIW Project Team Neonatal Follow-up Clinic and Early Childhood Rehab (2)
- ❖ Adolescent Depression Brochures (5)
- ❖ AHS Healthcare 101 Focus Group (4) and Content Development Team (1)
- ❖ AHS Clinical Information System Evaluation (1)
- ❖ AHS Medical Assistance in Dying Mature Minor Expert Panel (3)
- ❖ AHS Respiratory Health SCN (1)
- ❖ AHS Honoraria (1)
- ❖ AHS Youth Self-efficacy with Sexual Health and Decision Making (1)
- ❖ Calgary Zone LR Planning Think Tank (4)
- ❖ MNCY SCN KPI Event (1)
- ❖ Transitioning Youth with Diabetes in Calgary (7)
- ❖ Youth Health Website (1)

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Digital Story

Aria Gaudet, a CAYAC youth was selected by Calgary Zone PFCC to create a digital story about N.O.D.

ACH Patient and Family Centred Care News

789 e-Newsletter Subscribers

15% Annual Increase

*"The PFCC newsletter is short and powerful."
R. Kohut, Staff Member*

ACH Engagement Model

- ✓ President's Excellence Award Nominee
- ✓ CAPHC Poster Exhibitor
- ✓ Extensively communicated to Site Leadership



Growing Partnerships

Held **5th** Annual Patient and Family Centred Care Week on October 17-21, 2016

Advisor Event Participation

- ❖ ACH Quality Improvement Forum
- ❖ AHS PFCC Co-Design Workshop
- ❖ AHS Vision Community Engagement Workshop
- ❖ CAPHC Conference 2016
- ❖ AHS Quality Summit



Family to Family Connections (F2Fc)

27 New Peer Mentor Volunteers Orientated

87 Current F2Fc Volunteers

27 New One to One Connections

69 Peer Mentor Facilitated or Co-Facilitated Sessions:

CDS After Autism Diagnosis, Foothills NICU Teas, Teens Talk Transition, Parents Talk Transition, Parent 2 Parent Network, ACH NICU Tea & Talk

It was really helpful ... to ask questions to someone who has actually experienced a similar situation to ours ... It was also very comforting to feel a sense of community, that we are not alone and that other people not only understand but have faced, and made progress, with similar challenges to ours ... " Family Member

Family Bedside Orientations

508

Unit 3 Visits

6

New FBO volunteers

