



## PROVIDENCE HEALTH CARE PATIENT AND FAMILY PARTNER NEWSLETTER

Fall 2022, Volume 1, Issue 2

### Accreditation

Accreditation Canada is visiting Providence Health Care (PHC). They are an independent, non-governmental, and not-for-profit organization that help organizations to improve outcomes and meet global standards through independent assessment.

To be accredited means that we are demonstrating our commitment to providing safe, quality care and services to our staff, patients, residents, and families by meeting best practice standards.

It also supports PHC to continue to be an academic health science center and research facility and retain critical funding that ensures our continued operations as a health care provider.

### **Why is accreditation important to Providence Healthcare?**

Accreditation is one way to show our commitment to delivering excellent care to the communities we serve which aligns with PHC's Mission, Vision and Values. Accreditation Canada standards have Person and Family Centered Care as a foundational principle!

### **How are patient/family partners involved? What is their impact on Accreditation?**

During the week of Accreditation, seven surveyors will visit our Acute Sites, LTC facilities, some ambulatory clinics, and administrative areas. The surveyors will engage in short conversations with staff, service providers, and willing patients, residents, and families who would like to meet with them. Surveyors need to assess how the clinical team collaborates directly with clients and their families to deliver care services.

Surveyors will also meet with a small group of patient partners during one hour focus group session. Through this conversation, the surveyors will be able to evaluate how PHC considers patient/clients input and how the input is incorporated into decision making.

PHC welcomes the seven surveyors from Accreditation Canada between October 30 - November 4, 2022. Through the conversations and observations, the surveyors will support PHC to identify opportunities for improvement!

Accreditation information: <https://accreditation.ca/qmentum-accreditation/>



## National Day for Truth and Reconciliation September 30th, 2022

September 30 marks Canada's second annual National Day for Truth and Reconciliation. This day is not just another statutory holiday. This is a day to recognize and commemorate the tragic history and legacy of residential schools and honour the survivors, families and communities. Individuals are encouraged to reflect on the past and individual commitments to Truth and Reconciliation.

This year, Providence Health Care (PHC) refreshed the Mission: Forward Strategic Plan along with an Indigenous Wellness and Reconciliation Action Plan. Reconciliation is one of the five foundational principles which means that it underpins all we do, and we have added an explicit Reconciliation goal to each of our four Strategic Directions to ensure that the work we are doing in all areas reflects our commitment as an organization.

Wondering where to begin the learning journey? Here are some suggestions from the PHC Indigenous Wellness & Reconciliation Team (Just to list a couple):



- Wear orange T-shirts/pins/ribbons
- In Plain Sight (2020) report
- Declaration on the Rights of Indigenous Peoples Act Action Plan, 2022-2027

### Videos, Documentaries & Films

- "We Were Children" (2012) film dir. by Tim Wolochatiuk
- "A Mother's Voice" (2019) - via STORYHIVE on YouTube
- "Monkey Beach" (2020) mystery/drama film dir. by Loretta Todd
- "Nîpawistamâsowin: We Will Stand Up" (2019) documentary film dir. by Tasha Hubbard
- "The Pass System" (2015) documentary film dir. by Alex Williams

### Books:

- "A Knock on the Door" by Phil Fontaine, Aimée Craft, The Truth and Reconciliation Commission of Canada
- "Apple: (Skin to the Core)" by Eric Gansworth
- "Five Little Indians" by Michelle Good

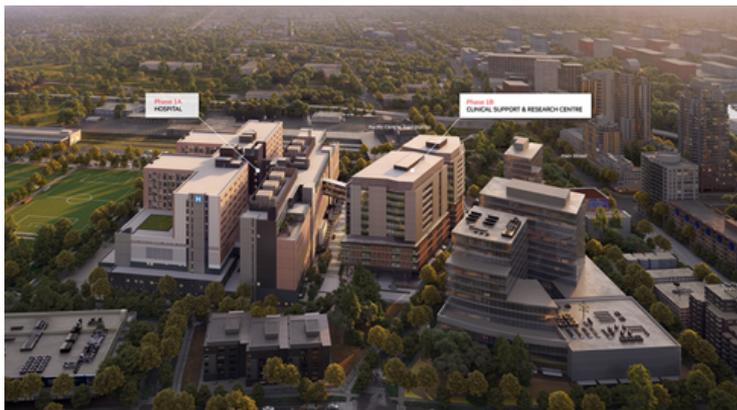
## The new St. Paul's Hospital

### Patient Partner Involvement

In 2017, Providence Health Care and City of Vancouver jointly announced the development of the New St. Paul's Hospital located in Vancouver's False Creek area near Station Street to continue the 125 years legacy. This new campus will embody a new model of health care where patients are at the centre of care. This integrated care model is a combination of primary care and community health services as well as support programs in partnership with Vancouver Coastal Health.

### **"The right care by the right provider, in the right place at the right time"**

Construction work began in early 2021. One year into construction and the project, the site is bustling with concrete, floors and pillars starting with the 4-level underground parkade. By the end of the year, you may see the main floor of the new hospital peek out from the ground.



As for the design of the new hospital, the Project Team has been engaging with a variety of stakeholders including patient partners for feedback. Patient partners like Mario Gregorio bring the lens of lived experience into account, bridging the gap in care as a result. "Designs should be supplemented by the point of view of actual lived experiences. It's crucial to delivering

service to patients." Mario is involved in both the Center for Healthy Aging (C4HA) and Wayfinding committees for the project. "As clinicians and designers, we don't have the same lived experience as patients. Things that seem important to us are not always of the same value to patients. Likewise, what may be important to them may not be immediately evident to us" from Craig Harris, the senior project and change management lead for the C4HA.

To learn more about the project and engagement for the new [St. Paul's Hospital](#).

## On the Ground at the new St. Paul's Hospital

### How We Approach Design



While **construction is humming** along at the site of the new St. Paul's Hospital near Station Street, the new St. Paul's Hospital and Health Campus Project Team is busy fine-tuning the hospital's design.

In 2021, during the 30% detailed design stage, we finalized what departments and programs go on each floor of the new hospital, plus elevators and stairs. In 2022, the focus has been on room design. The team is currently in the 70% detailed design stage, focusing on all the final finishing details for rooms, like the location of light switches, doors, chairs, carts, flooring, countertops and equipment.



### **In 2023 the building's design will be complete!**

Thank you to all of the Patient and Caregiver Partners who've been providing input into the design - your contributions have been invaluable. It will be a few more years of construction before the new hospital is expected to complete in 2026 and open to patients in 2027.

## Partners in Care Spotlight

Each edition we highlight individuals who exemplifies the values of person and family centred care. This could be a patient partner, a health care professional, support worker or corporate staff member.

### **This month's Partners in Care Spotlight is Betty Murray!**

Meet Betty Murray, a patient partner at Providence Health Care since 2012 and an active volunteer in the community for years prior. Betty comes from a charitable family; her mother often volunteered in orphanages and rehabilitation centres. As she grew up, she was determined to follow her mother's footsteps.

An experienced volunteer once told Betty "volunteering is the rent you pay to live in your community. It may extend provincially, nationally, and even globally. But, it all starts with the community."

She learned about an opportunity to attend an orientation session through the Patient Voices Network from her cousin. She was impressed by the facilitator who took the time to clarify her questions, ultimately leading her to join the organization as a patient partner.

She began engaging in committees where she was treated with respect rather than a checkbox item. Often, Betty was given the opportunity to be the first to share her opinions. She ensures that her responses focus on the impact on patients and families.



What she loves the most in her volunteer work is the opportunity to work alongside health care professionals who are committed to improving care. These individuals go above and beyond to ensure she's doing well, and she enjoys learning from their experience and sharing her own.

Some advantages of being a volunteer is the flexibility to choose the project and the freedom to speak her mind. In a recent engagement, she had the opportunity to mentor UBC students from different disciplines for the Healthy Aging Program.

Betty witnessed how the perspective in health care has changed globally over the years. Patient partner involvement is more prominent and their input is increasingly valued in research and care improvement projects.

While enthusiastic about the work, she encourages patient partners to reflect on the opportunities at hand and engage in regular self-care before committing to new initiatives. Betty is looking forward to future events based on the team approach with the goal of positive, innovative, lasting results thereby improving the health care system.

## An Important Role with a Big Impact

Screeners play an important role amidst the pandemic over the past 3 years. They ensure patients, visitors and other staff members are following Public Health Orders by wearing a medical-grade mask and adhering to visitation restrictions.

Meet Thomas Van Nus, a dedicated, full-time screener at St. Paul's Hospital since the beginning of May 2020. He was previously working in tourism but everything took a pause due to the pandemic. He later became a screener after learning about the job opportunity from a family friend.



The screeners' role constantly changes as it depends on Public Health mandates which creates challenges. Overall, screeners ensure everyone's safety in the hospital. Thomas likes engaging and learning from a variety of interactions or experiences but it can be challenging at times due to – miscommunication, inconsistencies and uncertainties.

Despite these challenges, Thomas is delighted to be part of an amazing team where everybody goes an extra mile beyond the job expectations. He gained a better understanding of the health care industry and he hope to stay long-term despite the uncertainties of the screener program. Thomas also learned conflict resolution and de-escalation strategies. He developed strong connections with frequent visitors and patients that he is able to make meaningful and fun conversation with them.

According to Thomas, acknowledgement makes a big impact on the team. Thomas remembered an interesting incident where they re-directed a patient to the Emergency Department. However, the patient took the stairs in a scooter rather than using the ramp to go to Emergency Department. The team made sure that the patient was safe and headed in the right direction.

Thomas hopes to have a screener orientation and have multi-lingual signage for patients and visitors with simple instructions like “please show your proof of vaccination.” Reflecting on his experience, Thomas reminds himself to breathe, remain positive, and be flexible and non-judgemental. Overall, being a screener has been a rewarding experience.

---

## Patient and Family Partner Engagement Opportunities and Events

### Scotiabank Youth Transition Program (SYTP)

Scotiabank Youth Transition Program (SYTP) is developing a comprehensive model of care for youth patients. The purpose of this program is to provide guidance and support youths and their families as they transition from pediatric to adult care at PHC. This program is a partnership between St. Paul's Hospital and BC Children's Hospital. The committee is looking for patient partners who are currently aged 18-30 with lived and/or living experience as a patient with transition from pediatric to adult care at PHC. This engagement will include developing the program, resource designing and reviewing materials.

Time Commitment: The committee meets once monthly for 2 hours via Zoom. There is no end date in this engagement but with 1-year commitment minimum.

Contact Angela at [pfcc@providencehealth.bc.ca](mailto:pfcc@providencehealth.bc.ca) for more information.

# Welcome

## Our newest member of the Partners in Care Newsletter Team



### Tasia Tsatsanis

Formerly an Occupational Therapist with PHC, she now works as the Leader for Quality of Life and Resident Experience for PHC Long Term Care Homes. Tasia loves going on camping adventures, playing board games with friends, and singing karaoke.

Stay tune for our next edition in January 2023! Until then....



**Our Vision: "Maintaining connections and building community to advance Person and Family Centred Care at PHC"**



How you want to be treated.

If you would like to subscribe to **Partners in Care** email [pfcc@providencehealth.bc.ca](mailto:pfcc@providencehealth.bc.ca) or scan the QR code

