

February 1, 2012

Pioneering the Patient Advisory Council in Fraser Health



The Fraser Health Patient Advisory Council (PAC) is a compelling example of what patients and providers can accomplish together. Sharing knowledge and skills with Fraser Health's executive and board, a diverse group of patients is providing a new link between the health authority and the population it serves.

Patient Voices Network and PAC member Sheila sees a bright future for the council and values the commitment to patient-centred care shown at all levels of administration. "They really mean business, and the patients are very involved. The meetings are monthly, with separate subcommittee meetings where patients get together at the request of the chair and prepare a presentation on topics he would like our perspective on. We're also offered opportunities to sit on other committees as patient advisors."

[Read more – www.impactbc.ca/node/484](http://www.impactbc.ca/node/484)

PVN skill-building webinars

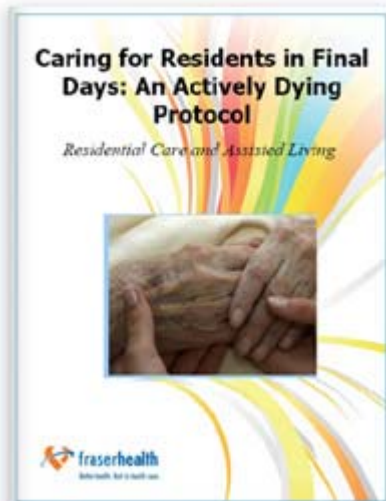
Learnings around goal-setting and patient safety

Patients, providers, and policy makers all have a part to play in improving patient safety in BC. On November 29, 20 PVN members dialed into a webinar on this topic facilitated by Andrew Wray, Quality Leader at the BC Patient Safety Quality Council. [Learn more about patient safety in BC, and what steps you can take to ensure your own safety – www.impactbc.ca/node/486.](http://www.impactbc.ca/node/486)

Our first webinar of 2012 was in the spirit of New Year's Resolutions! A total of 31 people participated in our January 17 webinar on goal-setting. Katherine Warrendorf, a kinesiologist and [For My Health! – www.impactbc.ca/node/397](http://www.impactbc.ca/node/397) program lead, guided participants through a structured goal-setting process. This series of steps helps participants define their goals and increase their odds of success. [Learn about the nine steps to successful goal setting – www.impactbc.ca/node/487.](http://www.impactbc.ca/node/487)

Making a Difficult Conversation a Little Less Difficult

Patient voices shape the “actively dying” protocol in Fraser Health



In her role as Clinical Nurse Specialist with Fraser Health's Residential Care and Assisted Living Program, Gina Gaspard became aware of a recurring concern. Nurses and doctors in residential care facilities work with residents in their final weeks of life, and in this difficult and emotional situation she heard them ask themselves if they could do more to ease the transition. Was the resident as comfortable as he or she could be? Could medication and care be more responsive? Was the family feeling supported and informed?

Gina invited a diverse group of care providers to discuss these issues, and they worked to develop *Caring for residents in final days: an actively dying protocol* — a set of guidelines that provided resources and information for families facing the death of a loved one. Everyone on the working group agreed that family feedback was essential in moving forward.

“I felt strongly that we needed feedback from family members who had been through the experience of losing a loved one in a residential care setting. I wanted to know how the last weeks of a loved one's life were handled, what helped them, or what could have helped,” said Gina. “But I struggled with the most considerate way to approach this issue. I didn't want to evoke painful memories, or ask someone to revisit a painful time if they weren't ready to do so.”

[Learn how PVN was able to help, and how 12 PVN members shaped this important document – www.impactbc.ca/node/485.](http://www.impactbc.ca/node/485)

Partner Profile – Fraser Health

BC's six health authorities deliver health care services on behalf of the Ministry of Health. In Fraser Health, this ranges from hospital care to community-based residential, home health, mental health and public health services.

Fraser Health serves over 1.6 million people including residents from Burnaby to Hope to Boston Bar. This includes approximately 38,100 First Nations people and diverse communities including large Asian, Indo-Canadian, Korean and Filipino populations.



Every day, Fraser Health sees an average of 42 babies born, 457 surgeries, 630 home care nursing visits, and 7,760 residents in long term care facilities. For more information on Fraser Health, and other health authorities in BC – or to find out which health authority you reside in – visit <http://www.health.gov.bc.ca/socsec/>

Do you live with chronic pain?

The Canadian Institute for the Relief of Pain and Disability is collaborating with partners at the University of British Columbia to promote the [Chronic Pain Needs Assessment Survey](http://blog.bccpd.bc.ca/?p=345) – <http://blog.bccpd.bc.ca/?p=345>. They are seeking input from people with chronic or persistent pain to better understand what types of information resources they are seeking. The online survey takes 20-35 minutes, and participants will be able to access survey results if desired, and have the opportunity to review resources created based on survey feedback. [Learn more – http://blog.bccpd.bc.ca/?p=34](http://blog.bccpd.bc.ca/?p=34)

Upcoming events

Shall We Dance? Supporting the Partnership Between Patients, Families and Professionals to Advance Safety, Quality and the Experience of Care – Friday, February 3 in Vancouver

Julie Schlucter, a nationally recognized speaker, consultant and patient advocate in the field of family-centred care, is presenting at the Canadian College of Health Leaders Breakfast. Registration fees apply. [Learn more – http://www.cchl-ccls.ca/assets/bclowermainland/CCHL-Feb3Flyer-Final.pdf](http://www.cchl-ccls.ca/assets/bclowermainland/CCHL-Feb3Flyer-Final.pdf) (PDF).

The Patient Voice — on Facebook!

Thursday, February 16 webinar


Are you interested – but hesitant – to explore Facebook? Do you have an account but remain unsure what to do with it? Let ImpactBC's social media expert guide you through the basics and show you new ways to share and learn. Save the date (Thursday, February 16). Time and dial-in details will be announced to all Patient Voices Network members, or contact tcorreia@impactbc.ca for more information.

PVN orientation

Saturday, February 18 in Richmond



The next PVN orientation is for Lower Mainland residents with a focus on the communities of Vancouver, Richmond, New Westminister, Delta, Burnaby, the Tri-Cities, and the North Shore. The session will be held in Richmond at a transit-friendly location. For more information or to register, [visit our website – www.patientvoices.ca/node/217](http://www.patientvoices.ca/node/217).

 Find us on Facebook

www.patientvoices.ca/facebook

Patient Voices Network is led by ImpactBC in collaboration with Patients as Partners, Ministry of Health.



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