



What *always* matters to you?



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Background & Aim

Known as the 'Small Centre with a Big Heart', Sunny Hill Health Centre for Children (SHHC) provides specialized development and rehabilitation services for children, youth and families throughout British Columbia. There are around 200 members of staff, an inpatient unit with 14 beds and 5 outpatient programs. With a proud history of offering high quality rehabilitation care, SHHC also needs to listen to families and reflect on their experiences to offer the best possible service.

Our vision is to develop a culture where meaningful engagement with families is at the forefront of all the work that we do. **What Matters To You Day (WMTYD)** was a chance to engage staff by encouraging them to have conversations with families. Our aim was to learn about what really matters to the families who use our services; to develop positive changes and better partnerships.

Preparation

We identified an opportunity to understand the priorities that families have – what could be learned from our families on WMTYD and how could any positive changes be implemented and sustained? In the weeks leading up to WMTYD we spoke directly to staff in their teams, and shared the WMTYD cards, stickers and posters (courtesy of BC Patient Safety & Quality Council) to increase awareness throughout our SHHC community.

Leslie and George spent the afternoon on May 29th 2017 visiting each program with a cart stocked with candy and treats. We asked staff a question based on *listening, asking* or *reflecting* and everyone who participated received a prize. This was a warm-up for WMTYD on June 6th. Each program was given some coloured speech bubbles to record the feedback from families and these were returned to Leslie and George on June 7th.

What Mattered?

A selection of Sunny Hill family voices from June 2017

“There is no name for autism in my language and culture, how do I talk about it?”

“Would be helpful to know that the cafeteria only accepts cash”

“Who will do my son’s seating now that he is an adult? The Community Occupational Therapist can’t do it”

“Positive energy and supportive conversation”

“Staff need to get to know my child if they expect him to be engaged and follow instructions”

“I would like to know which therapist will be providing coverage during our current therapist’s maternity leave. It’s important to let my son know”

“A good night’s sleep... why can’t I have an afternoon appointment?”

“When you say a family meeting will occur 4 weeks after our last appointment – please let us know if there is a delay. I shouldn’t have to call and follow up.”

“Having an interpreter for our appointments”

“Knowing Sunny Hill has received my child’s referral”

“How long does it take to get the completed [medical] report?”

“After all this time I’m relieved to have a proper diagnosis”

“Thanks for being able and available to answer my questions on the phone”

“Someone returns my call when I leave a message about making a referral”

“How do I know if my therapist knows I’m here? She is late!”

“I need to be heard”

“On a day like today coffee was very welcome”

“Not to feel rushed”

“How can we get my child’s equipment quicker?”

Lessons Learned

WELCOME A friendly, welcome environment is essential to families feeling safe and reducing anxiety and stress.

Families like being included and participated in “WMTYD” by providing over 40 comments in one day alone.

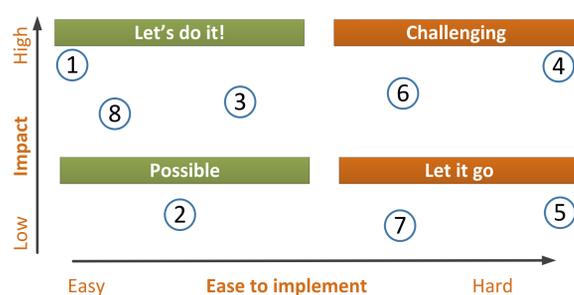
Families need support navigating from Sunny Hill’s reception to appointments and waiting areas.

From the discussions with families, gaps and challenges were identified. Solutions were then discussed by staff and management.

Staff needed support and tools to ask families “WMTY”?

Analysis

We gathered the comments from families to see which were the issues that could be addressed. Taking available time and resources into account, comments were then plotted onto a graph to show staff which concerns could be prioritized:



This method is a good way of sharing all the comments with staff and refining the suggestions down to what would best support our families. Here are some of the comments which are shown on the table above:

- ① **Knowing SHHC has received my child’s referral**
- ② **There’s no name for autism in my language & culture – how do I discuss it?**
- ⑤ **Wish SHHC was not moving site!**

Changes Implemented & Next Steps



- Welcome Program Pilot:**
Creating positive and welcoming impressions for families throughout Sunny Hill
- New, comfortable pilot welcome area; just steps from reception.
 - Patient and Family Ambassador Liaison (PAL) volunteer program started to support families. They help parents by answering questions and navigating around the site.
 - Select program staff now come down to meet and collect patients at the welcome area.
 - Coffee is provided for free to families waiting in the welcome area.



- What Matters To You:**
WMTY continues; managers encourage staff to continue to take the time to ask
- Staff to dialogue with families and share what they learn with their teams.
 - We liked the theme so much that the leadership engaged staff by asking what mattered to *them*; for instance regarding Sunny Hill’s scheduled move in 2019.
 - Updating comment cards as additional tool to ask “WMTY” from our families.



- Work in Progress:**
Small changes made by individual programs, based on WMTY feedback
- Adding information posters to patient areas and redesigning leaflets.
 - Modifying our ‘Receipt of Referral’ letter to include additional, relevant information.
 - Revising loan contract information and redesigning part of a service model.
 - Making nurses available to answer questions from parents about medication orders.
 - Following up with community healthcare partners to ensure information accuracy.