

# **Navigating Health Care with Compassion**

Patient and Family Centred Care Week 2017

## **Program Guide**

**November 6<sup>th</sup> – 10<sup>th</sup>, 2017**

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## Welcome!

As one of our core values at Alberta Health Services, **compassion** is essential in our relationships with patients and families, with each other and with ourselves. But what is the nature of compassion and how do we ensure that it remains at the heart of our practice? What are tangible and practical ways to incorporate compassion into our daily work? And how do we take care of ourselves so that we are able to not only provide excellent healthcare, but demonstrate compassion in each and every interaction, each and every day?

Join us for events and activities designed to answer these questions and more! From **November 6-10, 2017**, Alberta Health Services celebrates **Patient and Family Centred Care Week**. This year's theme is **Navigating Health Care with Compassion**. The goals of the week are to:

- Explore a variety of perspectives from patients, families and health care providers on the subject of compassion
- Provide practical and tangible ideas to incorporate compassion into our work
- Discuss strategies to recharge and revitalize compassion within ourselves so that we have the capacity to extend compassion to others

We invite you to take advantage of the variety of learning opportunities and resources described in this guide, and join us in celebrating Patient and Family Centred Care Week 2017!

## PFCC Week Scheduled Events – At a Glance

Time	Date	Title	Speaker
12:00pm-1:00pm	Monday, November 6 <sup>th</sup>	<p><b>Charting a Course toward Compassion: Patient and Health Care Provider Perspectives and Experiences</b></p> <p><b>To Register:</b> AHS Employees and Physicians may register through <a href="#">MyLearningLink</a>. For other inquiries, or registration for those without access to MLL, please email <a href="mailto:gpse@ahs.ca">gpse@ahs.ca</a>.</p>	Shane Sinclair, PhD, Associate Professor and Cancer Care Research Professor, Faculty of Nursing, University of Calgary
Various Times	Tuesday, November 7 <sup>th</sup>	<p><b>Patient Experience Digital Story Film Festival</b></p> <p>Celebrate Patient and Family Centred Care Week by hosting your very own event! More information on page 8 of this program guide.</p>	Hosted by various AHS Sites
12:00pm-1:00pm	Wednesday, November 8 <sup>th</sup>	<p><b>It takes a village: Leveraging compassion-friendly environments for the people we serve and each other</b></p> <p><b>To Register:</b> AHS Employees and Physicians may register through <a href="#">MyLearningLink</a>. For other inquiries, or registration for those without access to MLL, please email <a href="mailto:gpse@ahs.ca">gpse@ahs.ca</a>.</p>	Gordon Self, D. Min., Vice President, Mission, Ethics and Spirituality, Covenant Health
12:00pm-1:00pm	Thursday, November 9 <sup>th</sup>	<p><b>Practical Compassion for Health Care Providers</b></p> <p>Pre-registration is not required for this Practice Wise session. Please follow these <a href="#">login instructions</a> to join the webinar.</p>	Jaeun Macen, PhD, Spiritual Care Practitioner, Spiritual Care Services, Allied Health, Foothills Medical Centre
12:00pm-1:00pm	Friday, November 10 <sup>th</sup>	<p><b>Why compassion matters: Personal reflections of patients, families and health care providers</b></p> <p><b>To Register:</b> AHS Employees and Physicians may register through <a href="#">MyLearningLink</a>. For other inquiries, or registration for those without access to MLL, please email <a href="mailto:gpse@ahs.ca">gpse@ahs.ca</a>.</p>	Patient, Family and Health Care Provider Panel

If you experience any issues with registration, please contact [patient.engagement@ahs.ca](mailto:patient.engagement@ahs.ca)

Monday, November 6, 2017 (12:00 – 1:00 PM)

## Opening Webinar: Charting a Course toward Compassion: Patient and Health Care Provider Perspectives and Experiences

Patients consider compassion essential to safe and quality care. Healthcare providers want to provide compassionate care. Frequently, the terms sympathy, empathy and compassion are used interchangeably and conflated, and current evidence suggests a challenge to delivering compassion. This webinar will share patient and health care provider perspectives and experiences of compassion and will discuss how these findings generated an empirical model depicting the key domains and flow of compassion.

By participating in this webinar, you will:

- Learn how patients define compassion
- Become familiar with the relationship between sympathy, empathy and compassion
- Recognize the challenges and facilitators to providing compassion

### Guest Speaker:

Shane Sinclair, PhD, Associate Professor and Cancer Care Research Professor, Faculty of Nursing, University of Calgary

Dr. Shane Sinclair's research focuses on psychosocial and spiritual issues within oncology and palliative care, including his nationally funded program of research on compassion. Dr. Sinclair is a former Canadian Institutes of Health Research Postdoctoral Fellow (University of Manitoba), former President of the Canadian Association of Psychosocial Oncology, a top 40 under 40 awardee and a recipient of the International Psychosocial Oncology Society New Investigator Award, a CIHR Institute of Cancer Research New Investigator Award. His award winning research is directly informed by his clinical experience as a spiritual care professional in both cancer care and palliative care within Alberta Health Services.



**To Register:** AHS Employees and Physicians may register through [MyLearningLink](#). For other inquiries, or registration for those without access to MLL, please email [qpse@ahs.ca](mailto:qpse@ahs.ca).

Wednesday, November 8, 2017 (12:00 – 1:00 PM)

## Webinar: It takes a village: Leveraging compassion-friendly environments for the people we serve and each other

Recognizing that 1 in 5 Albertans suffer from some form of mental health illness, strategies to instill “compassion friendly” environments to support clinicians and staff is not simply an employee benefit, but a tangible way of fulfilling our commitment to patient and family centred care.

By participating in this webinar, you will

- Learn about the movement to create mental health friendly environments for patients and for those who serve them
- Learn how mental health friendly environments can help us better support patients and families and health care providers
- Understand the role of mental health friendly environments in Patient and Family Centred Care

### Guest Speaker:

Gordon Self, D. Min., Vice President, Mission, Ethics and Spirituality, Covenant Health

Dr. Gordon Self provides executive leadership for clinical and organizational ethics, mission integration, diversity and spiritual care.

A former chaplain at St. Boniface General Hospital in Winnipeg, Gordon pursued a fellowship in mission and ethics with Trinity Health in Michigan. He holds a doctorate in organizational ethics with a focus on discernment and decision-making.

Gordon is a published author and novelist. . You can follow Gordon regarding his novels, *The Necessities of Life* and *Drowning in Iowa* at

[www.dr Gordonself.com](http://www.dr Gordonself.com)



**To Register:** AHS Employees and Physicians may register through [MyLearningLink](#). For other inquiries, or registration for those without access to MLL, please email [gpse@ahs.ca](mailto:gpse@ahs.ca)

Thursday, November 9, 2017 (12:00 – 1:00 PM)

## Practice Wise Webinar: Practical Compassion for Health Care Providers

We would likely all agree that compassion is the foundation of all health care practice and the cornerstone of patient and family centred care. Most health care providers enter their fields with ideals of providing relief from suffering and making a difference to those we serve.

Nevertheless, in the midst of fiscal demands, institutional demands, high patient caseloads and abundant technology, it can seem hard to find the time to respond to the suffering our patients and their families experience with heartfelt expressions of care and compassion. Can compassion be learned? How do we do it? Is caring too much dangerous for our own wellness?

By participating in the webinar, you will:

- Learn practical ways in which we can cultivate compassion
- Appreciate compassion focused care and how to stay well ourselves in the face of the suffering and demands that we encounter on a daily basis.

### Guest Speaker:

Jaeun Macen, PhD, Spiritual Care Practitioner,  
Spiritual Care Services, Allied Health, Foothills  
Medical Centre

Jaeun Macen has been with the Spiritual Care Services team at the Foothills Medical Centre in Calgary for the past six years. Her varied background and experience includes a PhD in biochemistry and research in viral immunology. Jaeun undertook extensive study and practice of Buddhist philosophy and meditation while living in Asia for over 10 years and is a fully ordained Buddhist nun. Jaeun has a keen interest in compassion-focused, holistic and contemplative health care. In addition to her work with AHS, Jaeun teaches meditation and provides spiritual guidance in her community.



**To Register:** Pre-registration is not required for this Practice Wise Session. For webinar login instructions, visit <http://insite.albertahealthservices.ca/assets/hpsp/tms-hpsp-practice-wise-how-to-participate.pdf>



Friday, November 10, 2017 (12:00 – 1:00 PM)

## Webinar: Why compassion matters: Personal reflections of patients and health care providers

Compassion is essential to quality health care and is a vital component of effective partnerships between patients, families and health care providers.

What do you think compassion looks like, sounds like and feels like? Do you think compassion is an essential ingredient to patient and family centred care?

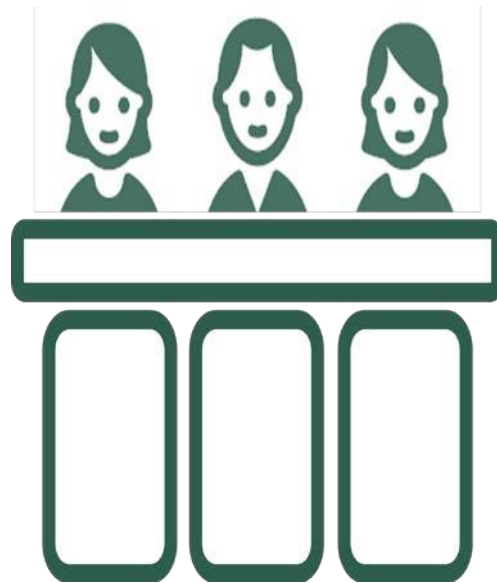
Join us to hear personal stories and experiences of compassion from a panel of patients, families and AHS providers. Hear their definitions and descriptions of why compassion matters and how they have practiced and benefited from compassion. Take this opportunity to ask questions and share your thoughts about why compassion matters.

By participating in the webinar, you will:

- Hear real life examples of the impact of compassionate care from patients, families and front line providers
- Learn practical techniques and approaches to intentionally bring compassion to our everyday interactions

### Patient, Family and Health Care Provider Panel:

To Be Announced



**To Register:** AHS Employees and Physicians may register through [MyLearningLink](#). For other inquiries, or registration for those without access to MLL, please email [gpse@ahs.ca](mailto:gpse@ahs.ca)



Tuesday, November 7, 2017

## Host your own Patient Experience Digital Story Film Festival

Ever wondered if patient experience really matters? Do you want to know how to make a difference? Host a Patient Experience Digital Story Film Festival with patient made videos from Alberta Health Services' Digital Storytelling library.

Digital Stories are short videos (<5 minutes) that capture a patient or family member's experience of their healthcare journey. They are made by Patient and Family Advisors supporting AHS. Viewing and discussing the films with your teams is a great way to learn from the patient/family voice in your work and advance patient and family centred care.

### Interested in being a host? Here is what you need to do:

**ASAP! Book a suitable room for November 7, 2017 at your site** - Choose a room with an internet connection and audio/video capability (either standard room equipment or via a laptop, projector and speakers provided by your area). We would like to encourage as screenings over the lunch hour (12:00 to 1:00), but if that time isn't convenient, book a time the works. Remember that PFCC lunch hour webinars are booked for the remaining days of the week. We suggest you book your room ½ an hour before the event to set up and welcome attendees, and ½ an hour after to allow for wrap up (e.g. 11:30 – 1:30).

**Choose some films** – choose 3-4 Digital Stories from the AHS Storytelling Page <http://insite.albertahealthservices.ca/14021.asp>. We recommend choosing films that will evoke conversation and align with Patient and Family Centred Care objectives at your site or program. If you are external to AHS, you can view the films on the AHS YouTube Channel <https://www.youtube.com/playlist?list=PLi1tOF1I5ZoWY3hfrwu15NTWz8e9amOt>

**Review The Facilitator's Guide to Digital Storytelling** - <http://insite.albertahealthservices.ca/assets/pe/tms-pe-using-digital-stories-in-healthcare.pdf> and get familiar with the questions the Advisors pose at the end of each story.

**Send out invitations** – make some posters and email your colleagues inviting them to attend the event! We will be providing a poster template closer to PFCC Week that you can customize for you own use, or go ahead and develop your own!

**Host the event!** – Welcome everyone to the room, show the films and facilitate a 5 to 10 minute discussion - you can use the Advisor's questions at the end of the films if you want.

Contact Engagement and Patient Experience for additional information and support:

North Zone: [sheila.smith@ahs.ca](mailto:sheila.smith@ahs.ca) Central Zone: [kait.cooper@ahs.ca](mailto:kait.cooper@ahs.ca)  
Edmonton Zone: [chris.mayhew@ahs.ca](mailto:chris.mayhew@ahs.ca), [karen.binns@ahs.ca](mailto:karen.binns@ahs.ca)  
Calgary Zone: [sherri.wuetherick@ahs.ca](mailto:sherri.wuetherick@ahs.ca) South Zone: [jason.gibson@ahs.ca](mailto:jason.gibson@ahs.ca)

We would really like to know how many locations are planning on hosting and get an idea of how many people attend, so please connect in with your zone consultant and let us know about your plans!



## PFCC Week Challenge: Show your Compassion with a PFCC e-Card

PFCC Week 2017, in partnership with AHS Recognition Services, is thrilled to announce the launch of a new collection of Patient and Family Centred Care SPIRIT e-Cards! The cards will be available for ongoing use, beginning early November 2017.

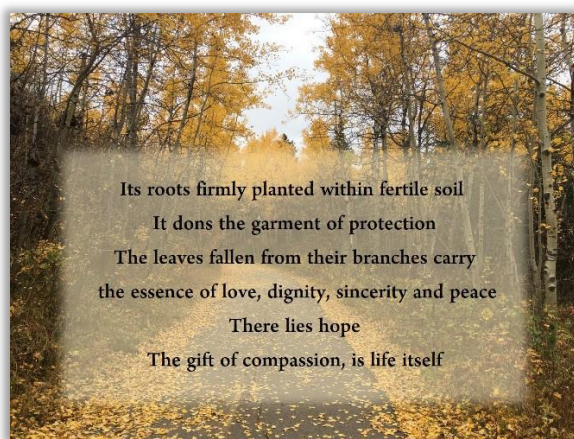
In recognition of PFCC Week 2017, for the entire month of November 2017, **we are issuing a Zone based challenge to see who has the most PFCC SPIRIT!** So take a moment to send a message of appreciation to your staff and/or colleagues for the acts of Patient and Family Centred Care that they demonstrate each and every day across Alberta Health Services.

This new PFCC Card Collection was developed through a request for submissions to patient and family advisors, who were invited to submit their artwork, photography and poetry. The submissions are absolutely fabulous and we are excited to bring them to you for use throughout the year!

AHS SPIRIT e-Cards are a meaningful way to recognize and appreciate the actions of staff, physicians, and volunteers by their supervisors and colleagues, and are accessible to AHS staff via Insite. By recognizing an act that exemplifies the principles of Patient and Family Centred Care and sending an e-Card, you brighten someone's day, and make a positive difference to our organizational culture! And the act of sending a positive message is meaningful and rewarding to the sender as well!

\* Please note: The SPIRIT site, including e-Cards, are accessible to AHS staff via Insite, and are not accessible to the public. Public who wish to express appreciation to AHS caregivers can do so though <http://www.thanksforcaaring.ca/> and for EMS specifically at <http://www.thankaparamedic.com/>

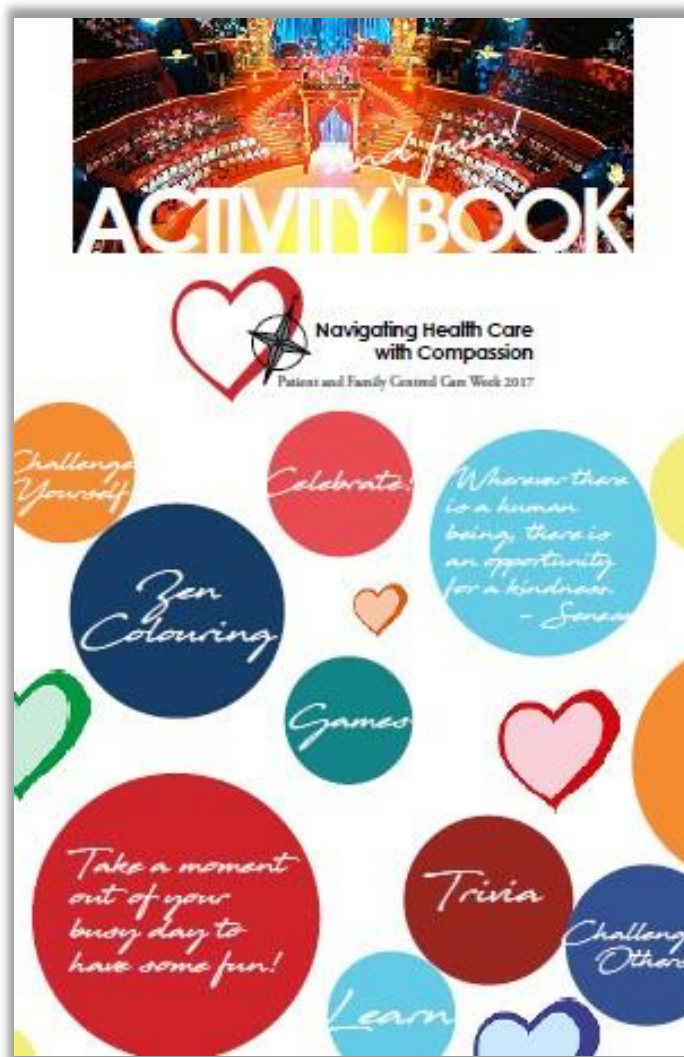
**Remember, zone pride is on the line, stay tuned for an update in early December to learn which zone rose to the occasion!**



## PFCC Week 2017 Activity & Fun Book

This year we have designed a PFCC Week Activity and Fun Book, which is filled with ideas and activities to help you celebrate Patient and Family Centred Care at your site with colleagues, patients, and families. It has word puzzles, coloring sheets, trivia questions, compassion quotes, games, and information about events happening during the week. We encourage you to use some of these ideas but we also encourage you to be creative and come up with your own ideas on how you want to celebrate compassion during PFCC Week and throughout the year.

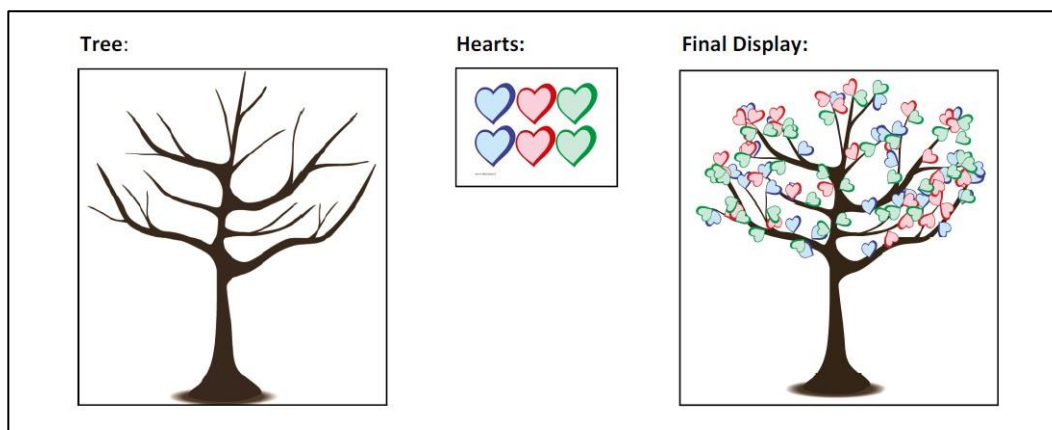
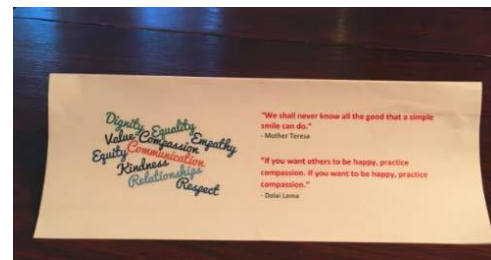
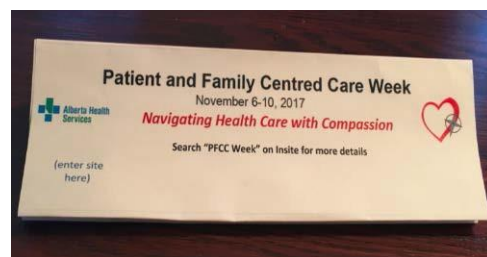
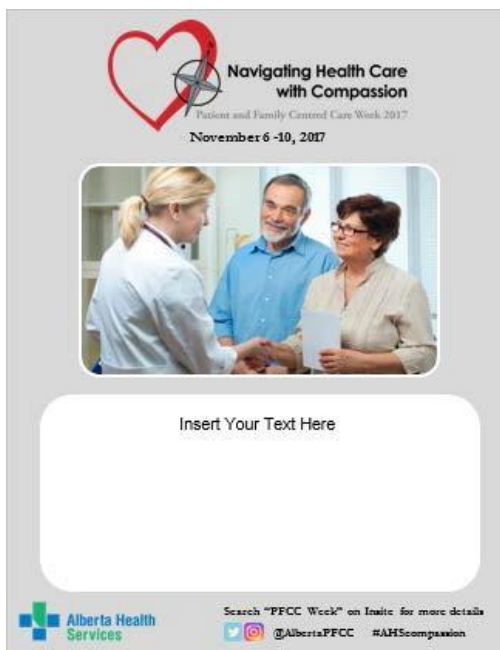
We hope this book helps to make your week a little more fun! You'll find the activity book on the PFCC Week homepage, print it off and enjoy!



## Ready-made and customizable resources

We have developed poster and tent card templates that are available for you to promote PFCC Week in your area. The posters and tent cards are available in versions that can be printed and used as is, or can be customized to reflect the uniqueness of your site, service, or program. We also have the Partnership Tree again this year, with compassion hearts where you can invite patients, families, and staff to add a heart to the tree describing their thoughts, aspirations and/or commitment to compassion.

Check out the Resources section located at the bottom of the PFCC Week homepage to find these resources.



## Make a PFCC Pledge for Change Day!



Change Day 2017 is on November 17<sup>th</sup>, 2017. Is there a small thing that you do that could make a big difference in demonstrating compassion toward others or yourself? Take your inspiration from PFCC Week 2017 and make a commitment to compassion and improving the delivery of patient and family centred care!

### What is Change Day?

Change Day is a social movement encouraging people to commit to making a change that will improve their own health and wellness and the health and wellness of others. The Change Day movement is all about people coming together to make a change for the better. *Just one change can have a huge impact!*

When someone makes a pledge for change, they are encouraged to register their pledge at [ChangeDayAB.ca](http://ChangeDayAB.ca) and share their change to inspire friends, family and co-workers to get involved. There is also the opportunity to register a team to pledge under. Don't have a team but would like to be a part of one? Join the [PFCC Week 2017 Compassion in Action](#) team. The teams with the most pledges in Alberta will be recognized, rewarded and celebrated on November 17<sup>th</sup>, 2017.

Change Day is a movement; it's not a business, nor owned by one group, and it's not just for healthcare providers. Anyone can participate and make a change for the better. *One thing. Anything. It begins with you!*