

Alberta Health South Health Campus **Embedding Family Presence & Patient and Family Centred Care Culture**

What is South Health Campus

South Health Campus, which opened in 2012, is a full-service hospital and healthcare facility in Calgary, Alberta, Canada and is part of Alberta Health Services. The campus serves Calgary and surrounding areas, and is also a referral center for southern Alberta.

The South Health Campus is more than a hospital. It's a place where people can find health information, participate in active living programs and work with a variety of health-care professionals to set and reach their health and wellness goals.

Many innovative elements were used in the design and construction of the South Health Campus. The South Health Campus is a Silver LEED (Leadership in Energy and Environmental Design) certified site an internationally recognized standard for the design, construction and operation of highperformance green buildings.

By the numbers:

269 patient beds 11 operating rooms 2,700 staff 180 physicians 230,000 outpatient visits annually 65,000 emergency visits annually 44 acre greenfield site 188,000 m² building





Embed Patient & Family Centred Care from the Beginning

The four foundational pillars: Patient & Family Centred Care, Wellness, Collaborative Practice and Innovation are woven into our culture and shape how we work with patients and their families and with one another.

Patients and families are regarded as full partners on their care teams, and in the planning, delivery and evaluation of health services. We commit to: listening to you, respecting your preferences and beliefs, and sharing information that will help you. It means building a culture of healthcare that arranges care around the patient and families, not the health system.



Goals:

- Clear definition and vision for patient and family centred care
- Embed patient and family centred care and family presence from the start
- Comprehensive site-wide implementation
- Every patient, every provider, every encounter

•• At the South Health Campus w most important foundational pi Family Centred Care. We have inve to support the development and impler strategies to ensure that this commitment m from philosophy to actions to culture!

Although still early days for this innovative new health care facility, we have seen a positive shift in care delivery in which the patient and their family are actively and respectfully involved in the decisions that affect their care and health.??





Patient and Family Centred Care is a cultural philosophy embedded and supported throughout all areas of the South Health Campus. Even before South Health Campus was built, family presence was already embedded in the facility design with 90 per cent private patient rooms.

Practice Support Guidelines were developed to set out expectations and processes for all staff, physicians and leaders for consistent delivery of patient and family centred care practices. A plan was implemented for staff orientation and ongoing education about patient and family centred care guidelines and the family presence philosophy.

Family Presence Guideline

At South Health Campus, it is recognized that family and friends are integral to the patient's healing process. Family and primary support providers are welcomed as essential members of the health care team; they are not "visitors" in the lives of patients. At South Health Campus, patients and families are full partners in care.

Alberta Health PR	ACTICE SUPPORT
	AS I'VE SUPPORT DOCUMENTS
Services	ACTICE SUPPORT DOCUMENT SOUTH HEALTH CAMPUS GUIDELINE
Title Frankriger Die	
FAMILY PRESENCE AT SOUTH H	EALTH CAMPUS
CSS-014G	Instal, Appropriat, Dans
APPROVAL LEVEL	June 30, 2012
Site Director, South Health Campus	Write, Errective Cene June 30, 2012
Manager, Patient & Family Centred Care	ALVISON EPHECTIVE DATE JUNE 1 2013
Cartegory Pariat & Cart	
Patient & Family Centred Care	Next Review (Three years from approval/ revision date)
If you have any questions or comments regarding the informat Centred Care.	(in this guideline, please contact the Manager of Patient & Pamily
PREAMBLE	
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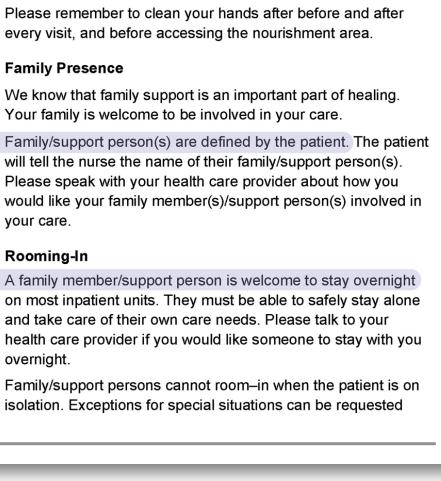
OBJECTIVES

- patients and staff.

Patient & Family Centred Care Guidelines:

- (NOD)

Welcome to South Health Campu VISITING AND FAMILY PRESENCE Visitors may visit inpatients from 11 a.m. to 9 p.m. Anyone with a fever, cough, running nose, vomiting, diarrhea or communicable disease (like chickenpox), should not stay with you or visit you in hospital until they are better. If a patient is or isolation precautions, visitors and family/support person(s) should speak to a heath care provider for more information.



Patient & Family Welcome Bookle



Leadership Support + Patient/Citizen Engagement + Patient & Family Centred Care Team

Leadership Support

Early buy-in and strong support by operational and medical leadership were key elements that drove the cultural change and set expectations for the Patient & Family Centred Care (PFCC) model at South Health Campus. The senior leaders intentionally integrate Patient & Family Centred Care and Patient Engagement into their work and model the behaviour expectations for all staff.

Patient & Citizen Engagement

A Patient and Family Advisory Council was established in 2007 and brought the voices and experiences of patients and families to the table. This Council gave architects, planners, and health-care professionals a greater understanding of the journey through illness and injury. The Citizen Advisory Team continues strong today bringing the perspective and voice of patients, families and communities to the planning, operations and evaluation of programs and services at South Health Campus.

Patient & Family Centred Care Department

An embedded team of Patient & Family Centred Care staff support staff, leaders & physicians in their role of fostering a culture and consistency of patient and family centred care and patient/citizen engagement practices.

The work focuses on four areas:

- Staff education and training
- Patient & Family Centred Care practice support guidelines, tools and consulting
- Patient and family communications material
- Patient Advisor engagement and storytelling







 To specifically differentiate between designated primary support persons/ family members and visitors at the South Health Campus (SHC). • To ensure patients have the right to define "family/primary support persons" and designate who may "room-in" with them and/or be present to support them while receiving care and services at the SHC. To ensure practice of supporting 'Family Presence' applies to both in-patient (Acute Care Unit) and outpatient clinic services at SHC. To achieve a balance between the support provided by family/support persons and the need for communication between the care team and the patient's family/support persons, and the safety and well being of all

• To achieve a safe and supportive environment for patients, family and

To support Patient & Family Centred Care principles of dignity and respect, information sharing, participation, and collaboration.

> Family Presence • Family Liaison for Resuscitations Visiting Patients Name, Occupation & Duty

Pet/Animal Visiting

• Family Presence in PACU



Patients/Citizens ... made a difference in the planning:

- Established patient and family centred care commitments for the campus
- Provided input to Family Presence and Visiting Guidelines
- Provided feed-back and recommendations on hospital
- schematic designs and landscape plans Reviewed waiting room experiences
- and design
- Participated in hospital room mock-up simulation research
- Participated in hospital bed testing and selection
- Consultation to shape the way-finding program (getting around the campus) and naming of different areas of the parkade
- Established NOD practice (Name/
- Occupation/Duty) and staff name tags
- Helped shape 'Baby Notes' program a Iullaby plays when babies are born
- Participated in work flow simulation of the medication management process
- Shared stories of patient and family experiences so the health system can learn and improve
- Participated on interview panels for key leadership positions



Patient & Family Welcome Tools







NÀO MƯNG

he ICU doors are locked at all times. To enter the ICU, proceed through

ors at the end of the Family Lounge; push the button on the vide

bonjour welco





rtable phone to make a call while in the ICU, ask a staff r

General General Sector Contracts and the sector of the patient and family centred care right from the very beginning. (patient and family centred care) was intentional, thoughtful and embedded from day one. It became our 'way of being'.



Patient Advisors are members of: Quality Council Site Leadership Council

- Ethics Committee Neurosciences Quality Improvement
- Committee
- Quality & Emergency Department **Operations Committee**
- Falls Safety Focus Group
- Tobacco Free Futures Steering Committee
- Cardiac Function/Heart Failure QI Initiative

Alberta Health Services Dr. Colin Del Castilho Emergency

Welcome to Unit 78

For the safety of all

and a sup and looked

Pet Visiting

and must be pre-arranged with the unit.

patients, family and staff

South Health Campu

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South Health Campus

o ensure a successful visit, please be

rangements for pet visiting must be

ade in collaboration with the unit,

pet visits are limited to dogs, cats and

pet must be on leash or in a carrying

case during transport and taken directly to/from the patient room (or other pre-

pet owner/handlers are responsible fo

food, water and clean up (bags & glove

provided); practice good hand hygiene

keep pets away from medical devices,

use a disposable or washable barrier i

ated rabbits only, immunized

aware of the following expectations:

I free from disease

approved visiting location)

equipment & dressings

pet is on bed or being held notify nurse of any scratches or bites

do not leave pet unattended

even temperame

clean and groomed

• wear "Visiting Pet" badge

house trained

in the event of a medical emergency

WOOF

wag sniff

pet must be removed from the room

patient and family

one pet per visit

Hospitalist Education

- Surgical Services Patient/Citizen Innovation Council
- Academic Family Medicine Patient/
- **Citizen Innovation Council**
- Patient & Family Centred Care
- **Staff Education Sessions**
- Patient Experience Storytelling
- Patient & Family Centred Care Awareness Week
- .. and more to come!

Learnings... so far

- Dedicated patient and family centred care resources are essential to embed and sustain
- Patient and family centred care is not an "initiative" or project to be implemented
- Embed patient and family centred care into culture, operations and staff orientation
- Patient and family centred care practice guidelines/ policies set expectations and describe "the how"
- Engage patients/citizens voice early in the process
- Leadership champions are essential; must 'walk the talk'
- Include patient and family centred care questions and expectations in all staff, physician and leadership interviews
- Support staff with tools, education, coaching
- Sharing patient experience stories motivates change
- Practicing clinical tasks in the presence of families is a competency that needs to be developed
- Staff require additional coaching in communication to support family presence overnight & dealing with difficult situations
- Difficult to pull staff off units for patient and family centred care training
- Patient and family centred care guidelines and practices are spreading to other sites



Better Together

Recognized by the Institute for Patient- and Family- Centered Care fo **Partnering with Families** changing the concept from Families as "Visitors" to Families as Partners