# Change Ambassador Network Meeting

April 20, 2017







#### **WELCOME!**

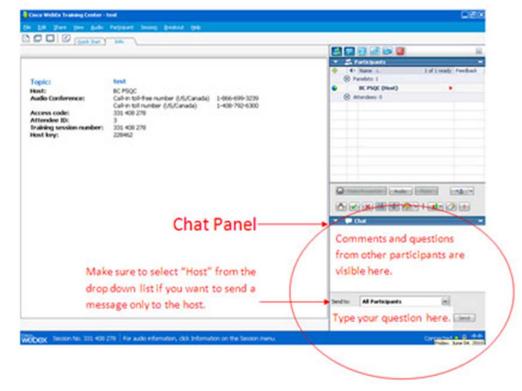


#### **Webex: Chat Introductions**

 We invite you to introduce yourself in the chat panel.

Let us know your name and where you are

from!









# "WHAT MATTERS TO YOU" Day? June 6, 2017

Ask What Matters.

Listen to What Matters.

Do What Matters.

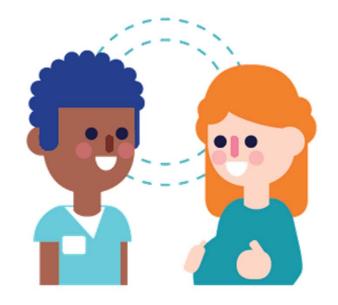




#### What Does It Look Like?

On June 6, 2017, health care providers across BC are being challenged to add one simple question to every patient interaction, in order to improve care.

That question is, "What matters to you?"





# **International Examples**





# **International Examples**



#### **Tools for What Matters**

If you want to participate, we've created resources to help you promote the initiative:

- Getting started kit
- Posters
- Pocket cards
- Bookmarks
- Buttons
- Stickers
- T-shirts





#### Please Join Us!

On June 6, 2017, start (or invite) a conversation about what matters.

Sign up at www.whatmatterstoyoubc.ca!





#WMTY17

facebook

5454

people reached

126 reactions, comments

and shares

organizations

49



**368,780** *impressions* 

169

mentions

**69** 

tweets

774 views on YouTube



21,550 total items ordered





Christina Berlanda (Island Health)
ShelleyLynn Gardner (Fraser Health)
Christina Thomas (Doctors of BC)

#### **AMBASSADORS IN ACTION!**

## **CHRISTINA BERLANDA**



# Pleased to "meet" you...



Christina Berlanda RN BSN Manager, Victoria General & Royal Jubilee Hospitals:

- General Surgery, Women's Health
- Vascular Access
- Breast Health

Contact info: christina.berlanda@viha.ca @BerlandaC

# Today's Health Care Context



# There's some challenges...









#WMTY17

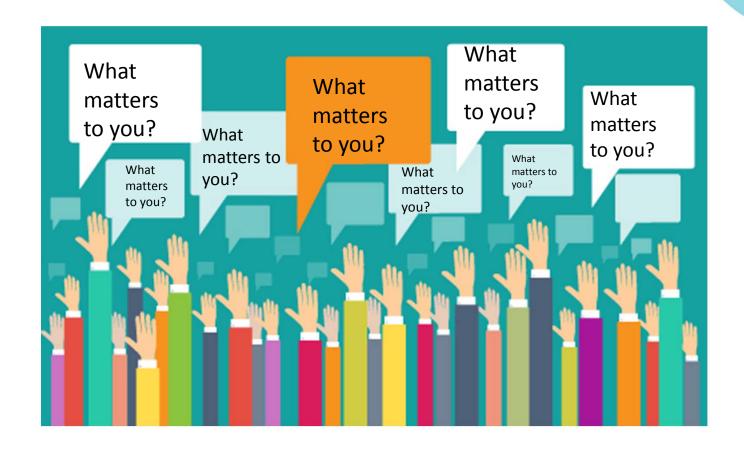
# ...but also unseen opportunities.



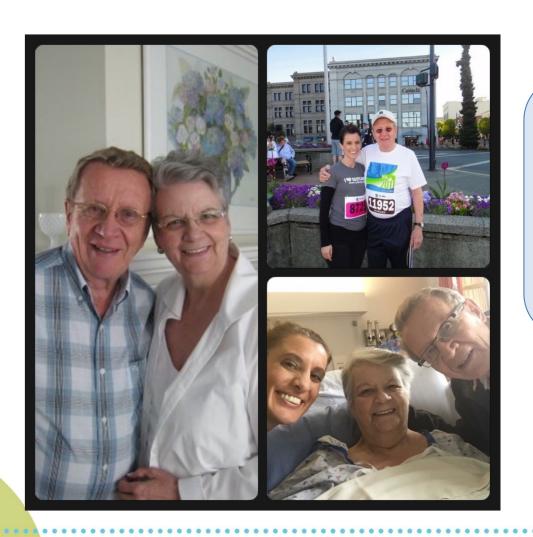
#### Power of One



## Go and see, ask why, show respect...



# Get to know your patient...



What matters to you??

**#WMTY17** 

# **Continuous Improvement**



# YOU ARE GOING TO WANT TO GIVE UP.

DON'T.



## SHELLEYLYNN GARDNER





What the ERads at Surrey Memorial Hospital are up to...

ShelleyLynn Gardner
\*\*CEO (Creative Energy Organizer) of the SMH ERads\*









Last wish - a cigarette & a glass of wine



Patient able to skype with family from hospital bed

#### WHAT MATTERS TO YOU?

"What Matters to You?" Day started in Norway in 2014, with the simple goal of encouraging meaningful conversations between patients, caregivers, and families, and their health care providers.

When a health care provider starts a conversation by asking what really matters to the person they are caring for, it helps them to build trust, develop empathy, and understand their patients. Ultimately, it improves the quality of care they provide.

From a provider's perspective, the question "What matters to you?" can be asked in many different ways.

- "What are the things that are important to you at the moment?"
- . "When you have a good day, what are the things that make it good?"
- "Is there anything else you want to tell me that I haven't asked you about?"

#### #WMTY17

Often in conversations we don't really listen to what is being said. "What Matters to You?" Day is about encouraging people to listen more deeply, in order to truly understand what is being communicated. "What Matters to You?" Day provides an opportunity to pause and think about how well we are listening to others.

- Listen with an open mind. In doing this, try to see from the other person's point of view to understand what is important to them.
- After you ask, "What matters to you?" give the other person time to talk without interrupting.

Send in a non-monetary wish on behalf of a patient, family or co-worker. Your SMH ERad team will do their very best to fulfill as many 'wishes' as possible on June 6th—What Matters to You Day.

Submit your 'wish' to smherads@fraserhealth.ca by June 2nd, 2017

## **CHRISTINA THOMAS**

#### "WHAT MATTERS TO YOU?" DAY:

DOCTORS OF BC PROMOTION OF THE #WMTY17 CAMPAIGN



#### Regional Support Teams

- PSP has Regional Support Teams throughout British Columbia who provide practice support services to family practices through flexible learning and support options
- Strong relationships between RSTs and physicians
- RSTs were provided with #WMTY17 day information and the promotional materials supplied by the BC Patient Safety & Quality Council to take to clinics offices when doing inpractice visits
- There are approx. 100 PSP Regional Support Coordinators throughout the province split between the Health Authorities below:
  - Fraser Health Authority
  - Vancouver Coastal Health Authority
  - Vancouver Island Health Authority
  - Interior Health Authority
  - Northern Health Authority



#### **MEMORANDUM**

TO: PSP Regional Support Team Coordinators

FROM: PSP Central

DATE: 2/17/2017

SUBJECT: What Matters to You?" Day

The BC Patient Safety & Quality Council (the Council) was created in 2008 to provide a provincial perspective to quality improvement and patient safety activities. The Council is tasked with bringing health system stakeholders together in a collaborative partnership to promote and inform a provincially coordinated, innovative, and patient- and family-centred approach to quality and patient safety in British Columbia.

"What Matters to You?" Day started in Norway in 2014 with the aim of encouraging and supporting more meaningful conversations between people who provide health and social care and the people, families and carers who receive that care. What began as a national effort has gained momentum as an international movement.

When a health care provider starts a conversation by asking what really matters to the person they are caring for, it helps them to build trust, develop empathy, and understand their patients.

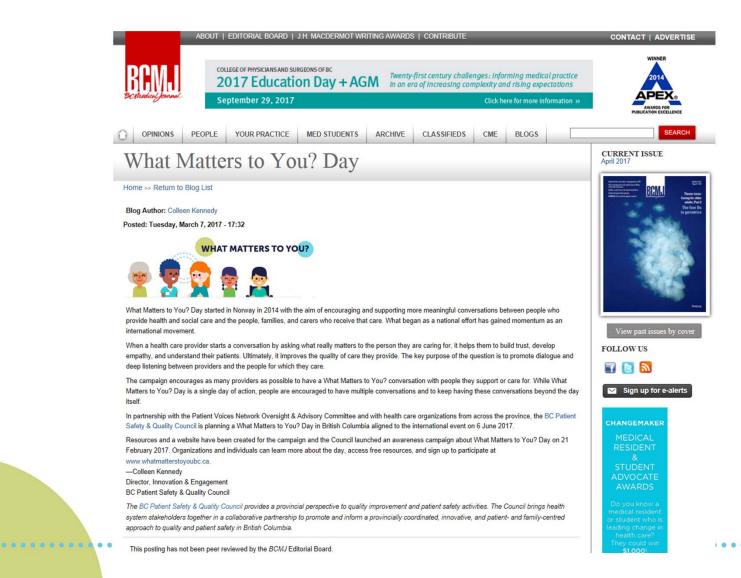
Ultimately, it improves the quality of care they provide. The key purpose of the question is to promote dialogue and deep listening between providers and the people for which they care.

The campaign encourages as many providers as possible to have a "What Matters to You?" conversation with people they support or care for. While "What Matters to You?" Day is a single day of action, people are encouraged to have multiple conversations and to keep having these conversations beyond the day itself.

In partnership with the Patient Voices Network Oversight & Advisory Committee and with health care organizations from across the province, the BC Patient Safety & Quality Council is planning a What Matters to You? Day in British Columbia aligned to the international event on June 6, 2017.

Resources and a website have been created for the campaign and the Council launched an awareness campaign about "What Matters to You? Day on February 21, 2017. Organizations and individuals can learn more about the day, access free resources, and sign up to participate at www.whatmatterstoyoubc.ca.

#### Communications – BCMJ



#### General Practitioners Service Committee (GPSC)

The BC Patient Safety & Quality Council "What Matters to you? Day" documents and the excerpt below were presented to GPSC members during their first meeting in March by the Executive Director, Community Practice, Quality & Integration.

"The BC Patient Safety & Quality Council in partnership with the Patient Voices Network Oversight & Advisory Committee and with health care organizations from across the province are planning a What Matters to You? Day in British Columbia on June 6, 2017.

"What Matters to You?" Day aims at encouraging and supporting more meaningful conversations between people who provide health and social care and the people, families and careers who receive that care. The campaign encourages as many providers as possible to have a "What Matters to You?" conversation with people they support or care for.

The BCPSQC has requested the Doctors of BC be an active partner in "What Matters to You?" Day by encouraging those connected with your organization to participate on June 6, 2017"

This was presented as takeaway information to GPSC members as part of a larger report.

#### **Future Promotional Plans**

- Twitter and Facebook posts via BCMJ channels and the Doctors of BC's feeds (by end of this week)
- 2. What Matters to you? Day added as agenda item of future RST Learning Lab
- Free PSA Space in the May issues of the BCMJ printed/online issue (space permitting)

# **QUESTIONS?**



#### **EVALUATION**



# Thank you!

Next Meeting

May 9<sup>th</sup> @ 12:30pm

Learn more about what matters!



