



Change Ambassador Network Meeting

May 31, 2017



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.

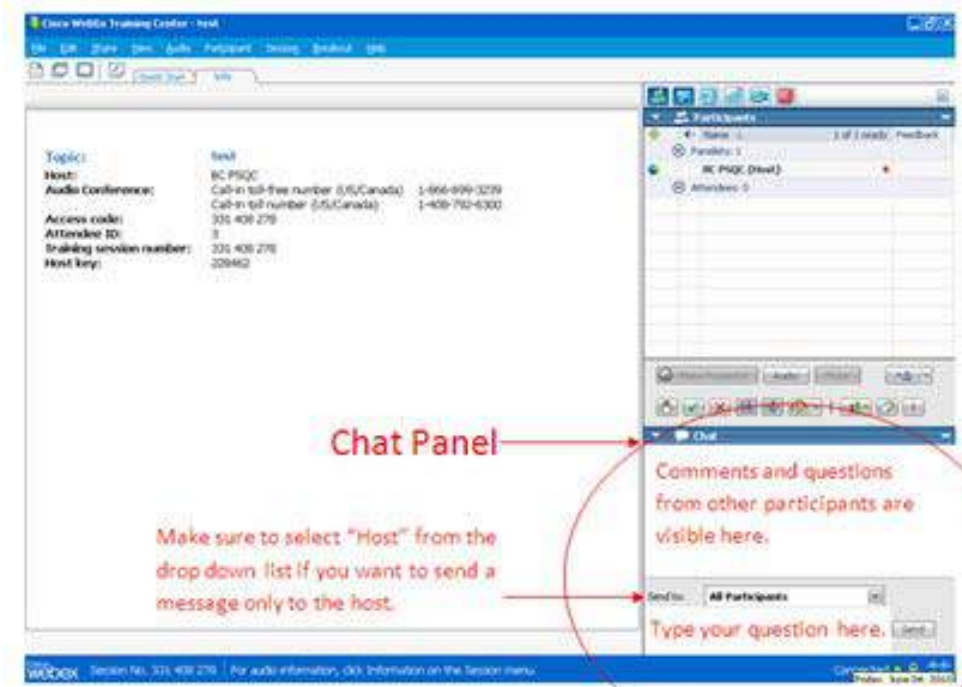
WELCOME!



#CANBC

Webex: Chat Introductions

- We invite you to introduce yourself in the chat panel.
- Let us know your name and where you are from!



The screenshot shows a Webex chat window titled "Cisco Webex Training Center - host". The main chat area displays conference details:

Topic:	test
Host:	BC PQSC
Audio Conference:	Call-in toll-free number (US/Canada): 1-866-999-3229 Call-in toll number (US/Canada): 1-800-762-6300
Access code:	335 408 278
Attendee ID:	3
Striking session number:	335 408 278
Host key:	328482

On the right, the "Participants" list shows "BC PQSC (Host)" and "Attendee 3". Below this is the "Chat" panel, which is circled in red. It contains the text "Comments and questions from other participants are visible here." and a "Send to:" dropdown menu set to "All Participants". A red arrow points to the dropdown menu with the text "Make sure to select 'Host' from the drop down list if you want to send a message only to the host." Another red arrow points to the chat input area with the text "Type your question here." The Webex logo and session information are visible at the bottom of the window.





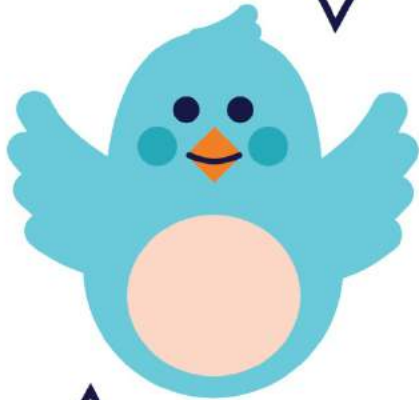
“WHAT MATTERS TO YOU” Day?

June 6, 2017

Ask What Matters.
Listen to What Matters.
Do What Matters.



#WMTY17



623,000

impressions

343

mentions

115

tweets

facebook

5454

people reached

126

reactions, comments
and shares

over
70



organizations

90



individuals

9486
video views



62,481

resources ordered

#WMTY17



facebook
5454
people reached
126
reactions, comments

over
70



organizations

90



Final shipments go out June 1st

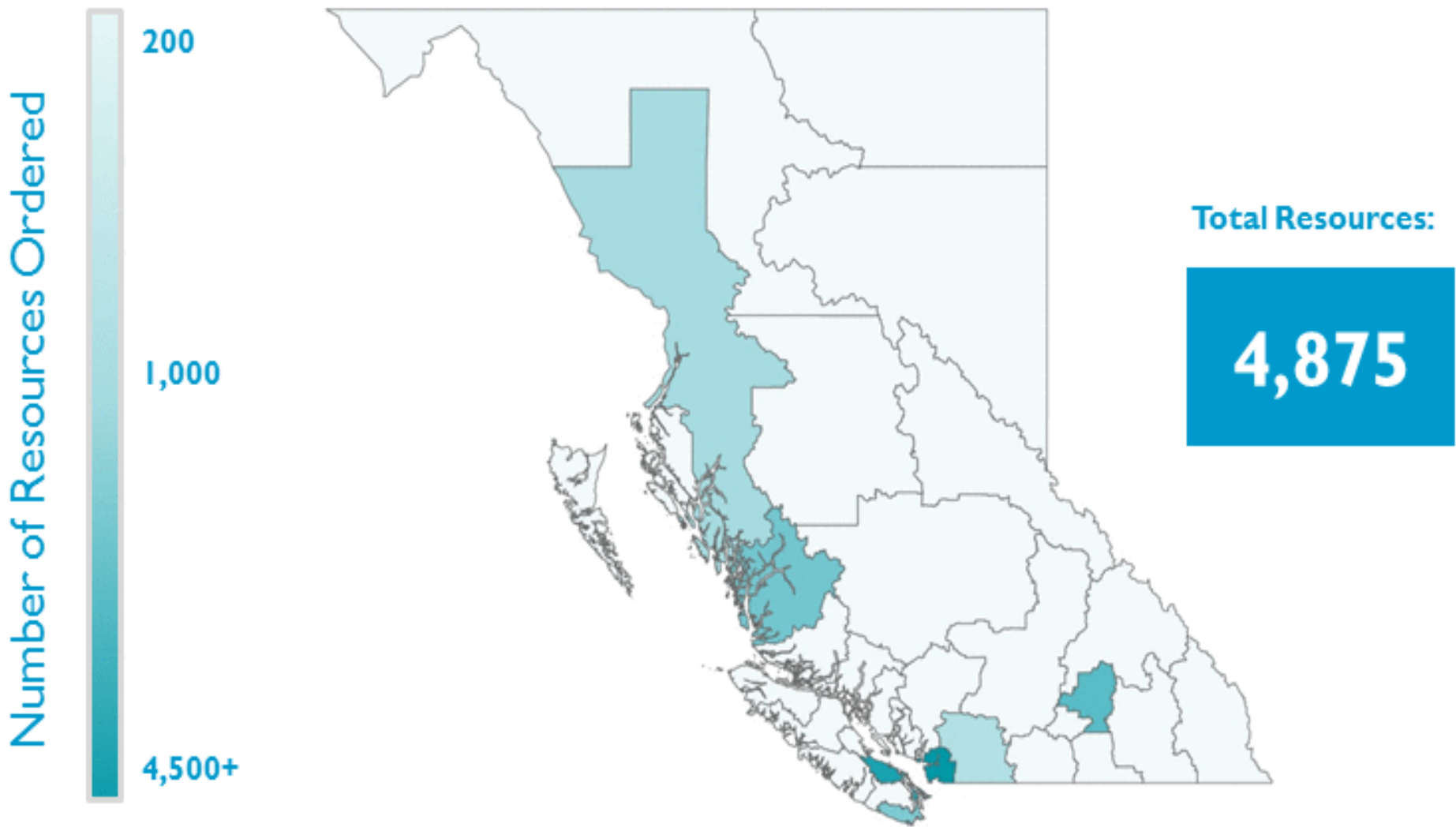
623,000
impressions
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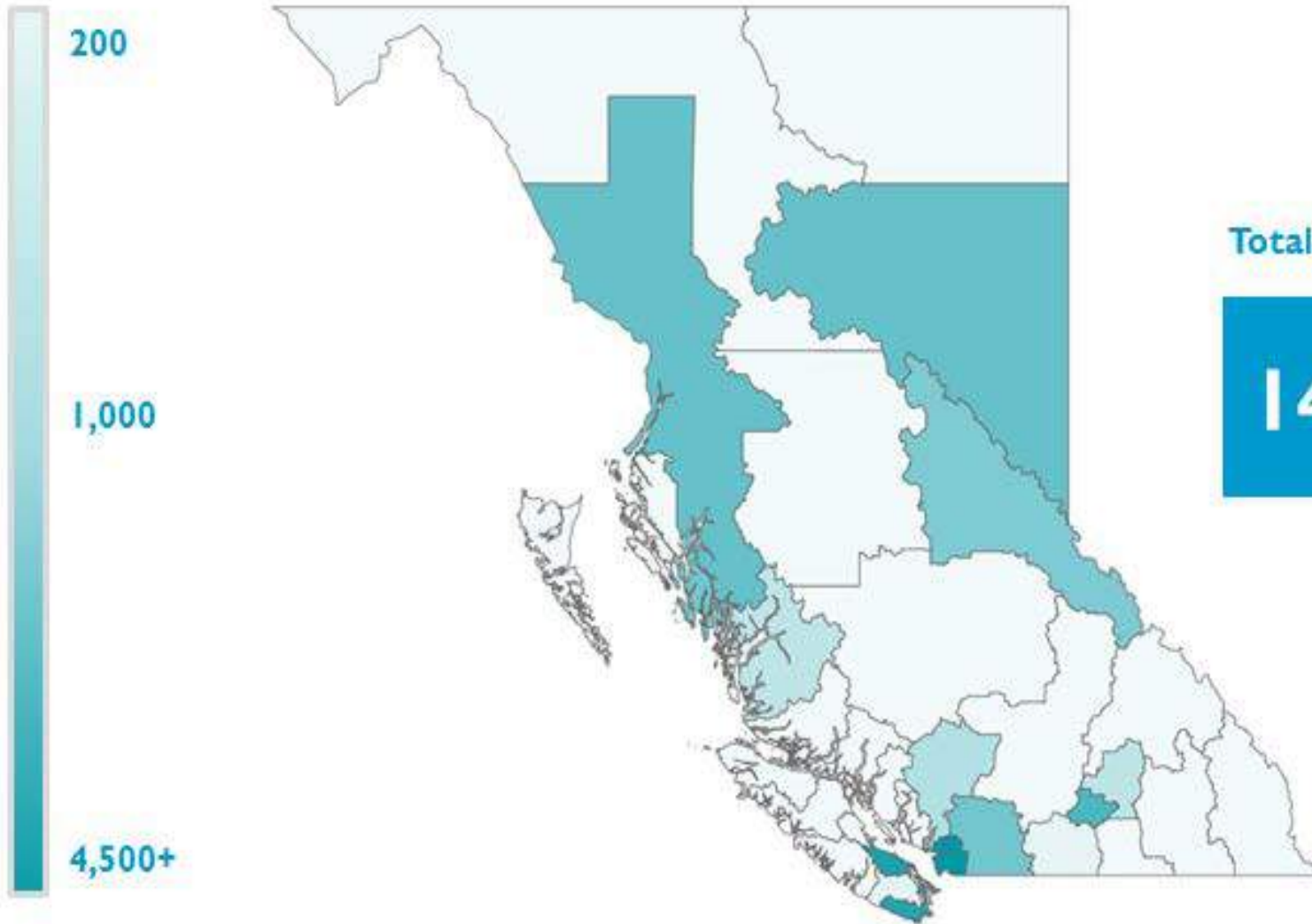
62,481
resources ordered

February 21-28



March 1-31

Number of Resources Ordered

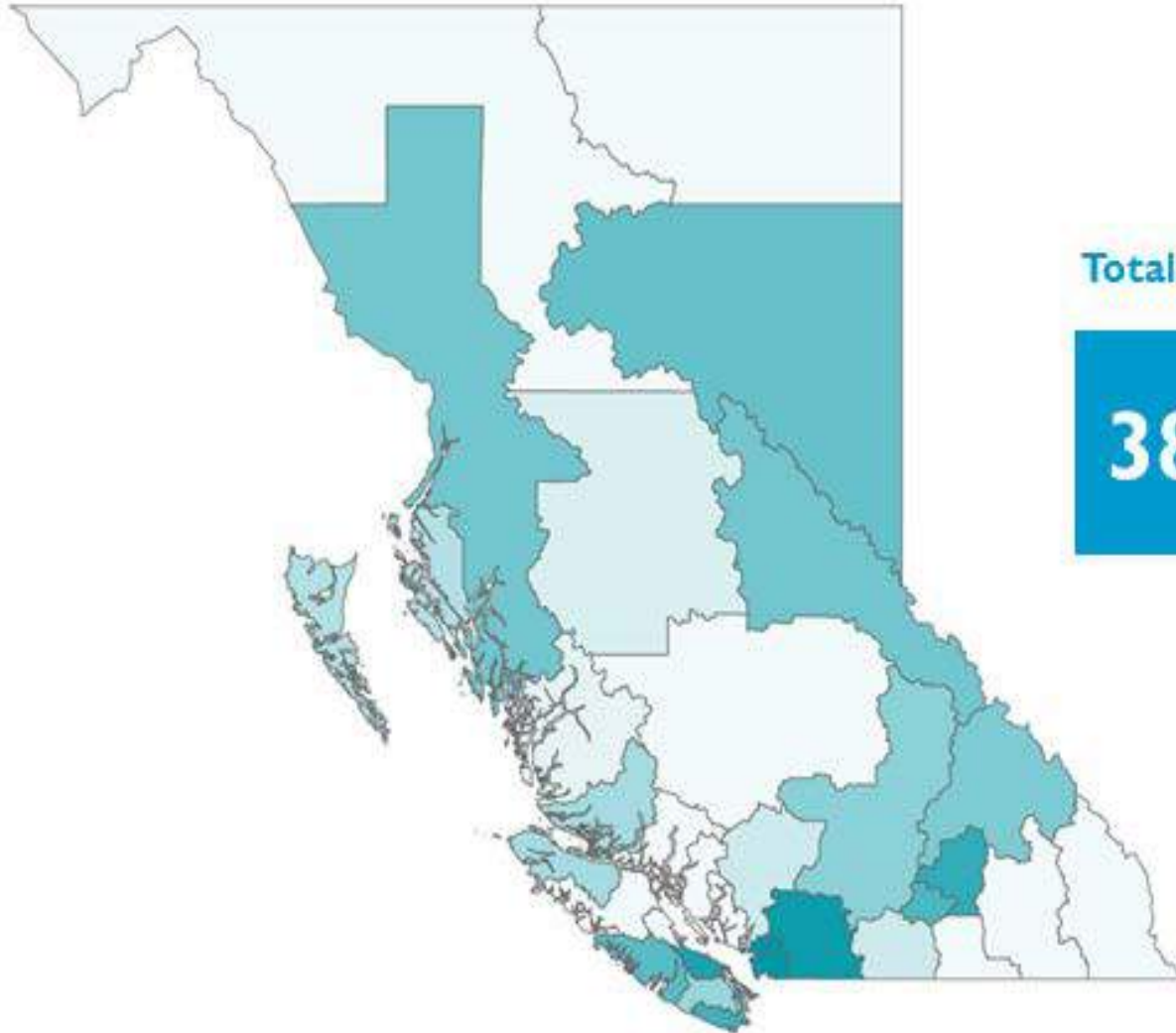


Total Resources:

14,065

April 1-30

Number of Resources Ordered

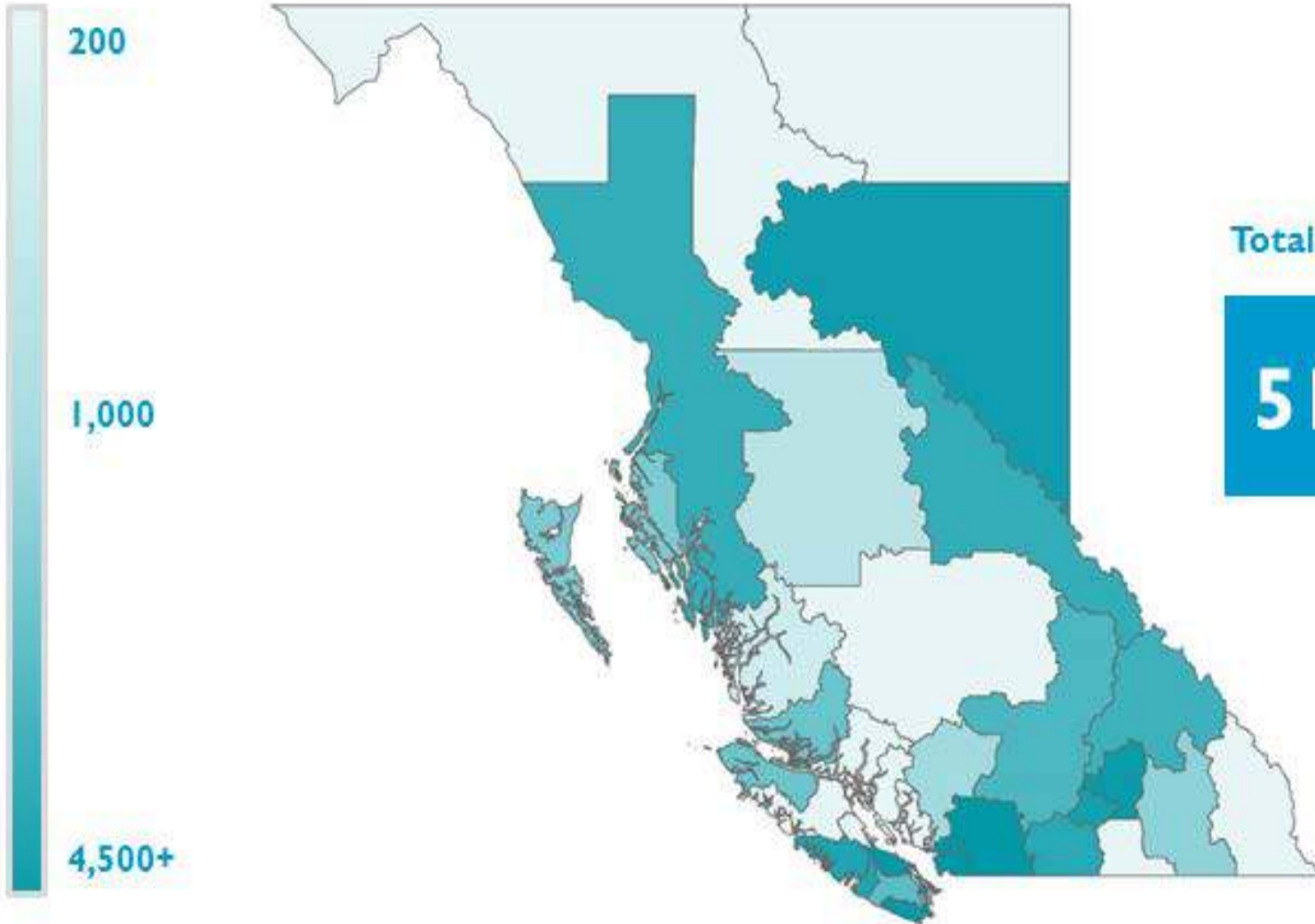


Total Resources:

38,041

May 1-18

Number of Resources Ordered

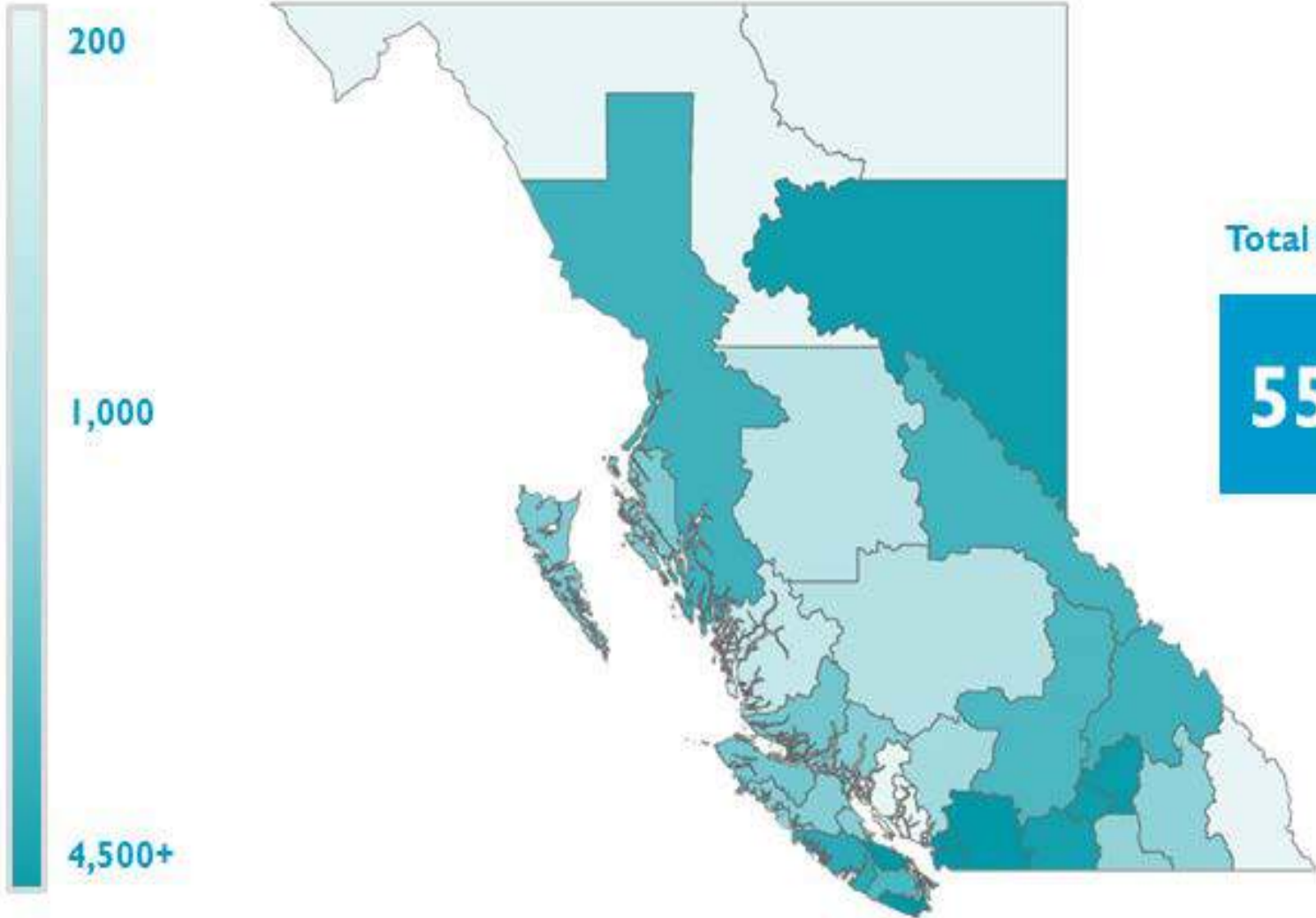


Total Resources:

51,432

May 19-25

Number of Resources Ordered



Total Resources:

55,411

New WMTY Day Resources

WMTY Day Idea Sheet

WHAT MATTERS TO YOU?

Ask What Matters. Listen to What Matters. Do What Matters.

Need ideas for "What Matters to You?" Day?
We've created a list of ideas to get you started!
Have a cool idea for something to do? Please share with us

Promote the day

- ❑ [Order resources](#) and share them with colleagues to encourage them to participate.
- ❑ Share patient bookmarks and lanyard cards with the people you care for in advance of "What Matters to You?" Day and invite them to think about what matters.
- ❑ Post a ["What Matters to You?" Day poster](#) in your workplace or in a community space.
- ❑ Set-up a table or booth with "What Matters to You?" Day resources in the hallway or at the entrance to your facility and share with staff and patients to encourage them to take part on June 6, 2017.
- ❑ Set-up a draw prize for those members of your team who are planning to participate.
- ❑ Ask to get on a local meeting agenda to promote "What Matters to You?" Day.
- ❑ Promote on social media such as Twitter: Not sure what to say? That's okay, our [Getting Started Kit](#) provides suggestions.
- ❑ Challenge another colleague, unit, clinic, hospital or care home to see how many people they can invite into a "What Matters to You?" Day conversation or how many team members they can get to participate in the day.
- ❑ Take a photo of your leadership team or patient/resident advisory committee in "What Matters to You?" Day t-shirts and send out to the organization challenging staff to participate.
- ❑ Put ["What Matters to You?" Day resources](#) on the tables in your cafeteria or staff room.
- ❑ Get an announcement about "What Matters to You?" Day in your organization's newsletter.
- ❑ Post information about "What Matters to You?" Day on your website.
- ❑ If you have a conference, event or team meeting planned, let us know and [we can ship you resources](#) to promote at "What Matters to You?" Day.
- ❑ Take "What Matters to You?" Day materials to your union or professional body and invite them to promote the day.

WMTY Day Sharing Sheet

WHAT MATTERS TO YOU?

whatmatterstoyoubc.ca



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Transformation.



Patient
Voices
Network

#WMTY17
June 6, 2017



#WMTY17

Tip Sheet for Patients

WHAT MATTERS TO YOU?

"What Matters to You?" Day is an international campaign being held on June 6th 2017, with the simple goal of encouraging meaningful conversations between patients, caregivers, and families, and their health care providers. Providing patient-and-family-centred care is important because it results in better outcomes for patients and greater satisfaction with care. "What Matters to You?" Day supports this by putting patients' voices at the centre of care, and focusing on what matters to them.

When a health care provider starts a conversation by asking patients, caregivers, and families what really matters to them, it helps to ultimately improve the quality of care provided for patients.

Your health care provider may ask you questions such as:



What are some things that are important to you at the moment?

What can we do to support your care?

What can I help you with today?

Is there anything else you want to tell me that I haven't asked you about?

In order to help you prepare to have this type of conversation with your health care provider, take some time before your next visit and think about the answers to these questions:

Think about who you are and what you are facing right now?

What do you wish your health care provider knew about you?

What would help you to feel supported by your health care provider?

What do you feel is missing from your relationship with your health care provider?

How would you like to work in partnership with your health care provider?

How would you like your family or support person to be involved in your care?



Remember that "What Matters to You?" Day focuses on the importance of patient-and-family-centre care, and putting the patients' voice first. So, feel encouraged to speak up on what is important to you in terms of your care! And ask questions!

COUNT DOWN WITH US!

WMTY Countdown!

3
DAYS LEFT

#WMTY17

"What Matters to You?" Day started 3 years ago in Toronto and has now grown to over 25 countries!



2
DAYS LEFT

#WMTY17

Tell 2 colleagues or friends about it and invite them to participate!



1
DAYS LEFT

#WMTY17

We can't wait to hear all about your #WMTY17 day conversations.



6
DAYS LEFT

#WMTY17

Join us to ask what matters, listen to what matters, and do what matters!



5
DAYS LEFT

#WMTY17

In 2016, the #WMTY16 hashtag reached over 25 million Twitter accounts worldwide.



4
DAYS LEFT

#WMTY17

Ask your patients what matters and share what happens @BCPSOC.



9
DAYS LEFT

#WMTY17

Between now and June 8th, post or email us a photo to show us how you are using those resources! @BCPSOC, or email whatmatters@outbox.toronto.ca



8
DAYS LEFT

#WMTY17

With over a week to go, it's not too late to sign up and invite patients and families into the conversation!



7
DAYS LEFT

#WMTY17

With one week to go, 65 organizations from across BC have signed up for WMTY Day!



IT'S TODAY!

WHAT MATTERS TO YOU?

Share your experience with having a "what matters to you" conversation!

#WMTY17



#WMTY17 Countdown!

10
DAYS LEFT

#WMTY17

Only 10 more sleeps until "What Matters to You?" Day!



#WMTY17

City of Fort St John declares June 6th, 2017 “What Matters to You?” Day!





CHELSEA GRECZI FRASER HEALTH

WHAT MATTERS TO YOU DAY

WHAT MATTERS TO YOU?



.....
*Ask What Matters.
Listen to What Matters.
Do What Matters.*

.....
#WMTY17
June 6, 2017
.....



fraserhealth

Better health.
Best in health care.

Our Approach

- Regional planning team
- Site/community based champions and patient partners
- Local approach with regional coordination for sharing ideas and success stories

Planning Team

Regional team with representation from Quality, Patient Experience and Communications



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Local Champions and Patient Partners

- Assemble local team and plans
- Participate/lead in the day and events leading up to the day
- Share stories and photos highlighting person-centred care

PATIENTS: WHAT MATTERS TO ME



How does this medication affect me?

– Edwina



That my doctor listens to me.

– Fran



A warm greeting, sense of humour.

– Dusty



Submit your photo and six word story to stories@fraserhealth.ca

Surrey Memorial Hospital Entrance






Hospital Bedside Whiteboards

UNDERSTANDING MY STAY		
Today's Date:	My Nurse is:	My Preferred Name:
May 10 th	Jill	Bob
My Doctor Today:	Limits/Special Instructions:	
Dr. Spencer	I have trouble hearing	
My Goal or Plan for Today:	Walk in the hallway twice today	
I am Going Home on:	Friday, May 12 th , 2017	

WHAT MATTERS TO ME?
Tell us how we can best support you.



My independence and my family.

fraserhealth
Better health. Best in health care.
respect • caring • trust
www.fraserhealth.ca

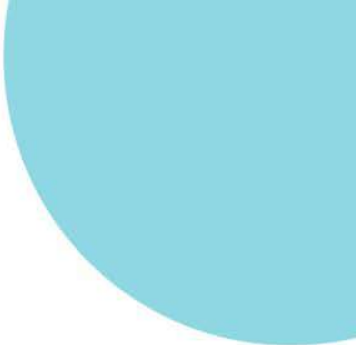


fraserhealth

Better health.
Best in health care.

Questions?





**CAMILA LORENZ
ASSOCIAÇÃO DE CONGREGAÇÃO
DE SANTA CATARINA
SAO PAULO, BRAZIL**



O QUE
Importa
PARA VOCÊ?



POR UM CUIDADO
CENTRADO NA PESSOA



ASSOCIAÇÃO
CONGREGAÇÃO DE
SANTA CATARINA





FREE LIVE WEB EVENT
**CARE REDESIGN: CREATING
THE FUTURE OF CARE DELIVERY**

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Perspective

Shared Decision Making — The Pinnacle of Patient-Centered Care

Michael J. Barry, M.D., and Susan Edgman-Levitan, P.A.
N Engl J Med 2012; 366:780-781 | [March 1, 2012](#) | DOI: 10.1056/NEJMp1109283

[Comments](#) open through March 8, 2012

Share:

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- References
- Citing Articles (217)
- Comments (21)

TOOLS

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- Print
- Download Citation
- Supplementary Material
- E-Mail
- Save
- Article Alert
- Reprints
- Permissions
- Share/Bookmark

TOPICS

- [Health Care Delivery >](#)
- [Quality of Care >](#)
- [Primary Care/](#)

MORE IN

- [Perspective >](#)
- [March 1, 2012 >](#)



What matters most to patients at Associação Santa Catarina?



Family
Friends
Affection
Solidarity
Faith



A "good morning" -
empathy and
interpersonal
interaction on the
part of health
professionals



Pets



Favorite meal



Personal cares
(Bath, hair,
makeup and
etc)

2016

WMTY Patients overview

"The caregivers need to make our hospitalization easier, trying to make minimize our pain. Ex: When I say what I feel, I normally hear "that's the way it is". I think before giving that answer, they **should put themselves in our shoes.** "

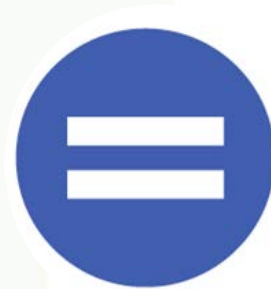
"Faith in God, family, health, peace, love, prosperity. God give me a lot and I leave here good and painless. When you say **good morning, I'm happy.** "

"The most important things for me are found in the simplest gestures, the essence of each one. **More than the medicine, the touch of your hands tenderly and a smile.** It is trying to see with the eyes of the patient, trying to understand their pains and fears and put yourself in their place!

Source: Congregar-ACSC: <http://congregar.acsc.org.br/>

'My daughter has blue hair, she's getting married on June 10th.

My dream is to see my daughter get married.'





Lucia

536 days hospitalized



I like music, I wanted a radio in my room





I have not held my daughter in my lap
for six months





Don't want to be alone

When I eat capeletti, I'm happy.



I wanted so much to see

Nina



Fonte: Congregar-ACSC: <http://congregar.acsc.org.br/>

Reminding Us Why We Got Into Health Care

“First, I felt **shy** by being filmed, and secondly by the **discomfort** and concern at not being able to reach the goal of the campaign. HAt this moment, I shared with the patient my discomforts. From this point on, I realized that an interpersonal relationship of trust was established.”



"At first I felt **ineffective, insensitive. How could I not have already realized such facts and needs?** Never realized that a person spends sleepless nights, where the solution was to let them use their home blanket that would solve. Very sad. But then, I get such satisfaction and a hope that There is still time to improve. "



Source: Congregar-ACSC: <http://congregar.acsc.org.br/>

Camila Lajolo

Camila Lorenz



Camila Sardenber



What worked well

- Despite being a new move, everyone was very motivated to have the WMTY part of the daily routine
- Engagement between professional and patient, where a link between both was created.
- We can do more than just patient evaluation!

Barriers



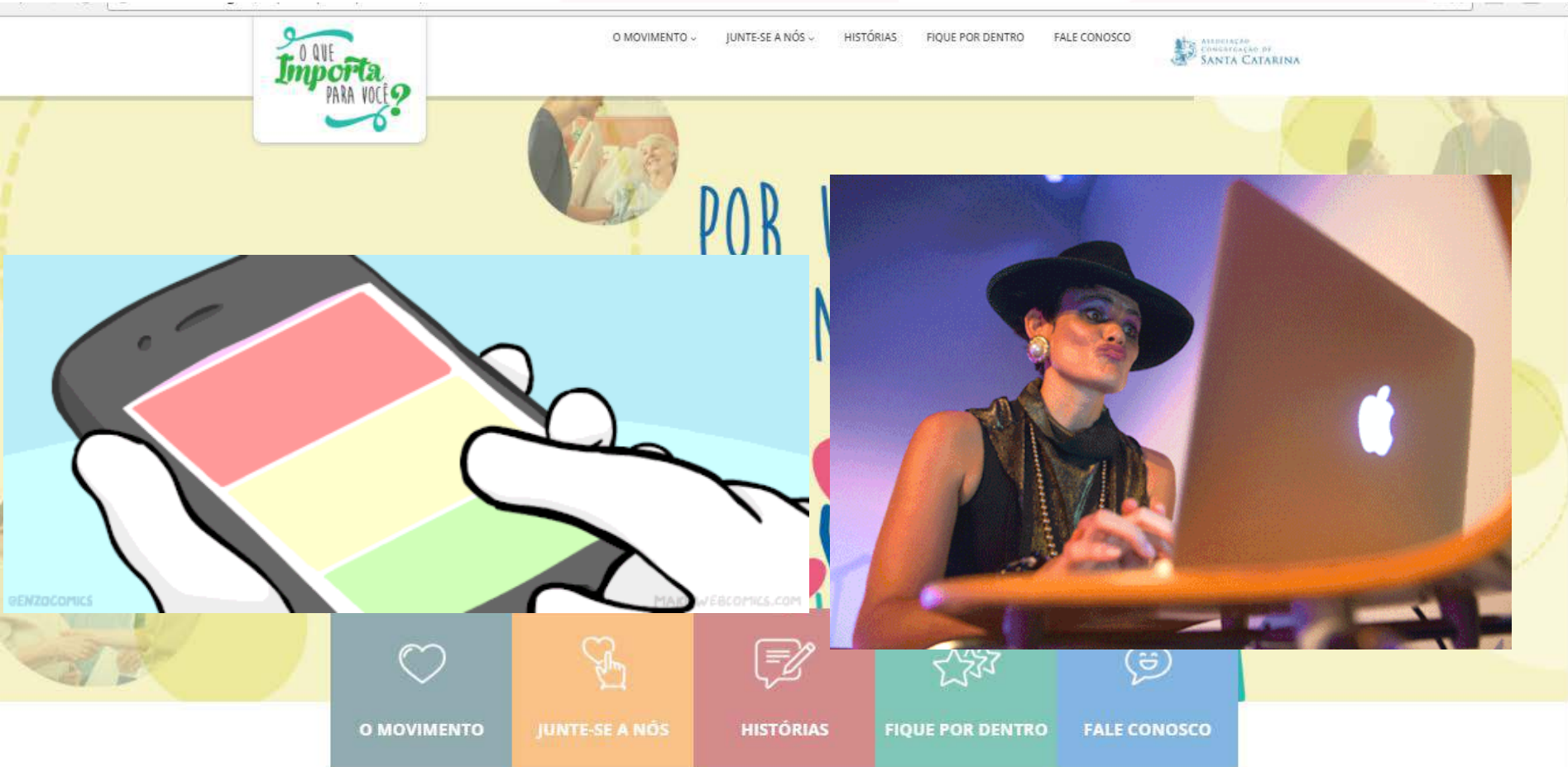
- Insecurity of asking “What Matter To You?”
- The translation of the original question into Portuguese sometimes made the answers comprehensive or only aimed at "I want to leave the hospital with health"

How we overcome the barriers



- Ask differently and get the answers – “What makes you smile in your day to day?”
- Show how much the impact impacts on person-centered care through documenting our stories

1st Brazilian WMTY site



www.acsc.org.br/oqueimportaparavoce



POR UM CUIDADO
CENTRADO NA PESSOA



Our 2017 campaign



Professional Kit

T-shirt

Bag



Our 2017 campaign

Patient Kit

Antistress
key ring



Coming soon



Just a simple
slice of PIZZA!

What we really want





17 e 18
de maio

1º Encontro de
ENFERMAGEM
SC
Construindo o Novo Futuro

EM
O que



Thank you!
Let's start our countdown June 6th

O QUE
Importa
PARA VOCÊ?
2017
POR UM CUIDADO
CENTRADO NA PESSOA



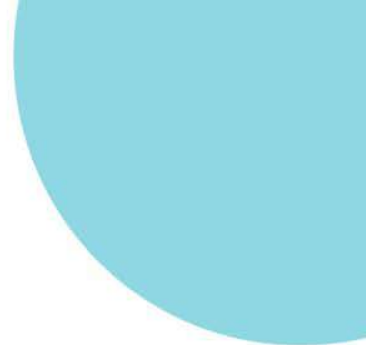
camila_lorenz

camilalorenz.qsp@acsc.org.br

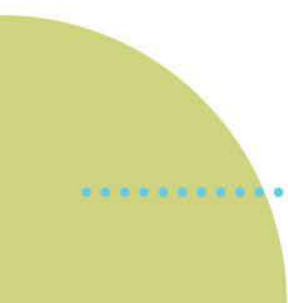
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ASSOCIAÇÃO
CONGREGAÇÃO DE
SANTA CATARINA



LISA MCLEOD ISLAND HEALTH



OUR VISION

Excellent health and care for everyone, everywhere, every time.



OUR PURPOSE

To provide superior health and care through innovation, teaching and research and a commitment to quality and safety—creating healthier, stronger communities and a better quality of life for those we touch.

OUR VALUES

- C**OURAGE: to do the right thing—to change, innovate and grow.
- A**SPIRE: to the highest degree of quality and safety.
- R**ESPECT: to value each individual and bring trust to every relationship.
- E**MPATHY: to give the kind of care we would want for our loved ones.

Reminder to share your WMTY Stories!

You Are Here: [Home](#) / [What Matters to You? Day](#) / [Share Your Story](#)



Font Size: [Larger](#) | [Smaller](#)

Share Your Story

Are you a patient who had a great conversation with your care provider? Or are you a physician who took the time to ask your patients what matters to them?

Whatever your role, we'd love to hear how "What Matters to You?" Day made an impact on you. Share your feedback or experience in the form below.

You can also email us at whatmatterstoyou@bcpsqc.ca.

Name *

First

Last

Email *

AT A GLANCE

KEY CONTACTS

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#WMTY17

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EVALUATION





CHANGE AMBASSADORS

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