

# ANNUAL REPORT - (April 1, 2015 - March 31, 2016)

## Family Advisory Forum (Montreal Children's Hospital)

### Introduction

The FAF is a sub-committee of the McGill University Hospital Centre's (MUHC) Patients'/Users' Committee, and is accountable to this Committee with its legal mandate. The FAF is represented at the Council for Services to Children and Adolescents (CSCA) by 2 members of the executive committee. The FAF exchanges annual reports and information with both groups.

### Mandate

The FAF informs patients and families of their rights and obligations, and is there to defend or assist them as necessary. In addition the FAF strives to advance the practices of the hospital's commitment to Patient and Family Centered Care (PFCC), and to monitor the quality of the living conditions and overall satisfaction of the hospital experience for the children and families of the Montreal Children's Hospital (MCH.)

### Committee Membership

Amy Ma	Co-Chair
Robert Bloom	Co-Chair (rejoined Dec 2015, co-chair as of Feb 2016)
Souad Bouhid	volunteer parent member
Lisa Rosati	Secretary (resigned as secretary Sept 2015)
Beverly Fields	honorary founding member
Seeta Ramdass	volunteer parent member
Sara Silva Simoes	volunteer parent member
Robert Bloom	volunteer parent member
Nathalie Bouchard	volunteer parent member
Asra Toobaie	volunteer member
Nancy Leblanc	volunteer parent member
Adeline Caute	volunteer parent member
Wendy Longlade	volunteer parent member (Co-Chair until June 2015 and resigned Jan 2016)
Lyne Loiselle	volunteer parent member (resigned Oct 2015)
Magaly Rios	volunteer parent member (resigned Feb 2016)
Claudette Woodgate	volunteer parent member (Treasurer and co-chair replacing Wendy June 2015; resigned Sept 2015)

Irina Choclin	Interim Co-Chair Sept 2015 (resigned Feb 2016; Robert Bloom acclaimed)
Stephanie Urbain	Ombudsman
Ann Hébert	Volunteer Dept / MCH staff
Dale MacDonald	Transition care coordinator / MCH staff
Frédéric De Civita	Administrative link / MCH staff
Marie-Claude Proulx	PFCC Co-ordinator

**Frequency** - Every 3rd Thursday/month for 10 consecutive months

**Location** - Montreal Children's Hospital

**Duration of Meetings** - 2 hours

## Conferences/Events attended

- **May 23, 2015:** FAF presence at official move of Montreal Children's to Glen site
- **June 20, 2015:** Walk for inauguration of new Glen site of MUHC
- **September 30, 2015:** Patients' Rights Week – Talk on informed consent with Dr. Franco Carnevale and Marie Serdynska.
- **October 18-20, 2015 - Quebec, QC:** Canadian Association Pediatric Health Centers (CAPHC) Annual conference – Adeline Caute, Magaly Rios and Irina Choclin
- **October 18, 2015 - Quebec, QC:** Canadian Family Advisory Network (CFAN) Annual day workshop - Amy Ma, Adeline Caute, Magaly Rios and Irina Choclin

## MUHC committee participation

**MCH Patient and Family Centered Care (PFCC) Working Group** – Amy Ma, Wendy Longlade

**MCH Ethics** - Nathalie Bouchard

**MCH Socio-Cultural committee** – Amy Ma, Seeta Ramdass

**MCH CSCA (Committee Services Children Adolescents)** – Wendy Longlade (replaced by Irina Choclin Sept 2015-Jan 2016; Robert Bloom Feb 2016 onwards) Amy Ma

**MUHC Glen Site Temporary Wayfinding working group** - Irina Choclin, Amy Ma

**MUHC Patients'/Users' Committee (Elected MCH Patient Representatives)** - Amy Ma, Seeta Ramdass

**MUHC Patients'/Users' Committee (Co-Chair)** - Amy Ma

**MUHC Patients'/Users' Committee (Secretary)** - Lisa Rosati

## Initiatives (completed and/or pending)

- Tour and orientation of FAF members at new Glen site
- Assisted PICU in bringing certain deficiencies to the attention of administration during activation period of new Glen site
- Provided letter of support for a grant application regarding patient engagement in the paediatric Emergency Dept among patients with asthma
- FAF pamphlets
- Active participation in the MCH *Speak Up Listen Up!* for parents
- Parent boards
- Tip Sheets
- Encouraging healthy and sustainable food choices offered at the MCH
- FAF Bylaws amendments
- Parking
- Plan: 5 tenets of a circular strategy between the FAF and hospital senior administration for better effectiveness of the FAF, and to best implement decisions impacting on issues for children and families, in collaboration with the MCH and the FAF together as partners for optimal outcomes and effectiveness - *Attendance, Advocacy, Action, Accomplishment, and Assessment.*
- MCH FAF amendments to MUHC Patients'/Users' Committee Election Bylaws
- Recruitment strategies
- FAF link on MCH website
- Reinstatement and criteria review of the PFCC award

## Guest Speakers / Presentations

- February 2015 – Workshop on Mutual Learning Model given by Marie-Claude Proulx

## Media/Publications

- Wendy Longlade featured in Montreal Gazette on stories of patients of the past, during move to new Glen site
- Claudette Woodgate featured in Montreal Gazette <http://montrealgazette.com/news/local-news/childrens-hospital-move-leaves-parents-in-limbo-over-care-from-specialists>

## Co-Chairs' remarks

The Family Advisory Forum is a key stakeholder in the Montreal Children's Hospital, and our parents appreciate having our voices heard and our opinions counted. We advise or consult on different programs and initiatives taking place in the hospital.

This year began with preparations for the much-anticipated move to the Glen. Our members attended Town Hall orientations during the activation phase, and the Co-Chairs were asked to accompany staff from the PICU to draw attention to deficiencies that needed to be addressed, preferably prior to the move. A number of us were on hand early Sunday, May 24 at the old Children's site on Tupper St. to mark the end of an era and assist in the monumental move to the Children's new home on the Glen site. Less than a month later, many FAF members came out to proudly march alongside the mayor and other dignitaries with the inauguration celebrations of the new hospital building.

As part of the launch of the Speak Up! Listen Up! campaign, FAF members took part in Mutual Learning Model communication training as well as a workshop to collaborate with the PFCC coordinator on how to improve parents' communication skills.

Our two main goals for 2016-17 are:

Plan and execute hosting the Canadian Family Advisory Network workshop which will be held in conjunction with the Canadian Association of Paediatric Health Centres (CAPHC) annual conference in Montreal in October 2017

Host regular monthly meet & greet to families staying on 9B as a way to increase our visibility and membership

Amy Ma & Robert Bloom