

ANNUAL REPORT - (April 1, 2014 - March 31, 2015)

Name of site

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

Wendy Longlade Chair / volunteer parent member
Claudette Woodgate Vice-Chair / volunteer parent member (resigned Nov 2014, Amy Ma
acclaimed Dec 2015)
Souad Bouhid Treasurer / volunteer parent member (resigned Dec 2014; Claudette
Woodgate acclaimed)
Lisa Rosati Secretary / volunteer parent member
Beverly Fields volunteer parent member
Seeta Ramdass volunteer parent member
Sara Silva Simoes volunteer parent member
Sharon Solyom volunteer parent member
Lyne Loiselle volunteer parent member
Amy Ma volunteer parent member
Irina Choclin volunteer parent member
Robert Bloom volunteer parent member

Nathalie Bouchard volunteer parent member
 Patricia Boyer Ombudsman / MCH staff until Jan 2015
 Stephanie Urban Ombudsman / MCH staff Feb 2015 onwards...
 Ann Hébert Volunteer Dept / MCH staff
 Dale MacDonald Transition care coordinator / MCH staff
 Dr Patricia Riley Neonatologist / MCH staff
 Frédéric De Civita Administrative link / MCH staff
 Stéphanie Leveillé Patient and Family Centered Care coordinator
 Marie-Claude Proulx PFCC Work group representative / MCH staff
 Rosanna D'orazio Social Services / MCH staff

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

Location - Montreal Children's Hospital

Duration of Meetings - 2 hours

Conferences/Events attended

- **June 2014:** Regroupement provinciale comité d'usagers (rpcu) Basic training session
- **September 26-October 3, 2014:** Patients' Rights Week - Table of patient rights and info about the FAF available with quiz, door prizes, and crafts-selling on MCH 2B.
- **October 19-22, 2014 - Calgary, AB:** Canadian Association Pediatric Health Centers (CAPHC) Annual conference - Amy Ma
- **October 19, 2014 - Calgary, AB:** Canadian Family Advisory Network (CFAN) Annual day workshop - Amy Ma
- **December 6-7, 2014:** Glen site Open House - FAF information kiosk manned by members.

MUHC committee participation

MCH Transition Steering Committee - Wendy Longlade

MCH Patient and Family Centered Care (PFCC) Working Group - Wendy Longlade

MCH Ethics - Nathalie Bouchard

MCH Parent Present Induction - Claudette Woodgate

MCH Advisory Group for Patient Television & Entertainment Systems - Claudette Woodgate

MCH Developmental Care Committee - Claudette Woodgate

MCH Transition: Pediatric to Adult Care - Lyne Loiselle

MCH SERVE initiative - Wendy Longlade

MCH Socio-Cultural committee - Seeta Ramdass

MCH Auxiliary 'Meet and Greet' program - Sara Silva Simoes

MCH Search Committee for PFCC coordinator - Wendy Longlade

MUHC TCAB (Transforming Care at the Bedside) - Sharon Solyom, Lisa Rosati

MCH CSCA (Committee Services Children Adolescents) - Wendy Longlade, Lyne Loiselle... Amy Ma replaced Lyne,
Feb 2015

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)

- Continuity of Services - Transition from pediatrics to adult: Ongoing .project in collaboration with MCH administration.
- Ensure the continuity of Parent Present Induction (PPI) at the Glen
- FAF pamphlets
- Active participation in the MCH *Speak Up Listen Up!* for parents
- Parent boards
- Tip Sheets
- Hand Hygiene
- 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.*
- FAF involment with MCH Volunteer Dept in the May 24th move to the Glen
- MCH FAF amendments to MUHC Patients'/Users' Committee Election Bylaws
- Recruitment strategies
- FAF link on MCH website
- Parent-boards on patient-units
- Reinstatement and criteria review of the PFCC award
- MCH Telephone Access for parents

Guest Speakers / Presentations

- December 2014: Presentation by Amy Ma - How Brains are Built: The Core Story of Brain Development".
- <http://www.albertafamilywellness.org/resources/video/how-brains-are-built-core-story-brain-development>

- December meeting: Marie-Claude Proulx explained PFCC and the working group objectives
- January 2014 meeting: Sharon Taylor-Ducharme discussed MCH moving and transition issues

Awards/Publications

- <http://www.cbc.ca/player/Radio/Local+Shows/Quebec/Daybreak+Montreal/ID/2664868074/>
- http://www.cbc.ca/news/canada/montreal/wendy-longlade-s-emotional-journey-through-the-montreal-children-s-1.3071426?fb_action_ids=10155552542180191&fb_action_types=og.shares

Chairs' remarks

The Family Advisor Forum holds a special place within the MUHC and the Montreal Children's Hospital. We not only represent the paediatric mission, but also work to further the practices of Patient and Family Centered Care throughout the MCH. This year we had a formative year in which we drafted a strategic plan to be more effective in our role, which resulted in a new liaison between the senior administration and the FAF. We spent a great deal of time working on transition activities and making sure that the FAF continues to uphold its mission and work with positive and inclusive ethics. We are thrilled to have been a part of the historic move to the Glen campus and look forward to working on some new projects in the coming year.

Wendy Longlade

Finances - 2014-2015

Account Number = 60123

Actual Code Description 2014-2015

2100 Support Staff **\$0.00**

1541 Revenu **\$0.00**

Total \$0.00

6001 Meals & refreshments meetings **\$0.00**

6036 Catered food - events **\$784.00**

Total \$784.00

7757 Minor equipment purchases **\$0.00**

Total \$0.00

7805 Computer software purchases **\$0.00**
7903 Photocopying **\$4.42**
7905 Photo.Printing/AV Supp **\$0.00**
7907 Printing Serv. **\$0.00**
7909 Office supplies **\$0.00**
7910 Training & education **\$0.00**
7912 Books & subscriptions **\$0.00**
Total \$4.42

8003 Purchased services - general **\$0.00**
8005 Postage/Courier **\$0.00**
8007 Telecommunication **\$55.00**
8015 Conferences - travel costs **\$610.11**
8018 Conferences - meals & accommodations **\$33.36**
8019 Travel local- taxis & mileage **\$206.75**
8025 Conferences - registration fees **\$477.75**

Food & Beverage and Food Service Supplies
Equipment Rental/Purchase
Office, Print Shop Supplies & Services
Administration & Support - Purchased Services & Contracts
Total \$1,382.97

8214 illustrations & artwork **\$0.00**
8215 Sundry expenses **\$0.00**
8218 Professional services **\$0.00**
8224 Translation fees **\$0.00**
Total \$0.00

Grand Total \$2,171.39