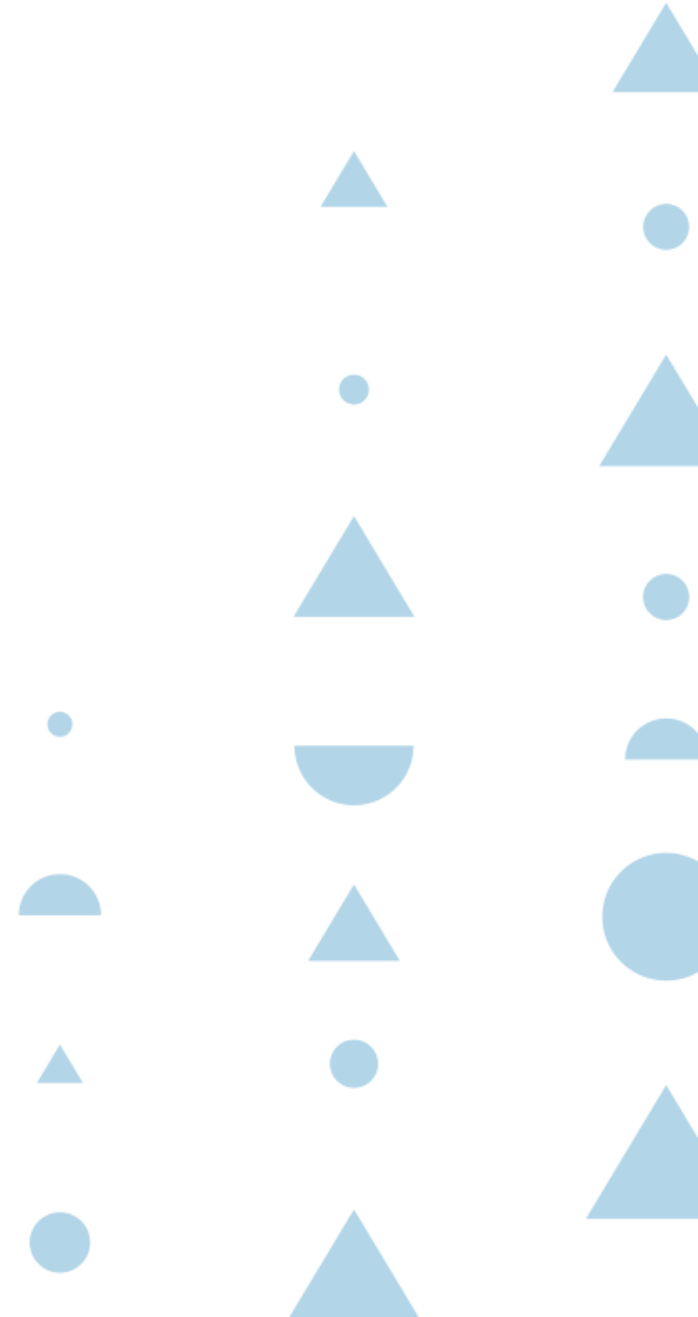


Patient Stories Project

Oregon Fall Trauma Conference

October 19th, 2023

Lara Gurney, RN MSN

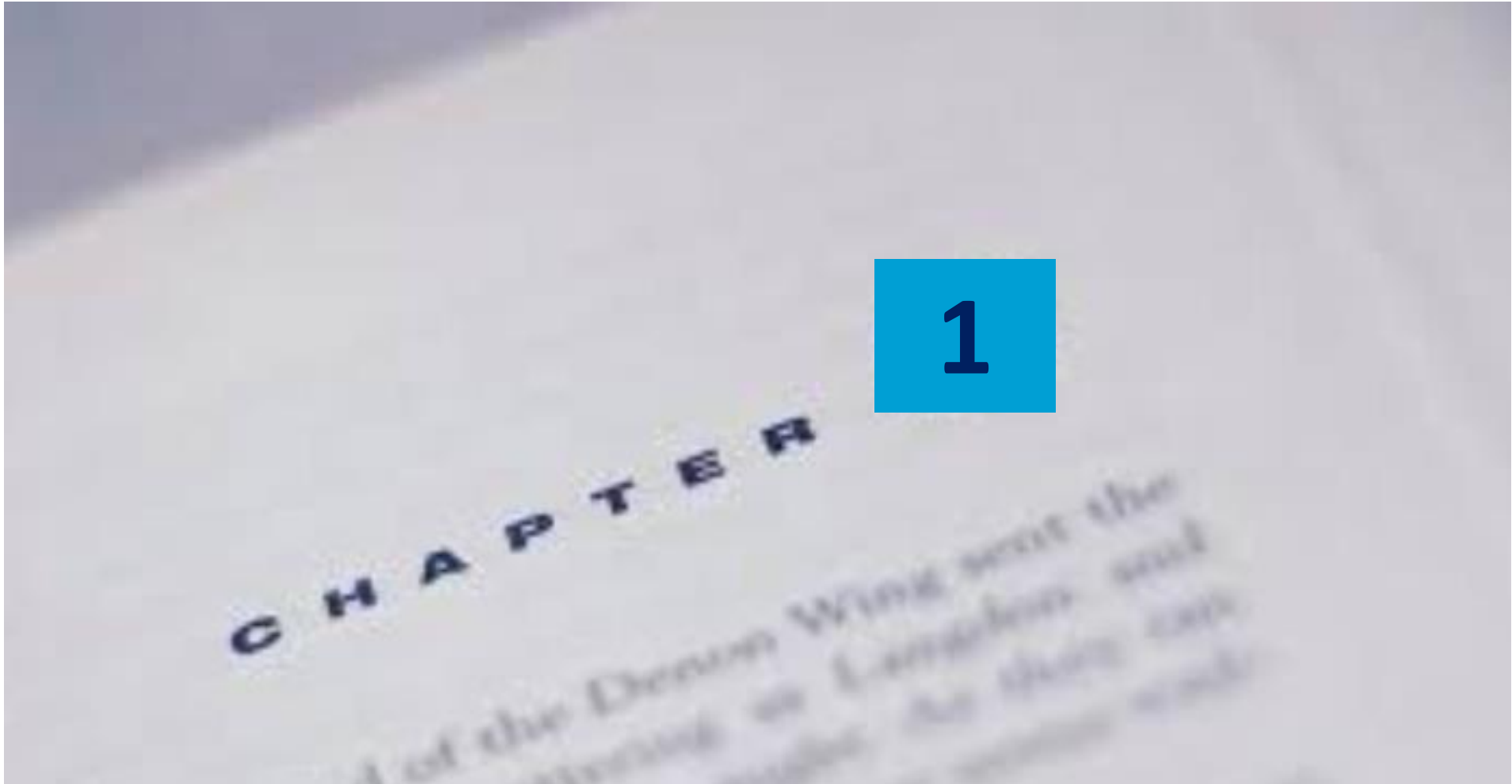


Land Acknowledgment

We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.





Experience in Care

The Experience in Care team is a regional Vancouver Coastal Health program integrated with Quality, Clinical Risk, and Safety.

Our mission is to use a **people centred** approach to understand, embed and improve experiences in care in partnership with patients, families, caregivers and staff.

*People-centred care is foundational to healthcare excellence..
A goal is a culture shift from “doing to/for” to “doing with”*



People Centered Care

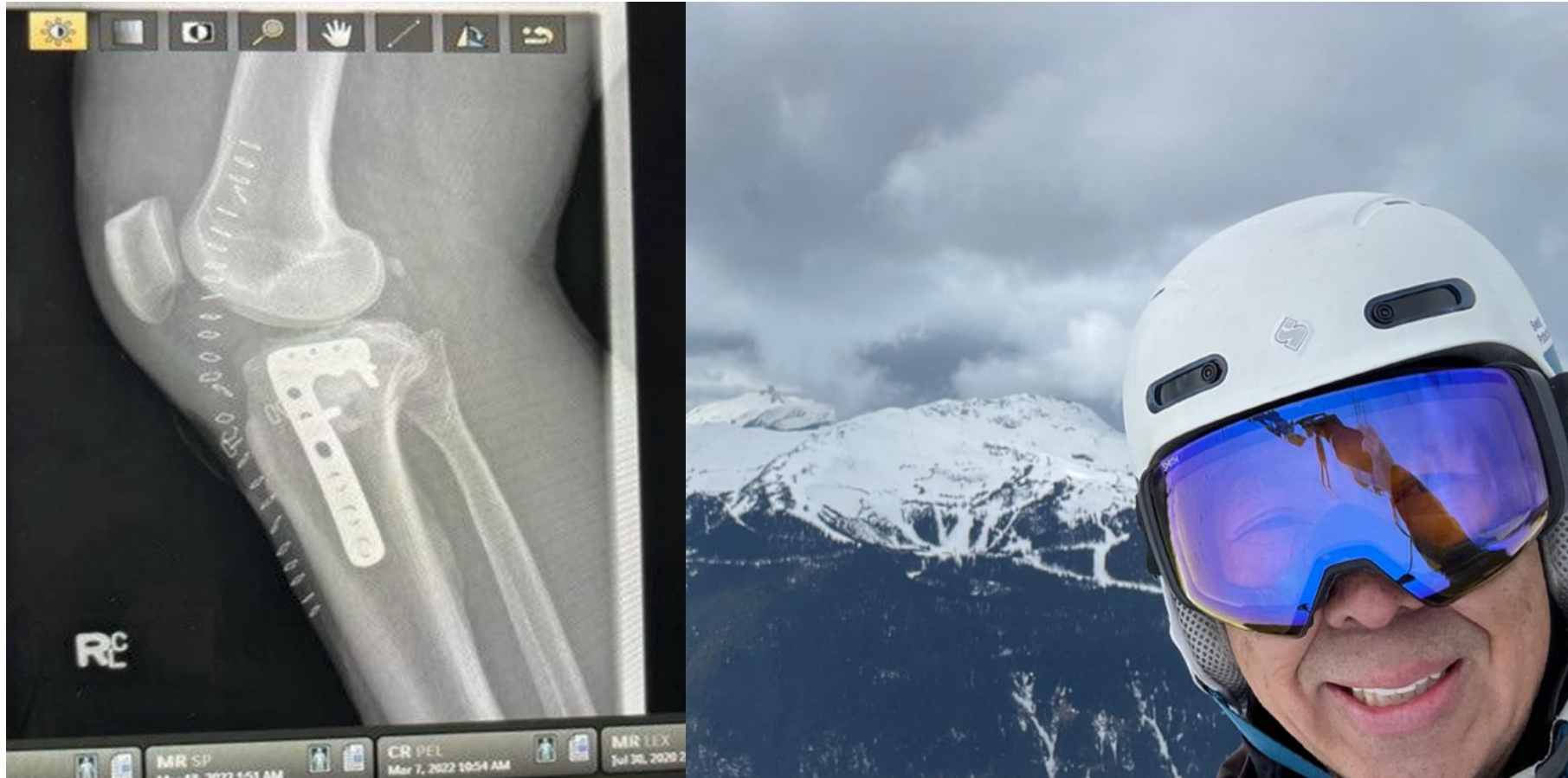
An approach to healthcare that prioritizes the individual's unique needs, preferences, and goals. It emphasizes active collaboration, seeking to **"do with"** the individual rather than **"do for"** them.



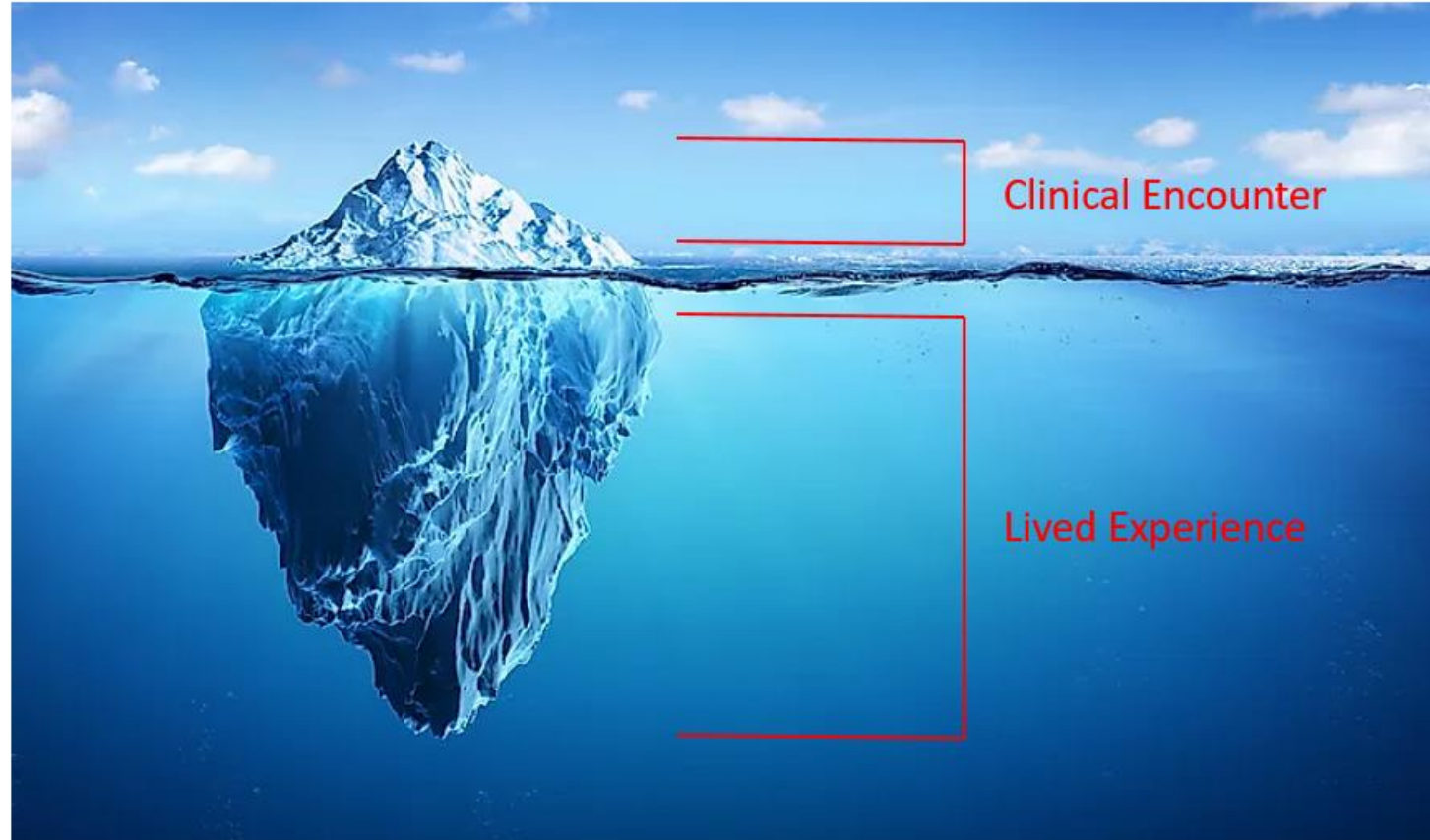
Patient Stories Video



Patient Stories Project



Experience in Care



Background



Background



The Why



JONA
Volume 36, Number 5, pp 259-267
©2006, Lippincott Williams & Wilkins, Inc.

THE JOURNAL OF NURSING ADMINISTRATION

The Impact of Nursing Work Environments on Patient Safety Outcomes

The Mediating Role of Burnout/Engagement

Heather K. Spence Laschinger, PhD, RN
Michael P. Leiter, PhD



THE FUTURE OF NURSING IN BC

www.bcnu.org

Impacts of the COVID-19 pandemic and the nursing shortage in British Columbia

 CTV News

COVID: Physician burnout nearly doubled, survey says

Preliminary data from a new survey released on Wednesday shows that burnout among doctors in Canada has nearly doubled since the pandemic...

Mar 23, 2022



INTENT TO LEAVE

35%

of all nurses said that the experience of the pandemic made them more likely to leave nursing in the next two years.

51%

of Emergency and ICU nurses said the same




The Patient Stories Project

The Early Days

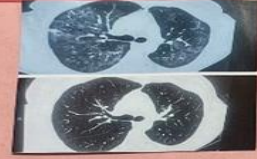


Jaclyn's Story

Jaclyn's Story




THE PATIENT STORY




You all are doing the hard work - showing up, wearing masks, working in literally the "hot zone" and witnessing stressful situations day after day. This has been a terribly hard, brutal year for so many. So this is a moment of appreciation for each of you.

I see you.
Let's keep going.
I'm rooting for us.

Love Jaclyn





What brought you to the ICU?

I came to the VGH on March 24th by ambulance with COVID 19. Prior to contracting COVID, I was a nurse at BCCH, healthy and fit, and a mom of three busy girls. The journey with COVID began in mid-march when my husband came down with symptoms. I had a fever, lethargy and aches 4 days later and as a HCW I was tested at BCCH and found out I had COVID March 18th. On day 6 of my illness, I took a turn for the worse. My husband called the ambulance and when they arrived my O2 sat's were 67% on room air.

I then found myself in the ER, I was put on oxygen and multiple tests were happening. I was terrified, alone, and I was working so hard to breathe. I remember being put in an isolation room looking through a window at ~20 unknown faces in PPE. I was transferred to ICU a few hours later and was put on a ventilator for 7 days.

7 days later, I was extubated and I remember waking up disoriented, confused, and had no idea what had happened to me. I was in a specialized ICU with all covid patients around me. I had severe muscle wastage, was so weak that I could not even reposition myself in bed. All the staff were in plastic masks, so I could only see their eyes. I was then transferred to the 10th floor and I was discharged home 4 days later in a wheelchair, hardly able to walk, and it was still so difficult to breathe.

What do you want the ICU team to know about you or your loved ones?

Myself and my family are grateful to you every single day. I wish I could personally thank every nurse, respiratory therapist, doctor, physio, cleaner, porter - my whole health care team that took care of me. I am home today and with my family because of YOU! My daughters made a sign for me on mother's day and it said "Thank you VGH COVID ICU for saving my Mom!"

I am now working here as a Patient Experience Leader. I want to help improve the experience for all patients, families and caregivers. I am part of the provincial grant clinical care network helping plan post covid care for all hospitalized patients in the province. I am also helping VCH with contact tracing on the weekends, providing families with instructions on how to self isolate and assessing those who have COVID at home. I am very motivated to help with all things COVID!

What is life like for you today?

I am so grateful to be where I am today. It has taken several months of gaining strength, and endurance but I am now back to work as a nurse full time, and able to hike, run, walk, and care for my family as I love to do. I am taking my daughters to the USC endowment lands, dancing in the kitchen with them making dinner, and my lungs are healing. I am now feeling strong again, and just so grateful and happy to be alive!

What would you or loved ones want to say to the ICU Staff?


I can't express in words how grateful I am for all of you and your care. You saved my life and I am here today because of you.

Even though I was alone, and more terrified than I have ever been - I felt safe. You made me feel seen, valued, and cared for. I wanted to let you know how impactful the little moments can feel from a patient perspective. When my Dr allowed me time to call and pray with my husband before I was intubated, I am so thankful for that. The daily calls and updates to my husband sustained him during the most traumatic time in his life as he was so stressed and not able to visit me. The reassuring words from my RT's and explanations of their care. The nurses who took time to make sure I was comfortable, explain to me what they were doing, brush my teeth, and try to answer my endless amount of questions. I was trying to make sense of what was happening to me, thank you for your patience. Ensuring my phone was charged so I could facetime my husband and daughters meant EVERYTHING to me, and looking at me in my eyes and telling me what was happening felt so good.

Do you have a quote or favorite words to live by?

I have a strong faith, and this bible verse has brought me great comfort during this time.

"The spirit of God made me, the breath of the Almighty gives me life." Job 33:4



Research

Impact on Staff

Original Clinical Report

Critical Care
Explorations

OPEN

Exploring the Relational Intervention of Storytelling: A Qualitative Study of the Patient Stories Project in a Single ICU

Lara Gurney, RN, MSN¹; Maura MacPhee, RN, PhD²; A. Fuchsia Howard, RN, PhD²;
Patricia Rodney, RN, MSN, PhD^{2,3}

Objectives: Our study objective was to explore nurses' experiences of how the Patient Stories Project, an intervention consisting of gaming and sharing ICU survivor stories with the ICU team, influenced their perceptions of the value of their work and their nurse-patient relationships.

Design: This was a qualitative descriptive case study that used thematic analysis.

Setting: This study was conducted in a single, 34-bed adult ICU in a Canadian tertiary care teaching hospital, serving a mixed medical and surgical patient population and employing over 200 nurses.

Subjects: Semistructured focus groups with 12 ICU nurses were conducted between June 2019 and July 2019.

Intervention: The Patient Stories Project is a systematic process for collecting and sharing former patients' stories. On a regular basis, former ICU patients return to the ICU to say, "thank you," share their experiences, and tell their stories to staff.

Measurements and Main Results: Storytelling through the Patient Stories Project gives meaning to nurses' work and provides avenues for nurses to think about their work more positively. Key themes were as follows: 1) perspective taking, 2) emphasizing the value in caring, 3) providing positive closure, 4) engendering team belonging, and 5) building a sense of hope.

Conclusions: This study addresses the Critical Care Societies Collaboratives "call to action" to create a healthy work environment. Nurse focus group participants articulated how an initiative such as the Patient Stories Project may augment the relational aspects of

work that are important to nurses, as well as their patients and families. Our study results have implications for the importance of using storytelling as a relational strategy to protect against depersonalization and cynicism, elements of burnout.

Key Words: burnout; critical care; nursing; patient care team; teamwork; work satisfaction

Critical care areas such as ICUs are dynamic. Critical care teams are continually learning and mastering advancements in medical care while developing relationships with patients and families. Within the ICU team, nurses are regularly exposed to stressful events, such as death and trauma and care provision that is often perceived as futile or uncertain (1). Nurse-patient interactions are further impaired by patients' inability to communicate due to artificial airways, mechanical ventilation, sedation, delirium, and neurologic deficits (2). While caring for critically ill patients, nurses often adopt task-oriented approaches to meet the demands of these medically complex patients and to cope with high stress situations (3). A predominant focus on nursing tasks, such as technical procedures, can negatively impact the nurse-patient relationship (4).

Relational practice characterizes nurse-patient relationships founded on relational concepts, such as trust, empathy, and respect (4). Nurses goals are to listen, advocate, and ensure that care wishes of patients and their families are represented during each visit from the doctor, specialist, or other member of the health-care team (e.g. pharmacist, physiotherapist). Given their one-to-one assignment each shift with the same patient, ICU nurses have opportunities to forge particularly meaningful nurse-patient relationships. Relational practice, however, can be threatened by the task-like, technical world of ICUs. The presence of nurse burnout often signifies unsupportive work environments and the devaluing of nurses' workplace contributions (5).

Burnout is characterized by emotional exhaustion, cynicism, and depersonalization due to chronic exposure to workplace stressors and lack of emotional resources and supports (5). A

Storytelling through the Patient Stories Project gives meaning to nurses' work and provides avenues for nurses to think about their work more positively.

MEASUREMENTS & MAIN RESULTS: 5 KEY THEMES

1

FACILITATING PERSPECTIVE TAKING

Nurses' capacity to
imagine the
experience of critical
illness from the
patient's perspective.

2

EMPHASIZING THE VALUE IN CARING

Through patient
stories nurses
recognize the value of
caring or the
relational aspects of
nursing practice.

3

PROVIDING POSITIVE CLOSURE

Patient stories provided
the opportunity for
nurses to learn about
the person they cared
for and to have positive
closure.

4

ENGENDERING TEAM BELONGING

Patient stories gave
rise to a sense of
teamwork and team
belonging in their ICU
environment.

5

BUILDING A SENSE OF HOPE

A state of mind that
allows nurses to stay
relationally connected
to their patients and
shift their perspective
from the impossible to
the possible.

"It's like a very visual reminder...that we do good work here,
regardless of how we feel sometimes when we go home,
...the moral distress,...the compassion fatigue...we do good
work, and people do get better..."

-ICU Nurse

¹University of British Columbia, Vancouver, BC, Canada.

²School of Nursing, University of British Columbia, Vancouver, BC, Canada.

³W. Maurice Young Centre for Applied Ethics, UBC, Vancouver, BC, Canada.

Copyright © 2020 The Authors. Published by Wolters Kluwer Health, Inc. on behalf of the Society of Critical Care Medicine. This is an open-access article distributed under the terms of the Creative Commons Attribution-Non Commercial-No Derivatives License 4.0 (CCBY-NC-ND), where it is permissible to download and share the work provided it is properly cited. The work cannot be changed in any way or used commercially without permission from the journal.

Crit Care Expl 2020; 00:e0224

DOI: 10.1097/CCE.0000000000000224

Critical Care Explorations

www.ccejournal.org

Research

Impact on Patients



Article

Exploring the Impact of Storytelling for Hospitalized Patients Recovering from COVID-19

Lara Gurney ^{1,2,*}, Vincci Chung ^{1,†}, Maura MacPhee ^{2,*}, Evelyn Chan ¹, Claire Snyman ¹, Jaclyn Robinson ¹, Serena Bertoli-Haley ¹ and Elizabeth Baron ¹

¹ Vancouver Coastal Health, Vancouver, BC V6T 1Z4, Canada

² School of Nursing, University of British Columbia, Vancouver, BC V6T 2B5, Canada

* Correspondence: lara.gurney@vch.ca (L.G.); maura.macphee@ubc.ca (M.M.)

† These authors contributed equally to this work.

Abstract: There are mental and physical deficits associated with COVID-19 infection, particularly among individuals requiring hospitalization. Storytelling is a relational intervention that has been used to help patients make sense of their illness experiences and to share their experiences with others, including other patients, families and healthcare providers. Relational interventions strive to create positive, healing stories versus negative ones. In one urban acute care hospital, an initiative called the Patient Stories Project (PSP) uses storytelling as a relational intervention to promote patient healing, including the development of healthier relationships among themselves, with families and with healthcare providers. This qualitative study employed a series of interview questions that were collaboratively developed with patient partners and COVID-19 survivors. The questions asked consenting COVID-19 survivors about why they chose to tell their stories and to flesh out more about their recovery process. Thematic analyses of six participant interviews resulted in the identification of key themes along a COVID-19 recovery pathway. Patients' stories revealed how survivors progress from being overwhelmed by their symptoms to making sense of what is happening to them, providing feedback to their care providers, feeling gratitude for care received, becoming aware of a new state of normal, regaining control of their lives, and ultimately discovering meaning and an important lesson behind their illness experience. Our study's findings suggest that the PSP storytelling approach holds potential as a relational intervention to support COVID-19 survivors along a recovery journey. This study also adds knowledge about survivors beyond the first few months of recovery.

Keywords: patient experience; staff experience; patient stories; healthcare leadership; healthcare; patient-orientated research; workforce engagement; healthcare; COVID-19



Citation: Gurney, L.; Chung, V.; MacPhee, M.; Chan, E.; Snyman, C.; Robinson, J.; Bertoli-Haley, S.; Baron, E. Exploring the Impact of Storytelling for Hospitalized Patients Recovering from COVID-19. *Healthcare* **2023**, *11*, 589. <https://doi.org/10.3390/healthcare11040589>

Academic Editor: Maria Baidina

Received: 19 January 2023

Revised: 11 February 2023

Accepted: 13 February 2023

Published: 16 February 2023



Copyright: © 2023 by the authors. Licensee MDPI, Basel, Switzerland. This article is an open access article distributed under the terms and conditions of the Creative Commons Attribution (CC BY) license (<https://creativecommons.org/licenses/by/4.0/>).

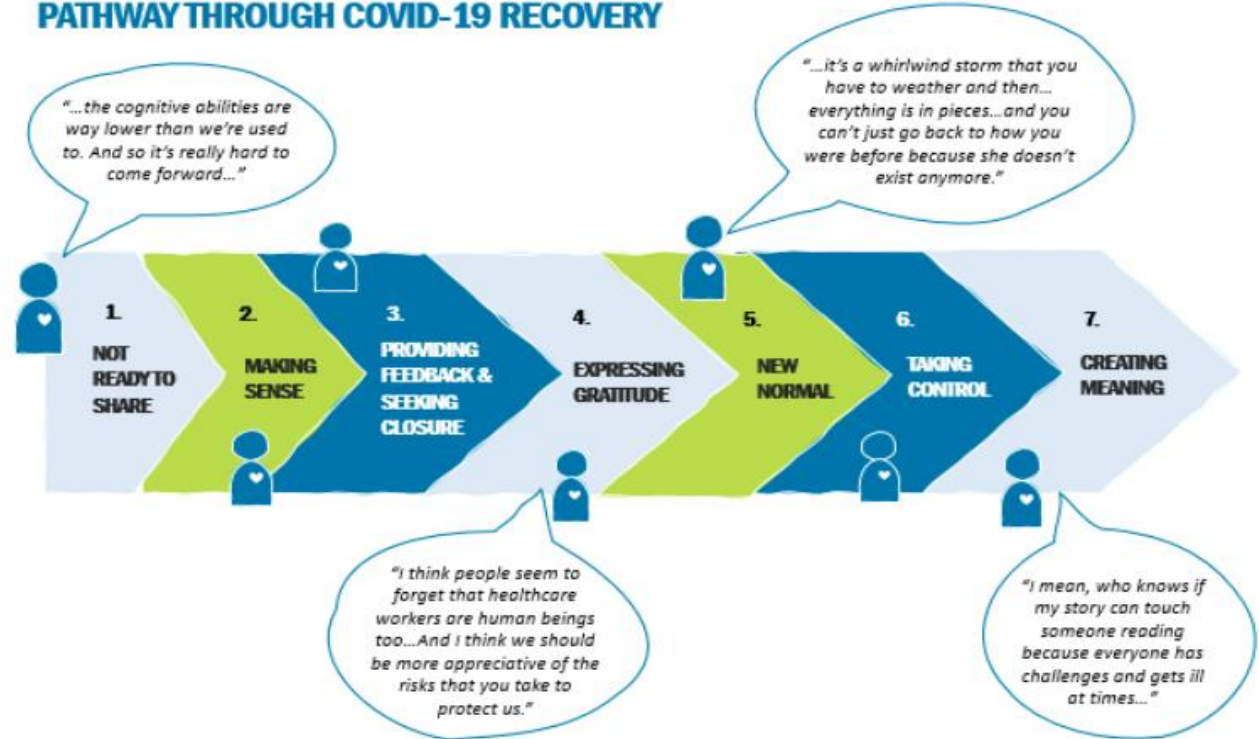
1. Introduction

Background

Numerous physical and mental health sequelae have been associated with COVID-19 infection. In one scoping review, 23 studies focused on physical health status where the common problems were fatigue, joint pain and decreased exercise capacity. Mental health outcomes were evaluated in 18 studies where common mental health issues were anxiety, depression, post-traumatic stress disorder (PTSD) and cognition deficits. The review found that physical and mental problems were more pronounced in individuals who required hospitalization. Reviewers also commented that COVID-19 symptoms are similar to chronic fatigue syndrome, which is a bundle of physical and mental deficits associated with other viral infections [1]. A phone follow-up study completed mental health assessments on hospitalized COVID-19 patients at time of admission, within two weeks of admission and at one month after discharge [2]. These researchers established a one-month trajectory of recovery from anxiety, depression and PTSD, where 80% of patients showed improvement, but 20% of patients with longer hospitalizations had more severe,

Interviews revealed 7 KEY THEMES that capture patients' experience:

PATHWAY THROUGH COVID-19 RECOVERY



Healthcare **2023**, *11*, 589. <https://doi.org/10.3390/healthcare11040589>

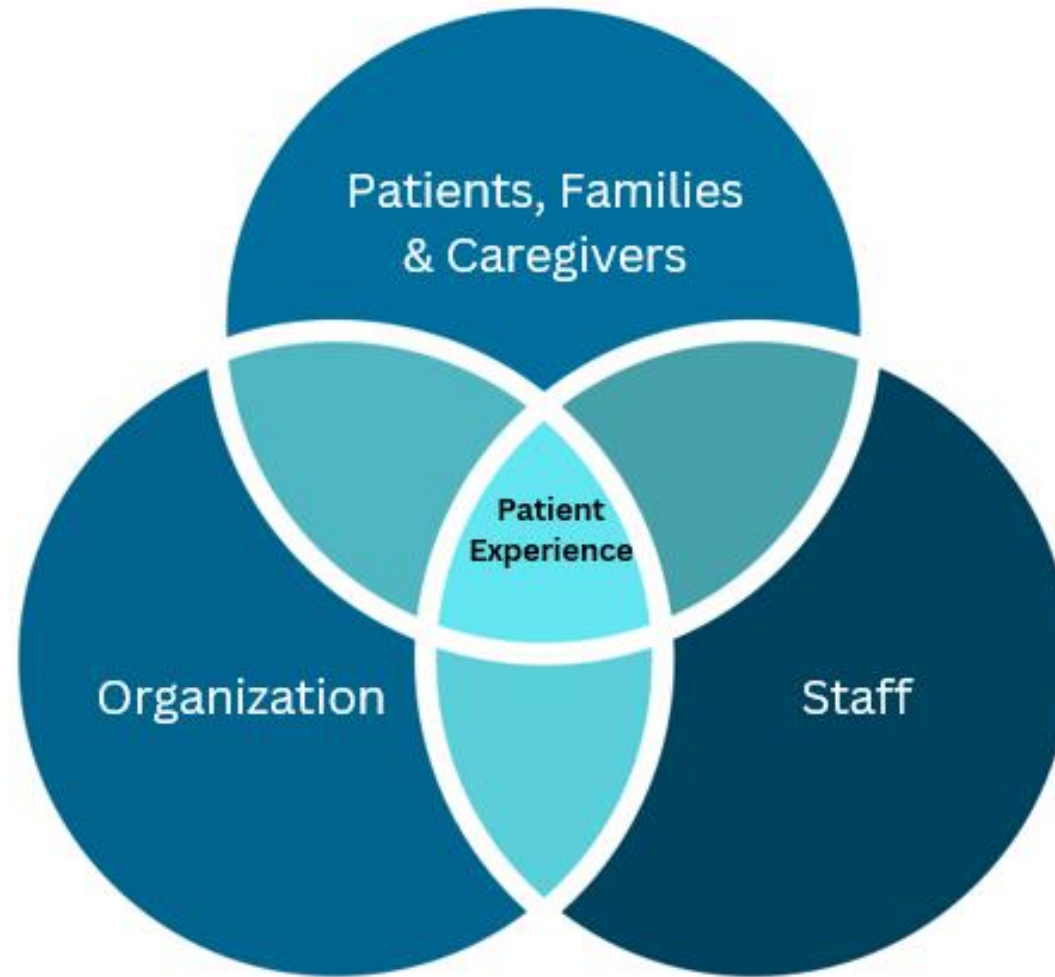
<https://www.mdpi.com/journal/healthcare>

2

CHAPTER

of the Devon Wing sent the
... in London and
... the first can
... and

Vision and Goals



VCH PATIENT STORIES

We want to hear your story

Vancouver Coastal Health is inviting anyone who has received care to share their story with the staff that cared for them.



Story participant sharing his story with his healthcare team



Story participant and his Physiotherapist displaying his patient story



Sharing the gratitude of the story with the team

Participate by answering five questions and sharing a few photos.

Please visit: www.tinyurl.com/mystoryVCH or email experience@vch.ca to arrange an interview with a member of the Experience in Care Team.

We will create your story poster and share it with the team(s) who provided care for you.



Please scan here
for more information

Experience in Care is what the process of care feels like for patients, clients, residents, families, and the people who care for them.

Vancouver
CoastalHealth

Experience in Care Program - Experience@vch.ca



Describe the event that brought you to the hospital.

Example - Why did you come to the hospital, Where were you looked after, How long did you stay When were you discharged home? *in two or three sentences please describe the event that brought you to the hospital*

Who made a difference in your journey, and how?

Example – What are some specific interactions that you remember, what was the name and role of the individuals involved (if you can remember), how did that make you feel and why?

Tell us about what life is like for you today?

Example – Where are you at in your recovery? What are you enjoying doing now? What is something you are proud of lately?

Optional - Is there anything else you would like to say to the people who cared for you?

Example - In one or two sentences, what would you write to them on a thank you card?



PATIENT STORIES

We want to hear your story

Every story is unique, no story is too small.

We want to hear from you! Vancouver Coastal Health is inviting patients, families, and caregivers to share their stories with the teams that care for them.

Hearing patient stories is a thoughtful way to help us learn, grow, and provide meaning for the every day work we do. We appreciate hearing from people from Indigenous cultures and communities, with different abilities, cultures, and language.

To participate, we ask you to answer five questions, and submit a few photos if you wish to. With your consent, we will use your words to create a poster and share it with the team(s) who provided care for you.

Share your story online by visiting www.tinyurl.com/mystoryVCH or email experience@vch.ca to arrange an interview.



SHARE YOUR STORY

experience@vch.ca

www.tinyurl.com/mystoryVCH



Why should I share my story?

"If [patients] realize that their experience, whether they're good or bad can help future staff or future patients that might be more of an incentive for people want to participate".

"The most impactful thing for me is the realization I owe my life to the people who as heroes are being and should be recognized."



experience

staff

"By sharing how their lives have unfolded, they've shown us how much our work impacts individual lives, as well as their families and friends. They're perfect examples of why we all do what we do, and why we all feel so lucky to work where we do."

"Reading patients' stories gives me a sense of pride in what my colleagues and I do and acknowledges that our efforts do pay off."

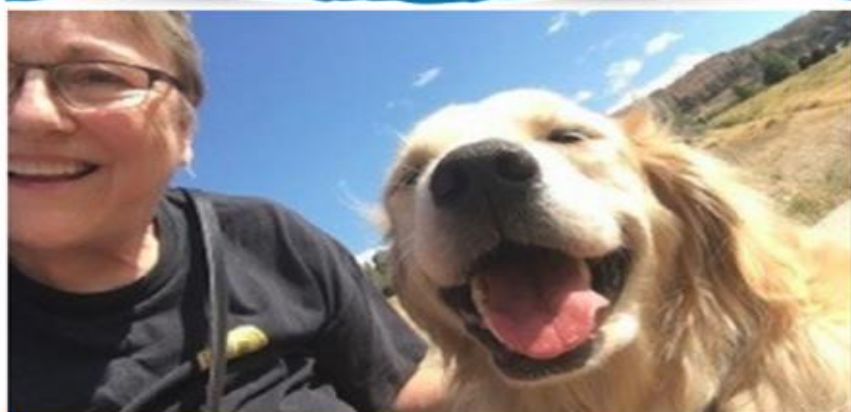
@VCHhealthcare
#patientexperience
#staffexperience

VCH.0809 | JUN. 2022

PATIENT STORIES PROJECT

This is Susan's Story...

Our hope is that in hearing the stories of patients, families and caregivers we can learn from their experiences and find added purpose and value in the every day work we do.



Susan received two brain surgeries and wanted to thank the Vancouver General Hospital Neurosurgery team for supporting her recovery.

“All the people that helped me - from the 911 operator, to the housekeeper, to the nurses... everybody has their part. I'm here because of your capabilities, your sympathies, your selfless ability to care for me at all stages. THANK YOU.”

- Susan, August 2022



To read more stories or to submit your own story, please visit the website or scan our QR code
www.tinyurl.com/mystoryVCH

Contact: Experience@vch.ca



PATIENT STORIES PROJECT

This is Susan's Story...

Our hope is that in hearing the stories of patients, families, and caregivers, we can learn from their experiences, and they can reveal purpose and value in the everyday work we do.



Describe the event that brought you to the hospital

I lost my husband five years ago and since then, I tried to maintain an active lifestyle. I walk my dog, I swim, and I joined a running club. However, things changed on July 31st, 2019. All of a sudden, I had a terrible headache and profuse sweating. I did not know what was going on. In my ignorance, I thought maybe it was a migraine so I went to my bedroom, closed the blinds, and tried to sleep. I woke up about midnight, and as I tried to get up, I could not. I was really out of it. I fell in the bathroom causing my toilet to flood, and I called 911. I got a fabulous 911 operator. She was so caring and kind and she made me feel that she had no other calls and she was going to be there just for me. I was so grateful. As soon as the ambulance arrived, I then allowed myself to pass out because I knew everything would be taken care of. I was transferred from Kelowna Hospital to Vancouver General Hospital, as that is where the Kelowna neurologist thought I needed to be. I went to VGH by helicopter. I am still amazed they had a helicopter where it needed to be! I had two brain surgeries within about 24 hours. The people must have been right on the job because everything was where it was supposed to be. When I got to VGH, Dr. Redelap's team took over and I was taken care of so well. I had what they called an Ateriovenous malformation in my brain, so I had a big brain bleed. The doctors told my power of attorney (POA) that I probably would not survive and that I only had 5% chance of coming through it all. I am so grateful for everyone that cared for me, they are the reason I am alive.

What helped or gave you strength during this time?

I do not think I can narrow it down to one thing. I've learned many things, but one important thing I see now is that I got so much strength from what I didn't know. Let me explain. My team did not tell me I may not walk again, talk again, golf again. So in my time of recovery and rehabilitation I just tried to reach my goals of doing all the things I love to do again. And today I am!

I learned that you can do anything as long as you don't know you cannot. Inner fortitude and the care and support of so many gave me the strength I needed to recover.

Who made a difference in your journey, and how?

I have a dear friend named Lisa, who is a nurse in the VGH Emergency department, and she took a full time responsibility regarding my care. I am so grateful for her attention and how she advocated for me. She is a dear dear friend to me.

My friend Rhonda, my POA, was an amazing advocate for me. She helped organize my care in VGH and KGH. She was constantly 'there' for me. She was my voice when I could not speak. I will never be able to give her a big enough THANK YOU for all she did for me. I will never be able to give her a big enough THANK YOU for all she did for me.

My 911 operator was so competent and empathetic. I will never forget how she kept me conscious and was able to make everything happen so smoothly. I do remember coming to after my surgery and trying to pull everything out. I had catheters, and many tubes. I could not walk for many months and I depended 100% on the staff to look after me. They always knew how to care for me and knew what I needed. The whole team was amazing.

After I got home and I was under the care of many therapists - an occupational therapist, physical therapist, personal trainer, and speech therapist. Without them, I would not be where I am today, enjoying my life doing so many things I love to do.

Tell us about what life is like for you today?

Well, my doctor told my POA that I would probably swing a club or drive a car again... but I do. I walk!

After I was sent home, I arranged for a personal trainer to come to my house three times a week to help me regain my strength and balance. She started me out standing at my kitchen counter marching in place. I have graduated from that to going up and downstairs all by myself and grocery shopping by myself. I even have my driver license back! I drove to Vancouver last week to see my family and friends!

Well, my doctor told my POA that I would probably swing a club or drive a car again. One of my big accomplishments this summer is at one of my golf games, I parred a hole and I was so thrilled! I did a little dance.

Is there anything else you would like to say to the people who cared for you?

Your life should be enjoyed. All the people that helped me - from the 911 operator, to the housekeeper, to the nurses... everybody has their part and the patient is part of that team too. Therefore, I had a job to do too. We all did a good job together, we were a team.

A big, thank you is not really big enough. I am thankful every day that I have the best facility there when I needed it with highly trained medical professionals at my disposal. I just thank my lucky stars that everything worked out. I'm here because of your capabilities, your sympathies, your selfless ability to care for me at all stages. THANK YOU.

And my dog is sure happy that I can walk her again... and so am I.



Indigenous Health



Thank you for sharing your story

Please scan here to submit your story



August 2022

Cultural Safety

Patients who identify as indigenous are offered additional resources through the Indigenous Patient Experience Team.

Invitation calls out
voices that are marginalized

Every patient is asked an Indigenous Self

Identifying question



PATIENT STORIES

We want to hear your story

Vancouver Coastal Health is committed to continuously learning from all folks, families, and communities who access care within the health authority's boundaries. The 'Patient Stories' project was started with the intention of improving quality of care, patient experience, and staff well-being.

The Patient Experience Team, in partnership with the Indigenous Patient Experience Team, wants to hear from you. In particular, we encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression. Every story has potential to improve patient experience and inspire VCH staff to know that what they are doing every day matters.

Please answer the following questions and submit a couple recent pictures:

1. Describe the event that brought you to the hospital?
2. What helped or gave you strength during this time?
3. Who made a difference in your journey, and how?
4. Tell us about what life is like for you today?
5. Is there anything else you would like to say to the people who cared for you?



Cultural Safety

On a path of learning and listening

Patient Stories Project: Partnering to Apply an Indigenous Cultural Safety

On a Path of learning and listening to create a culturally safe and inclusive process to garner and share Patient

Jaclyn Robinson, RN, MHLP(c) and Lara Gurney, RN, MSN

BACKGROUND

The Vancouver Coastal Health [VCH] Experience in Care team leads the Patients Stories Project (PSP) which is a relational initiative that invites patients, families, and caregivers to share their story with the staff who cared for them. Patients are invited to answer 3 questions and submit photos of their recovery journey. Our team creates story posters from these submissions and displays them for the involved teams.

The purpose of the PSP is to give patients a platform to share their care experiences and positively impact staff and their well-being.

Storytelling spans generations and is fundamental in Indigenous cultures as a way of sharing knowledge and experiences, however there is a complicated and exploitative history accompanying calls for Indigenous stories in health care. We had not received any story submissions from Indigenous patients, families, or caregivers through the PSP.

We engaged in critical reflection and partnered with the Indigenous Health Patient Experience Team to explore and learn from the Indigenous health lens.

AIM

Our aim is to honor patients' stories in an Indigenous culturally safe way, making every effort to ensure safety throughout the process.

PATIENT STORIES

We want to hear your story

Vancouver Coastal Health is committed to continuously learning from all staff, families, and communities who engage with the health system's resources. The Patient Stories project was created with the intention of gathering quality of care, patient experiences, and staff well-being.

The Patient Experience Team, in partnership with the Indigenous Patient Experience Team, wants to hear from you. In particular, we encourage women, First Nations, Métis, and Inuit patients, members of visible minority groups, patients with disabilities, patients of any age, and patients of any gender identity and expression. Patients who share their story are always welcome and we hope you will help us to learn from their stories as they share their own experiences and insights.

Please answer the following questions and submit a creative visual graphic.

- 1. Describe the event that brought you to the hospital.
- 2. What helped or gave you strength during this event?
- 3. What made a difference to your journey, and how?
- 4. Is there anyone who helped you during your journey?
- 5. Is there anything else you would like to share with us?

We close the feedback loop with story participants and share the impact of their story through providing a thank you card, and inviting them to share in person if they wish.



The work of the VCH Indigenous Patient Experience team and the VCH Experience in Care team intersect with the Patient Stories Project. The core Indigenous health values woven into this project include:

- **Cultural humility** – a life-long process of self-reflection and self-critique. Undertaking cultural humility allows for Indigenous voices to be front and center and promotes patient/provider relationships based on respect, open and effective dialogue, and mutual decision-making [1].
- **Knowledge Mobilization** – We have big ears and are hearing from people – the true partnership – and hearing their stories. As we hear stories we apply reflexivity which involves questioning one's own taken for granted assumptions [2].
- **Self determination** – This is an ongoing process and an opportunity to honor stories and treat Indigenous people as experts by honoring Indigenous peoples lived experience, control over, and influence in decision making [3].

"It's really that long term trajectory, when we're going on our canoe journeys and you point the bow of your canoe, even a slight degree, in the long term, that slight degree is going to become huge. So we have to know that we're creating a trajectory for the entire system."

Chief Ian Campbell of the Squamish Nation



This is our opportunity for reconciliation in action – A non-Indigenous team and an Indigenous team, partner hand in hand and steer the canoe even the slightest degree in the right direction. We will undertake this work together with, and be guided by, Indigenous health and community leaders.

APPLYING PRACTICES LEARNED & THE JOURNEY FORWARD

1. Our Experience in Care team, who supports the Patient Stories Project, will have completed the Indigenous Culturally Safe (ICS) education.
2. In the updated materials, voices of the marginalized are specifically called out.
3. Every patient who submits their story is now asked the Indigenous self identifier question, and we provide transparency about why it is being asked.
4. Patients who identify as indigenous will be offered to be interviewed by members of the Indigenous Patient Experience Team, in person if they choose, and offered resources to ensure every effort is made for cultural safety throughout the process.
5. If sharing their story is triggering, resources will be provided to contact for further support.
6. Patients can remain anonymous and withdraw their story at anytime.
7. Patients approve their stories prior to sharing it with the teams.
8. Safeguards are in place to connect patients to the Patient Care Quality Office to submit a complaint if necessary.
9. Patients will be asked for consent to be further contacted in the future to ask additional questions about their experience, or to participate in other quality improvement or education opportunities.
10. Patients will be given a copy of their story and a thank you letter to reveal the impact of sharing their story with their teams.
11. We are on a path to developing and learning a process towards data sovereignty for Indigenous patients who share their story.

Experience in Care is what the process of care feels like for patients, clients, residents, families, and the people who care for them. It is a key element of quality, alongside providing clinical excellence and safer care

METHODS

Our team partnered with the VCH Experience team to apply a decolonizing approach to develop culturally safe structures, gather patient and family stories, and new practices to grow cultural safety forward weaving together perspectives.

With an iterative process, we consulted with our Indigenous patients, and deliver culturally safe care and more important work.

Through a collaborative level of a stages of this project, we evaluated the process. Areas were identified to create a safe space to share. We use some of these practices in this story, safety, humility, and respectful engagement.



"Bringing an open heart and open mind, participating in self-reflection, and commitment to ongoing learning" through ICS Education [4].

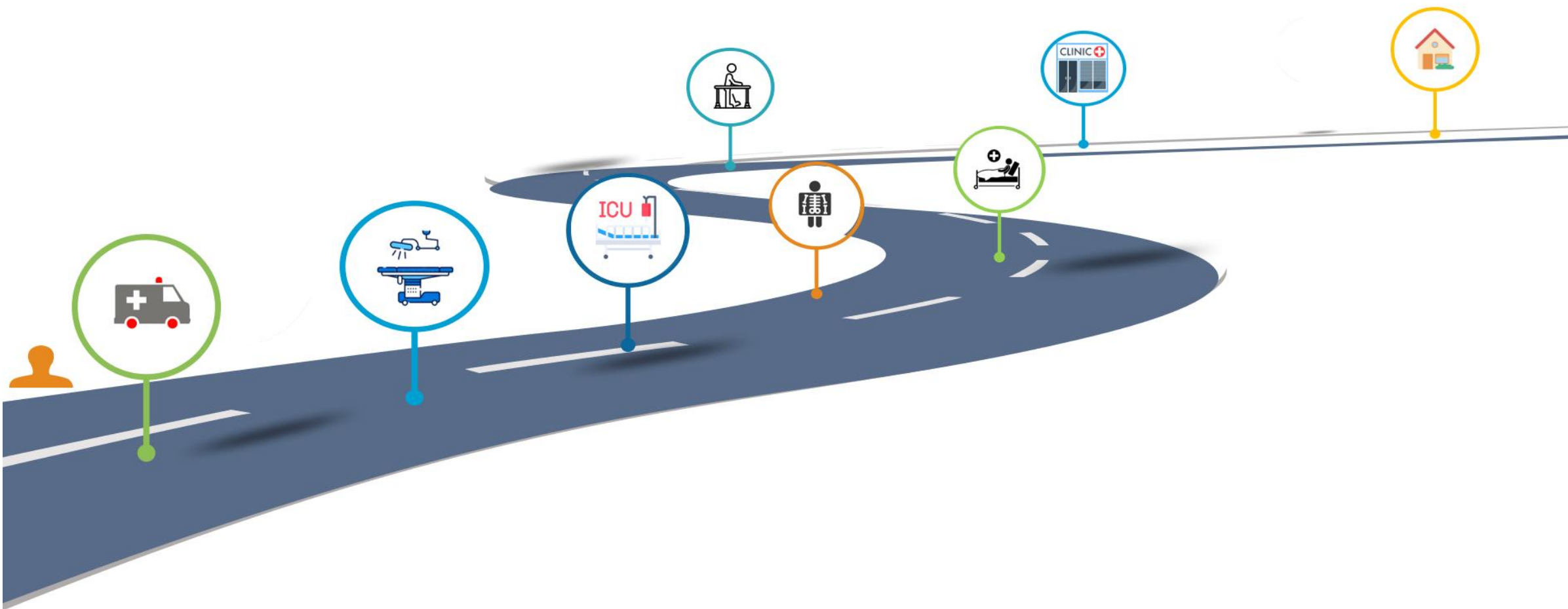
ACKNOWLEDGEMENTS: The VCH Indigenous Health Patient Experience, British Columbia, Emily MacLeod, Lori Quinn, Quality, Safety, & Experience in Care Team, ABC Nursing, Maureen MacPherson, Dan Palmer, Claire Smyth.



Partnering with the Trauma Program



Trauma Patient Journey



VGH Trauma Clinic





PATIENT STORIES PROJECT

This is Brent's Story...

Our hope is that in hearing the stories of patients, families, and caregivers, we can learn from their experiences, and they can reveal purpose and value in the everyday work we do.



Describe the event that brought you to the hospital?

While helping a friend clear brush on their property on April 2nd 2022 in Houston BC I was involved in an accident with a 5 gallon jug of gas that blew up in my hand resulting in burns to 30% of my body which covered my face, neck, chest, left arm, left leg and both hands.

I was ambulated to Smithers Hospital where I was stabilized and then medevacked the next day to Vancouver VGH ICU where I spent the next month undergoing a series of surgeries resulting in numerous skin grafts. After the first month, I was moved to VGH Burns Trauma and High Acuity unit for the next month with additional surgeries and skin grafts.

With the help of staff, I worked on my road to recovery. Once mobile enough and able to swallow and eat on my own June 1st 2022 I was moved to GF Strong Rehabilitation Centre and after two months of physiotherapy, occupational therapy and speech therapy I was well enough to go home on July 21st 2022.

What helped or gave you strength during this time?

With the constant encouragement and dedication from all staff including surgeons, doctors, nurses, physio, OT from VGH ICU, Burns Trauma and High Acuity unit and GF Strong Rehab I was able to have a quick and effective recovery to my new normal.

Who made a difference in your journey, and how?

Dayna and Kaitlyn in the Burns Trauma and High Acuity unit - after being immobile for 4 weeks I had lost a lot of muscle mass and they helped me get back on my feet.

Marian (Physio) at GF Strong Rehab worked/maintained my range of motion and helped me build up my strength.

Theresa and Isobel (OT) at GF Strong Rehab worked with my hands and right wrist.

Stephanie VGH out patient - worked on getting the compression gear I needed.

Afternoon/evening nurse at GF Strong (at this point I am not able to pull her name from my memories but she only worked the evening shift) - though I was able to stop and see her on one of my many trips back to Vancouver. She gave me the sense of security, normalcy and care that felt like being at home.

A few of the memorable people my wife Sherrie remembers:

VGH emergency doctor who was there when myself and our daughter Breanne were able to see Brent when he finally arrived at VGH via Medivac - I have used his words to ground me on so many occasions.

Sophie nurse in the ICU (If I remember her name correctly if not I apologize) I do remember she wore red shoes - she passed on the information for the HomeAway Program where myself, Breanne and Cameron were able to stay for the duration of Brent's time at VGH and GF Strong Rehab until he was discharged to go home. I remember she worked on Brent for maybe 4 hours (this could be a slight exaggeration but that was what it felt like to me) stabilizing him at one point while he was in the ICU.

David one of the team doctors in ICU who took the time to explain things in simple terms to myself, Breanne and Cameron.

The pain management team in the ICU - we would like to let them know that today Brent does not have a lot/if any pain only when he over does it on his activities or exercising which is normal.

Dr. Gordon who always had time to talk to myself, Breanne, Cameron and talked to Brent even though sometimes he was heavily sedated.

Peter Hanson from the HomeAway Program.

And always Dr. Papp.

The list is endless and even though we may have missed names those people that touched our lives in big and small ways will forever have a spot in our hearts.

Tell us about what life is like for you today?

Once at home I started physiotherapy twice a week and Massage Therapy three times a week and continued my stretching and exercising. I have made numerous trips back to Vancouver for follow-ups with Dr. Papp, the Peripheral nerve clinic, Ophthalmologist and having adjustments made to my compression gear.

As I was a Heavy Duty Field Mechanic for Finning Canada for 33 years I was fortunate and well enough to start back to work on a gradual and modified duty program November 1st 2022 at 2 hours a day and then progressing to more hours each month. I am currently working full time as of May 1st 2023, inspecting equipment, quoting repairs, performing some repairs and mentoring the younger mechanics.

Over this last year I was able to go snowmobiling with friends, camping and doing trips with our Canam side by side. I was also able to join our work fun softball team this spring and play a little bit of softball.

As time goes by, I am able to do more and more of my previous activities and hobbies as I continue to heal.

Currently (July 2023) I am waiting for an additional surgery with Dr. Papp.

Is there anything else you would like to say to the people who cared for you?

I will be forever grateful for the help I have received from Ambulance attendants, Smithers hospital staff, medivac team, ALL the staff at VGH ICU, Burns Trauma & High Acuity unit and GF Strong Rehabilitation.

I cannot thank everyone enough.

Thank you again!



Sharing Patient Stories

Education Days & Patient Visits



Sharing Patient Stories

Grand Rounds & Teaching



Sharing Patient Stories

Organization Campaigns; Falls week



Patrick von Hahn, a former VGH patient who experienced a fall.

WE STRIVE FOR BETTER RESULTS

♡ 0 Q 0

Tips to avoid hazardous falls to stay safe

RACHEL GALLIGAN Posted November 28, 2022

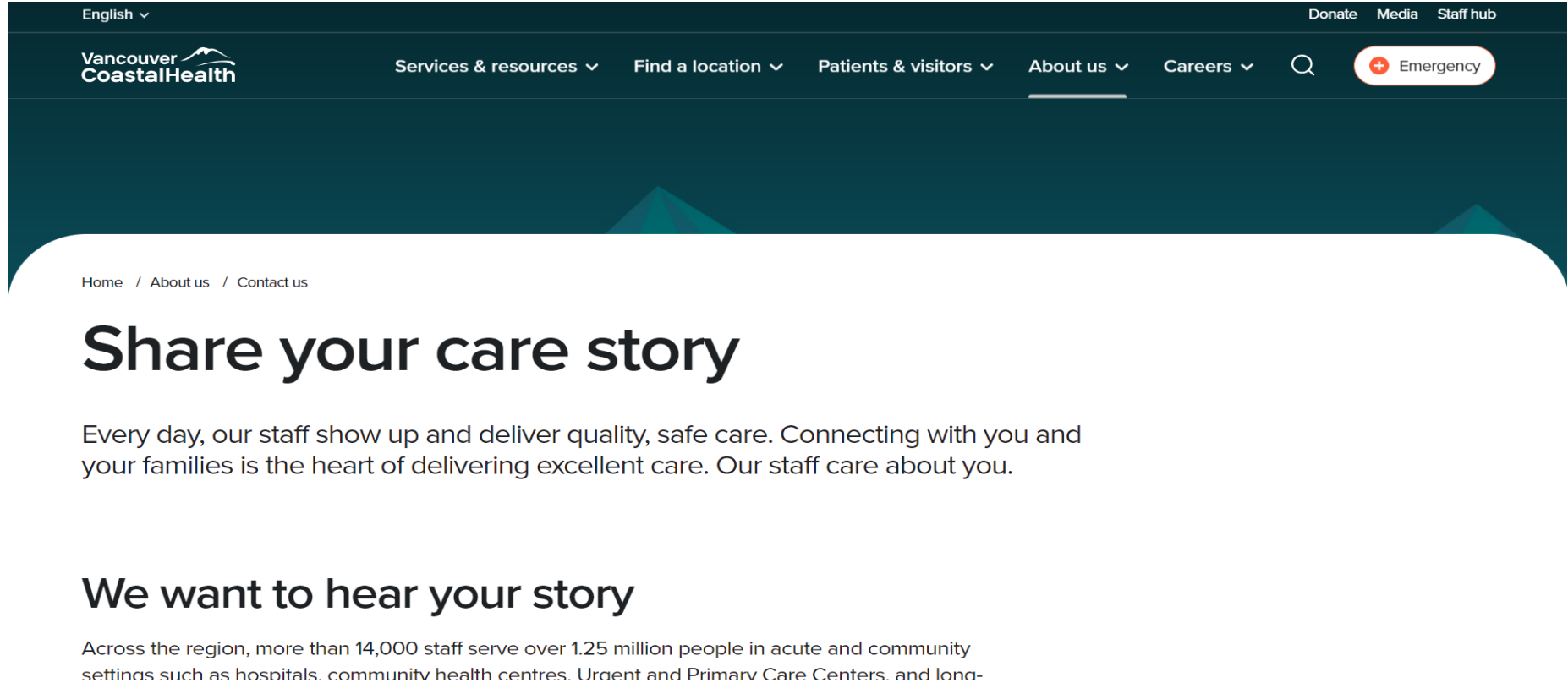
[#acrossvch](#) [#primary&communitycare](#) [#learning&practice](#) [#onevch](#) [#quality&safety](#) [#publichealth](#)

Falls are the leading injury-related cause of hospitalization and death for older adults 65 years and above in B.C. In our region, seven seniors are hospitalized daily due to falls. This Falls Prevention Month, we are reminding our staff about steps to take to reduce the risk of falls.

There is no single reason why people fall. A fall usually occurs when several risk factors happen at the same time. For Patrick von Hahn, a regular stroll at the beach ended with a trip to Vancouver General Hospital emergency department. *'I was walking on a poorly maintained path, slipped on*

To Learn More

www.ONEVCH.ca



The screenshot shows the top navigation bar of the Vancouver Coastal Health website. It includes a language selector for English, links for Donate, Media, and Staff hub, and a main menu with options like Services & resources, Find a location, Patients & visitors, About us (which is underlined), and Careers. There is also a search icon and an Emergency button with a red cross icon. Below the navigation bar, a breadcrumb trail reads 'Home / About us / Contact us'. The main heading is 'Share your care story', followed by a paragraph: 'Every day, our staff show up and deliver quality, safe care. Connecting with you and your families is the heart of delivering excellent care. Our staff care about you.' Below this is another heading 'We want to hear your story' and a paragraph: 'Across the region, more than 14,000 staff serve over 1.25 million people in acute and community settings such as hospitals, community health centres, Urgent and Primary Care Centers, and long-'. The text is partially cut off at the bottom.

English ▾

Donate Media Staff hub

Vancouver CoastalHealth

Services & resources ▾ Find a location ▾ Patients & visitors ▾ About us ▾ Careers ▾

Emergency

Home / About us / Contact us

Share your care story

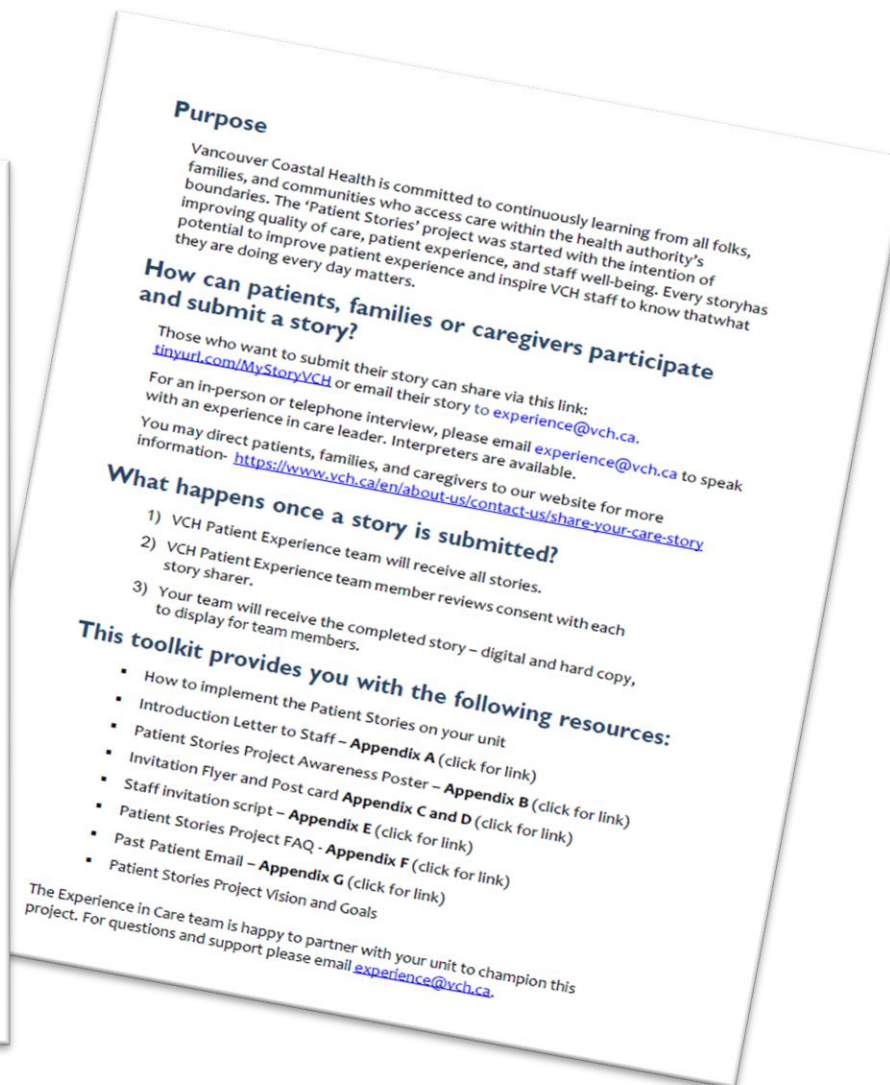
Every day, our staff show up and deliver quality, safe care. Connecting with you and your families is the heart of delivering excellent care. Our staff care about you.

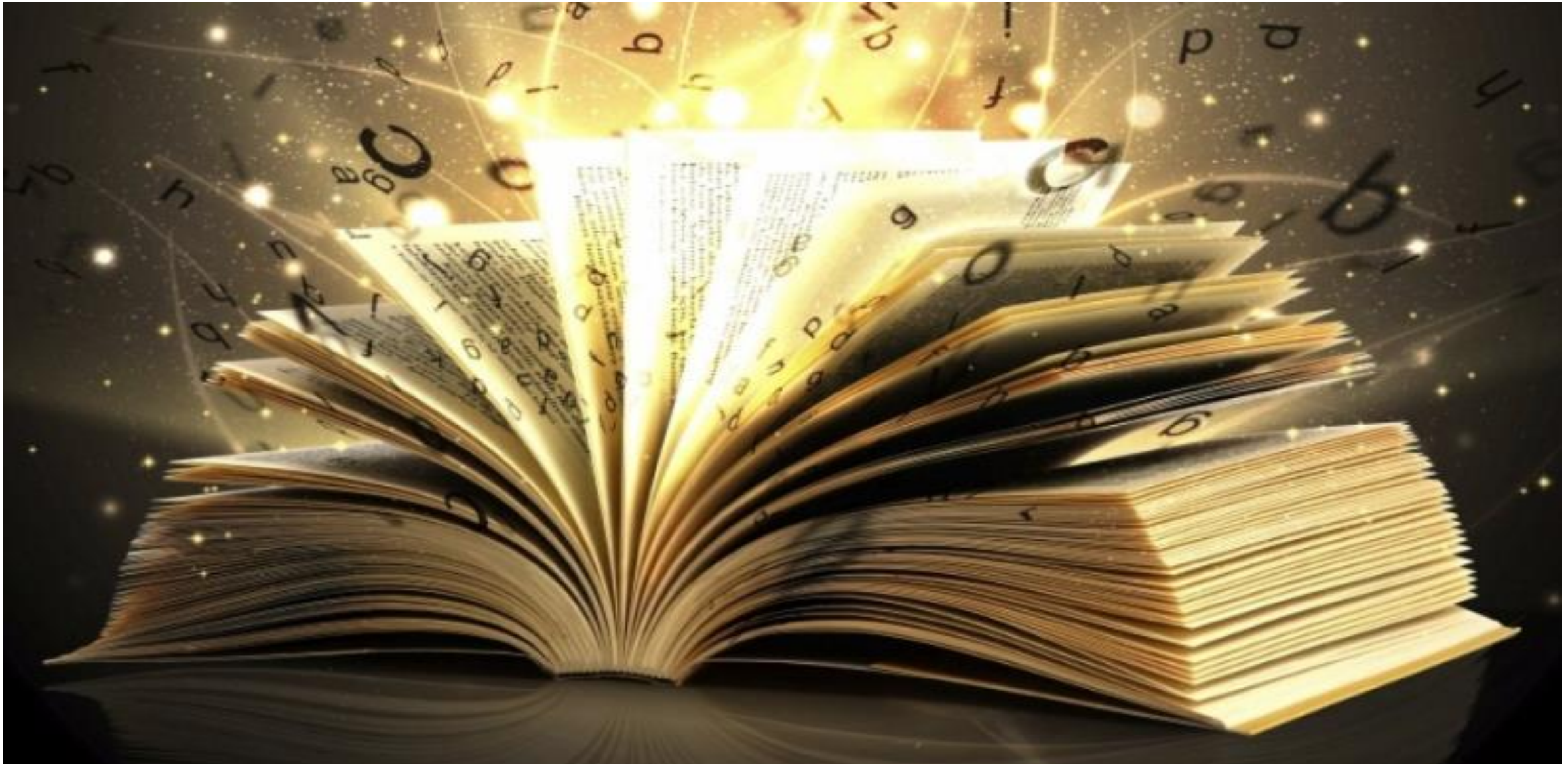
We want to hear your story

Across the region, more than 14,000 staff serve over 1.25 million people in acute and community settings such as hospitals, community health centres, Urgent and Primary Care Centers, and long-

To Learn More

Patient Stories Tool Kit





Thank you

lara.gurney@vch.ca
LinkedIn
Twitter @laragurneyRN