

Family Bedside Orientations

A Stollery Children's Hospital and Family Centred Care initiative made possible by the Canadian Foundation for Healthcare Improvement

In December 2014, a peer support presence for families was introduced in the 5G4 medicine inpatient unit with goals to improve patient safety and encourage families to become involved in their child's care and care team.

Project Targets and Achievements (December 2014–June 2015)

Project outputs

- Unit orientations and training resources developed
- 5 volunteer peer mentors and 3 Family Centred Care staff recruited
- 114 visits achieved with 103 families
- 11 families requested more than one peer mentor visit

Stakeholder feedback



I really like how [the peer mentor] just came in and started to talk with me. I never would have asked for it, but so appreciated the visit. I would like her to come back if we are here longer.

-Caregiver



Kindness, respect and compassion are often the passports required for a successful visit.

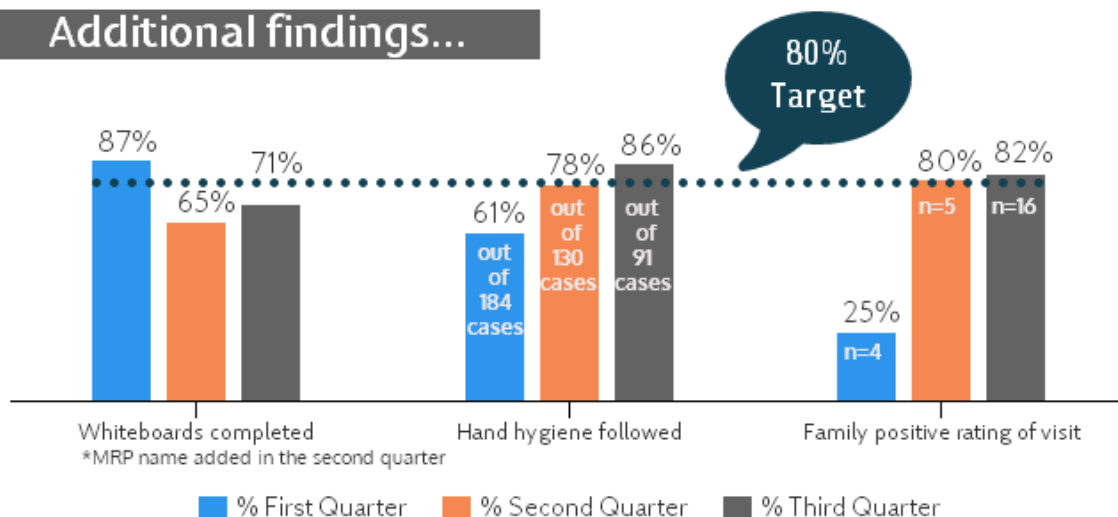
-Peer mentor



I can see that families have really enjoyed it and you can tell the visits are longer, they seem to be getting stuff off their chest.

-Unit staff

Additional findings...



Project contact: Heather McCrady, Family Centred Care Manager (780) 407-7875

Highlights from Peer Mentor Field Notes

Peer mentor reflections

- Peer mentors noted having positive interactions with caregivers
- Peer mentors described caregivers as friendly, sometimes exhausted, but calm and open to receiving a visit

[Visits] that go really well are when we find topics that we have in common [and are] not necessarily about our kids or the hospital.
-Peer mentor

I always try to identify my role right away and that we are there to visit families.
-Peer mentor

I share my experience when it is appropriate, but try to let the [family's] story guide the meeting.
-Peer mentor

Orientation checklist

Frequency of topics discussed (out of 114 visits)

Caregiver involvement in their child's care	x77	<input checked="" type="checkbox"/>
Use of patient bedside whiteboards	x71	<input checked="" type="checkbox"/>
Participation in medical rounds	x61	<input checked="" type="checkbox"/>
Family Centred Care Family Room access	x57	<input checked="" type="checkbox"/>
Familiarity with the child's medications	x55	<input checked="" type="checkbox"/>
Following hand hygiene protocols	x54	<input checked="" type="checkbox"/>
Not removing the child's hospital ID bracelet	x35	<input checked="" type="checkbox"/>

Goals for the Final Quarter of the Project

- Increase the number of checklist topics discussed with caregivers in each visit
- Share findings about the medication reconciliation process with Stollery and AHS stakeholders
- Develop a plan to sustain family bedside orientations beyond the fourth quarter
- Increase the number of times physicians names are written on patient bedside whiteboards
- Seek further input from caregivers about the impact of the visit on their hospital care experience

To request a peer mentor visit, contact: Christie Oswald, Family Centred Care Coordinator (780) 407-4710