

The department of Engagement and Patient Experience and partners are presenting several webinars and Telehealth sessions for Patient and Family Centred Care (PFCC) week 2015. All AHS staff, physicians, patients and families are welcome to attend. This year's feature patient and family centred care practice is **Storytelling**. Please visit the Engagement & Patient Engagement PFCC Week Webpage for event registration and more! <http://insite.albertahealthservices.ca/13008.asp>

### **Monday, Oct. 5: Telehealth**

**Session:** Why Stories Matter: Building Community, Discovering Wisdom & Inspiring Change in a Health Care Setting

**Time:** noon – 1 p.m.

**Presenter:** Michael Lang, Msc

In this fun and engaging presentation, Mike Lang will use his own experiences and the stories of other patients and professionals to explore why stories matter to the future of health care. He will also provide practical tips and tools about how to share meaningful stories in a professional health care setting. Attendees will leave with a strengthened appreciation for the power of story and practical ideas about how to incorporate storytelling in their everyday health care practice.



**Mike Lang** is a documentary filmmaker, director of not-for-profit cancer support organization, health services researcher and specialist with the CancerControl Alberta's Provincial Integrated Cancer Survivorship team.

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### **Tuesday, Oct. 6: Webinar**

**Session:** Cultural Safety: Improving the Patient Experience for the Sexual & Gender Diverse Population

**Time:** 11 a.m. – noon

**Presenters:** Tammy Troute Wood, Heather Cobb, Marni Panas

This workshop will explore how to better work with, support and advocate for patients who identify as sexual or gender diverse. Participants will hear personal experiences and stories, learn terminology and theory, and discuss what you can do as a caregiver to improve the health care experience for this often marginalized and vulnerable population.

Objectives:

- Understand the lived and learned realities of sexual and gender minority (LGBTQ) patients
- Explore and engage with LGBTQ\* terminology
- Breaking down the myths and misunderstandings about transgender people

**Patient & Family Centred Care Week**  
**October 5 to 9, 2015**  
**Storytelling Webinars & Telehealth Sessions**

- Skills in creating a safe, supportive and nurturing environment for people of a sexual or gender minority
- Skills in communicating with and about sexual or gender minority people in a way that is respectful and meaningful



**Tammy Troute-Wood (RN MN)** is a Sexual and Reproductive Health Specialist with the Sexual and Reproductive Health Program, Alberta Health Services. Tammy works with the education and health promotion team to promote healthy sexuality across the lifespan where she specializes in resource development and building capacity of health care providers. Tammy also works as a clinic nurse in the sexual and reproductive health clinics.

**Heather Cobb** is a Sexual Health Promotion Specialist with the Sexual and Reproductive Health Program, Alberta Health Services in Calgary. As an education and training professional, Heather's education includes a Bachelor of Sciences in sociology and psychology and a Post Graduate Certificate in Education from the UK. Areas of focus and particular interest for Heather include normalizing sexuality in the family, and sexuality and disability.



**Marni Panas** is a consultant with Engagement & Patient Experience, Alberta Health Services. She has been invited to share her experiences and expertise in community engagement, facilitation, Patient & Family Centred Care, loss, and inclusive health and cultural safety for LGBTQ patients and their families locally, nationally and internationally. Marni is also a transgender woman who has been very transparent throughout her journey in the hopes of fostering acceptance through education and respectful dialogue.

**Wednesday, Oct. 7: Webinar**

**Session:** The Impact of Storytelling: Reflections from the Good News Initiative & Value of Positivity

**Time:** noon to 1 p.m.

**Introduction:** Deborah Prowse, Q.C., Alberta Health Advocate

**Presenters:** Kait Cooper, Consultant, Engagement & Patient Experience and Saugata Chakraborty, Senior Consultant, Engagement & Patient Experience

We are pleased to welcome Alberta's Health Advocate, Deborah Prowse, Q.C. as part of this webinar. Prior to introducing the speakers for this session, Deborah will be sharing some of the important work she and her team accomplish in the office of the Health Advocate and the strategic relationship between her office and AHS Quality & Health Care Improvement.



**Deborah Prowse, Q.C.** has a professional background and training in Social Work and Law. Deborah served as Panel Chair for the Alberta Human Rights Commission and as a Sitting Justice of the Peace in the Provincial Court of Alberta, Traffic Division. Following the death of her mother from a potassium mix-up in 2004, Deborah became a very committed patient safety advocate. She has been a founding member of the Calgary Health Region's Patient/Family Safety Council, Patients for Patients Safety Canada and most recently the Alberta Health Quality Council Patient/Family Safety Advisory Panel. In July 2014, Deborah was appointed as the first permanent Alberta Health Advocate. Her responsibilities include implementing the provincial Health Charter, the first of its kind in Canada. This position brings together Deborah's background and experience in law, social work and health care in the pursuit of a promoting a responsive quality health care system.



The Good News Initiative (GNI) offers a structured method of collecting patient stories that provide examples of positive patient experiences. The stories are then shared directly with staff involved in the patient's care to validate and reinforce their care practices and to promote the growth of patient and family centred culture. At present, the GNI has been piloted on Unit 30/31, Unit 42 and Allied Health of the Foothills Medical Centre. Join us to learn more about the value of positive storytelling and its impact on staff.



**Thursday, Oct. 8am: Telehealth**

**Session:** Cultural Safety: Improving the Health Care Experience for Alberta's Diverse Aboriginal Population

**Time:** 10 a.m. – 11 a.m.

**Presenter:** Chelsea Crowshoe, Senior Advisor, Aboriginal Cultural Competency

This session will explore how to better work with, support and advocate for Aboriginal patients, clients and families. Participants will gain a better understanding of Aboriginal health, learn terminology and impacts associated with Aboriginal health, and discuss what you can do as a caregiver to improve the health care experience for the Aboriginal population. Objectives for this session are:

- Understand SDOH impacting Aboriginal populations
- Explore terminology associated with Aboriginal populations
- Understand concepts of the cultural safety continuum
- Gain skills in creating a culturally safe environment for Aboriginal people.



**Chelsea Crowshoe** is a proud member of Piikani First Nation of the Blackfoot Confederacy located in Southern Alberta. She has worked with several organizations including First Nation Inuit Health Branch, Treaty 7 Tribal Council, and community work with Piikani, Siksika & Tsuu T'ina, and most recently AHS. Her new Aboriginal cultural competency Senior Advisor role aims to increase awareness, education and competency among health professionals and increase positive health experiences and outcomes for Aboriginal patients and families.

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**Thursday, Oct 8pm: Webinar**

**Session:** Sharing Your Patient Story with Confidence

**Time:** 7 p.m. – 8 p.m

**Presenter:** Jessica Dollard, Cancer Control Alberta

This presentation is proudly brought to you by the **Alberta Children's Hospital (Calgary) Family and Community Resource Centre** and **Stollery Children's Hospital Family Centred Care**.

Do your hands get a little clammy at the thought of having an audience? Does sharing your story at a small boardroom table make your heart sound like a drum? Public speaking is something everyone can learn to do (promise!) with a few tips and practice. In an engaging and fun session, come learn to 'fake it till you make it', explore the myths around sharing your health care story publically and take away a few hot tips on how to speak confidently in public.



**Jessica Dollard** is the Patient Centred Experience Advisor at the Tom Baker Cancer Centre and on the Calgary Cancer Project where she works to embed the patient and family perspective in the planning, design, delivery and evaluation of CancerControl Services in Calgary.

**Friday, Oct. 9: Telehealth**

**Session:** Compassion & Empathy: The Importance of Being Heard

**Time:** 11 a.m. – noon

**Presenter:** Jauen Macen, Chaplain

Compassion and empathy in health care, or anywhere else for that matter, are only possible to the degree to which one is willing to engage: with the person, with their life stories, with their illness narratives—and with one's own self in response. Deep listening and attention lies at the root of compassionate care. Stories are powerful and their power comes from being shared, heard and responded to with mindful care. In this presentation, Jauen will share stories drawn from her own practice and experiences that illustrate the powerful effect that being heard can have. Jauen will share some practical ways in which we can encourage the sharing of stories and enhance our ability to listen deeply.



**Jauen Macen** is an ordained Buddhist nun and a professional clinical chaplain. Jauen is a member of the Spiritual Care Services team in the Allied Health department at the Foothills Medical Centre in Calgary.



See the PFCC Week Webpage for event registration and more <http://insite.albertahealthservices.ca/13008.asp>.

Everyone, both internal and external to AHS, is invited to attend the presentations. Please provide telehealth locations for your site, or service area, to external groups and the below links are available for external audiences to register and join the webinars. Contact [Patient.Engagement@albertahealthservices.ca](mailto:Patient.Engagement@albertahealthservices.ca) with any questions.

**October 6: Cultural Safety: Improving Patient Experience for the Sexual and Gender Diverse Population** <http://alturl.com/khs52>

**October 7: The Impact of Storytelling: Reflections from the Good News Initiative Pilot & Value of Positivity** <http://alturl.com/fas5q>

**October 8: Sharing Your Patient Story With Confidence** <http://alturl.com/vmwub>