

## Project Highlights

(October 2014 - March 2015)

- Interdisciplinary leadership team established to oversee project implementation and evaluation
- Mock-up videos, staff orientation and training resources developed
- 8 staff and volunteer peer mentors recruited
- 62 visits achieved with 56 families
- 5 families requested more than one visit from a peer mentor
- Vast majority of visits (x57) rated positively by peer mentors
- Caregivers noted to present as friendly, sometimes exhausted, but calm and open to a visit
- Project support and strengths-focused feedback received from caregivers and unit staff
- Early project learnings and evaluation findings presented at a CFHI national forum

### Contact

**Heather McCrady**  
Family Centred Care  
Manager, 780-407-7875

**Christie Oswald**  
Family Centred Care  
Coordinator, 780-407-4710

**Lindsay Wodinski**  
Research and Evaluation  
Coordinator, 780-407-4877

## Family Bedside Orientations

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

### Project scope

In December 2014, a peer support presence for families was introduced on 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 evaluation activities include:

- Whiteboard, hand hygiene and medication reconciliation audits;
- Focus groups with unit staff;
- Field notes completed by peer mentors and staff;
- Caregiver follow-up interviews;
- Stakeholder feedback; and,
- Quarterly Hospital-Child Inpatient Experience Survey data.

### Midpoint findings and achievements

In 62 peer support visits, peer mentors encouraged caregivers to be involved in their child's care (x45), use the patient bedside whiteboard (x38), learn about their child's medications (x37), participate in medical rounds (x31), and follow hand hygiene protocols (x26).

Peer mentor field notes suggest that the initiative is helping to reinforce the goals of peer support at the Stollery (i.e., being a listening presence, assisting with health system navigation, empowering caregivers to be advocates in their child's care, and supporting caregivers who are transitioning home or moving to another unit).

The table below demonstrates measures, findings and target achievements from the first and second quarter of the project.

Measure	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	Target
Whiteboards completed	87%	91%	80%
Hand hygiene followed	61%	78%	80%
Med. rec. completed	29%	25%	80%
Family positive rating of visit	25%	80%	80%

### Next steps...

In the third quarterly reporting period, the evaluation will seek further input from mentors, unit staff and caregivers concerning the impact of the Family Bedside Orientations project on family hospital care experiences.

*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 the visit and you can tell the visits are longer, they seem to be getting stuff off their chest.*

-Unit staff