

Partners in Care

Supporting health care together



Providence Health Care
**Patient And Family
Partner Newsletter**
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Relational Security

This fall Providence Health Care (PHC) introduced new Protection Services personnel, known as Relational Security Officers (RSOs) to our current security program. This new security model was announced by Health Minister Adrian Dix in fall of 2022 and will be implemented at all health organizations across BC.

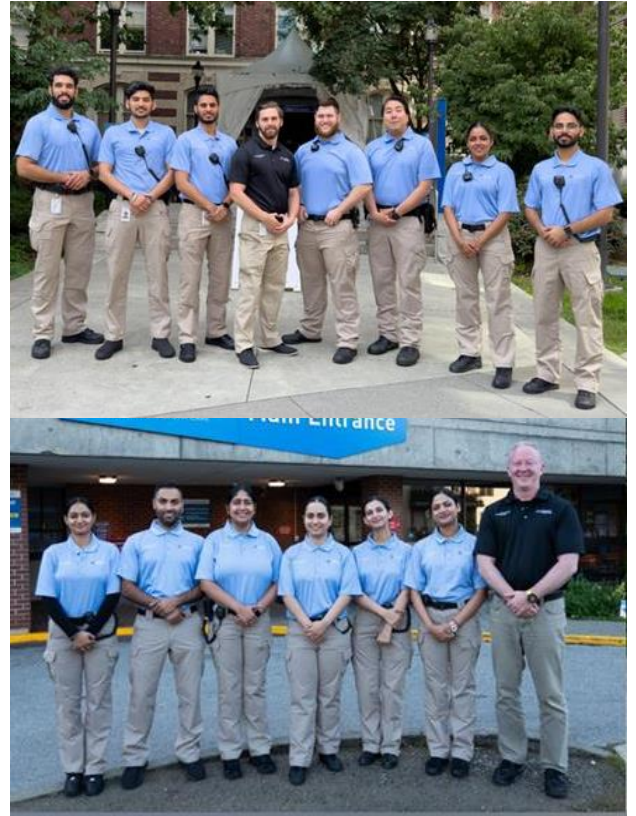
PHC welcomes 30 RSOs who are assigned to specific units at St. Paul Hospital and Mount St. Joseph Hospital. Their primary focus is to prevent and de-escalate potentially violent situations, and participate in interdisciplinary care planning on the clinical units.

The RSO role will be grounded in the principles and practices of equity, diversity and inclusion, and Indigenous Cultural Safety and humility which will support a mindset of connecting with patients with unconditional positive regard – meaning that despite what the patients may be saying or doing, they will always be seen as human beings first and treated with dignity and respect

RSOs are not meant to be a duplication of the existing security model by Paladin. The main differences are:

- RSOs are employed directly by PHC and are not a contracted resource.
- A trauma-informed approach to the officer's uniform will be taken, understanding that typical protection services officer or security uniforms may be triggering for people who seek our care.
- For now, there will be 3-4 RSOs per shift at St. Paul's Hospital, and 1-2 at Mount Saint Joseph Hospital. RSOs are available 24/7 at both hospitals with the focus on building relationships with staff and patients, and be an approachable resource for patients, families and PHC staff.
- RSOs have extensive training over the span of 3 weeks in trauma-informed practice, Indigenous Cultural Safety and Humility, as well as Equity, Diversity and Inclusion in addition to standard security training.
- Paladin officers will continue to provide security services at all PHC sites, including patrolling premises and responding to emergencies.

The RSO role will support safer workplaces for health care workers and patients by reducing workplace violence and injury, improve cultural safety and integrate security within the broader health care team.



ICU Wedding Bells

Teddie, an Intensive Care Unit (ICU) patient at St. Paul's Hospital, had his wish come true when the ICU team went above and beyond to organize a wedding for him and his long-term partner, Lila.

One day, Teddie shared his heartfelt wish to his nurse, Max, about his regret of not marrying Lila as he was very sick at the time. Max wasted no time and immediately contacted Stefani, the social worker, to explore the possibility of making Teddie's wish a reality. The entire ICU team were ecstatic and determined to orchestrate a wedding within an incredibly tight timeframe.

With the generous support from the Enhanced Patient Care grant, funds were allocated to cover legal fees and wedding essentials such as flowers and cake. The ICU staff contributed their time, talents and personal items to bring the wedding together. Ron (Clinical Nurse Educator) loaned Teddie a suit and tie. Syma and Emma (Registered Nurses) found the public notary for the marriage certificate, staff donated rings for the bride and groom to choose from, Sam (Unit Coordinator) filmed the event and Stefani contacted Father Victor who married the couple.

Despite ICU's usually busyness, Lesa (Clinical Nurse Leader) ensured Joyce and Elyse (Teddie's Registered Nurses and Respiratory Therapist) were able to dedicate their time to support Teddie through his wedding. Just two days after Teddie made his wish known, Teddie and Lila exchanged their vows as they walked/rolled down the aisle in the hospital chapel, surrounded by their loved ones and the compassionate ICU staff who shared in their celebrations.



While reminiscing this special moment months later, Teddie remains immensely happy and is filled with joy to have fulfilled his wish. Lila's love and encouraging notes led him towards the recovery journey.



Celebrating Patient Family Partner

Michel White is the recent recipient of this year's Health Quality BC Leadership in Advancing the Patient Voice Award. This award recognizes "a patient, caregiver, or family member who made an outstanding contribution to patient engagement in BC's health care system" (Health Quality BC). Michel was nominated by two individuals whom she works with in her most recent engagement opportunity, and she is honoured and thankful for the recognition.

Michel has been a strong patient advocate for almost three decades, engaging in various committees and conferences. She became a patient partner, as she wanted to speak for herself, as well as others who cannot or do not know how to speak for themselves. This mindset has not changed ever since she started her volunteering journey. Over the years as a patient partner, Michel's most memorable patient engagement experience was being part of two cohorts and then the steering committee for Physician Quality Improvement. At the beginning, she felt intimidated; however she knew that her voice mattered and was as important as the doctors. She was shown respect, and slowly she felt that she had a voice as an equal partner in the working group.



What Michel loves the most in her volunteer work is having a voice, being heard, and respected. Throughout her years as a patient partner, she has learned a lot from teamwork, and from engagements in specialized areas such as with palliative care. She sees many opportunities to improve the current health care system, and to focus on ensuring that patient needs are at the focus of care.

Long enthusiastic about her work as a patient partner, Michel would like to share these words of wisdom: "Learn to use your voice. Learn to listen and never give up."

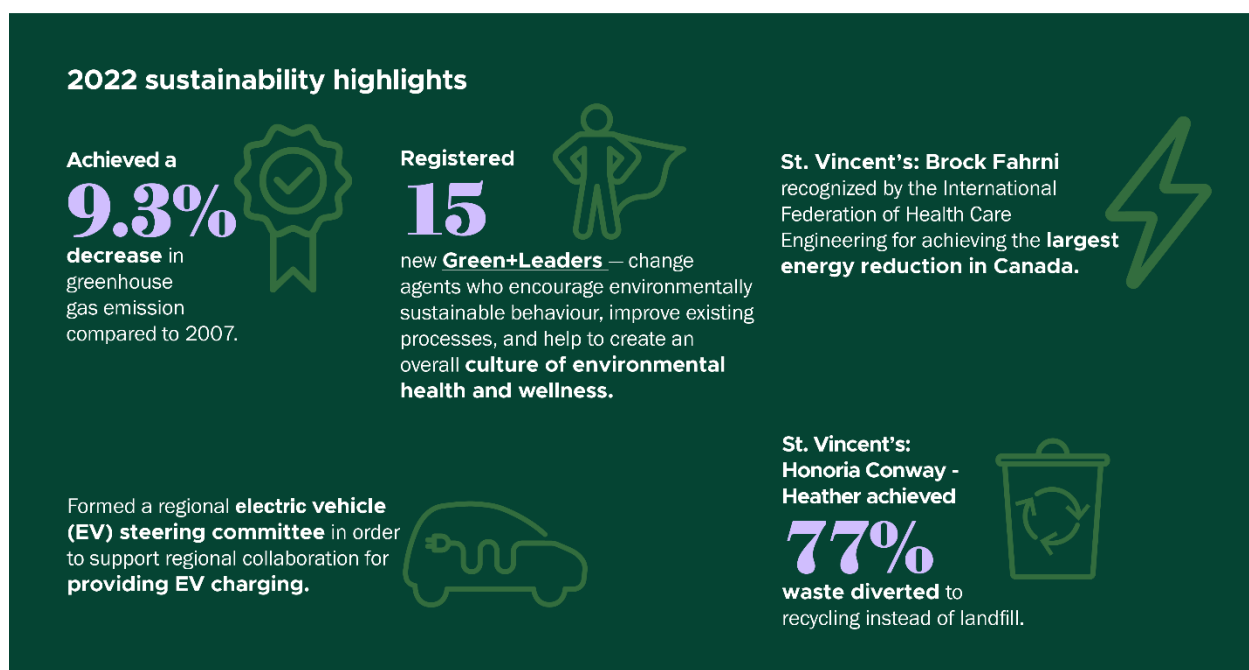
Environmental Performance Accountability Report (EPAR)

Climate change is the greatest threat to global health says World Health Organization (WHO). Each individual has the responsibility to take part in reducing waste and build up sustainability. At Providence Health Care (PHC), sustainability is a one of the five foundational principle in the Mission: Forward Strategic Plan.

The Energy and Environmental Sustainability team (EES) is working closely with various departments across PHC to reduce health care's environmental impact, and to help improve the health of individuals and the communities. The hope is to restore and regenerate interdependent health of people, place and planet – now and for future generations. The EES team focuses on multiple areas, including:

- Climate Change – Reducing greenhouse gas emissions in facility design and operations
- Energy and Carbon – Reduce carbon footprint by increasing energy efficiency and reducing reliance on fossil fuels
- Food – Develop plant-forward, local, culturally relevant and equitable food service
- Leadership and Innovation – Collaborative leadership and innovation for environmental sustainability
- Materials – Examine materials and products that contribute to human and environmental health while avoiding waste and unnecessary chemicals
- Transportation – Increase access to and use of transportation modes to reduce negative environmental impacts and benefit human health and wellness
- Water – Minimize water consumption to reduce demand on natural resources

The EES shares an annual Environmental Performance Accountability Report (EPAR). Here are some highlights from this year's report:



Food Matters

A Food Working Group is developed at Providence Health Care (PHC) with the goal to deliver quality food with nutritional value to all the population PHC serves while considering economic, sociocultural, and environmental factors. This group is comprised of a diverse team including, physicians, food scientists, dietitians, researchers and administrators with the common goal of promoting a sustainable food system across PHC.

The objectives of the Food Working Group are:

- Reduce PHC's carbon footprint by reducing food waste in PHC facilities
- Provide culturally appropriate menus to the populations we serve
- Develop partnerships with diverse groups (local vendors and producers of plant-based options) that help PHC to achieve a more sustainable food production and delivery system
- Comply with all the regulations and standards established around food in the healthcare system
- Educate staff and the population PHC serves about food production complexity in healthcare
- Promote continuous improvement process in the food system that uses and benefits from the framework available at PHC
- Continuously explore more environmentally-friendly options for the delivery of food



Health Tips

Have you gotten your Influenza (flu) shot yet?

The seasonal influenza vaccine is the best way to protect against influenza. Find out more [here](#) on how to protect you and your family.

Learn what is new about COVID-19 [here](#).



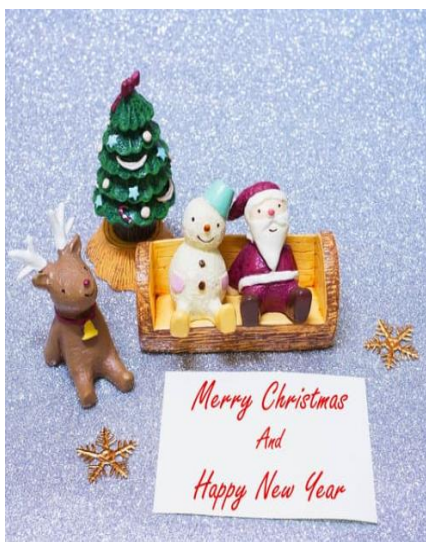


Welcome – Our newest members of the Partners in Care Newsletter Team

Swapnil Shah is a Patient Partner and Advocate for including the patient voice in healthcare research. He is also a software engineer by profession. He is originally from Mumbai, India, now living in Beautiful British Columbia. Swapnil loves travelling to different countries while experiencing different cultural foods.



Ovey is an advocate for change, uncomfortable conversations and advancing person centred care practices within health care organizations. She is an Editor turned Technology Innovation Consultant and hopes to bring her personal and professional experience in sharing patient stories through Partners in Care Newsletter. When not attached to her iPhone, you can find Ovey playing tennis, golf, ultimate Frisbee, or adventuring outdoors.



Stay tuned for our next edition in February 2024.

Our Vision: "Maintaining connections and building community to advance Person and Family Centred Care at PHC"

If you would like to subscribe to Partners in Care email pfcc@providencehealth.bc.ca or scan the QR code

