

**When
something's
not right, tell
us, we are
listening.
Your health
is our priority.**

Go to thechildren.com/weshouldtalk
for more information.



**Lorsque
quelque chose
ne va pas,
dites-nous le,
nous vous
écoutons.
Votre santé est
notre priorité.**

Allez au hopitalpourenfants.com/parlons-en
pour plus d'informations.

Who we are

Sasha Dubrovsky, MD, MSc

- Pediatric Emergency Medicine Physician
- Academic background
- Father of three, one of whom has epilepsy

Aaron Fima, CPA, CA

- Partner at KPMG
- Corporate background
- Previous experience on other hospital committees
- Intermittent hospital user
- No hidden agenda

Overview

- 1. What sparked the project**
- 2. The project**
- 3. Lesson learned through partnership**

- Getting to the hospital
- Patients & Families
- Departments & Staff
- Health info
- Health professionals
- Careers
- Research

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Contact us

About

- What makes us unique
- Medical breakthroughs
- History
- Vision & Values
- Our new hospital
- Hospital administration
- Annual reports
- Code of ethics

News & events

Media

Students

Volunteer

Donate

About



The Montreal Children's Hospital provides the highest quality healthcare to infants, children and teenagers. Each year tens of thousands of children and families from across Quebec and beyond seek care from our health professionals. We serve our patients in both French and English and we have a dedicated team of medical interpreters who together speak more than 40 languages.

What makes us unique

What makes the Children's extraordinary is our team spirit—a blend of caring, innovation and dedication. We know that a hospital can be a scary place for a child and our internationally recognized ambulatory care service helps minimize a child's hospital stay as much as possible by providing ongoing care on an outpatient basis. This is just one example of the many ways we put patients and families at the centre of our care.

Patient and family centred care

It is our responsibility to make sure Quebec children have timely access to treatment in a caring environment. We welcome, support and respect each child, teenager and family member who comes through our doors. Parents are our 'partners' in care because, by working together, we can provide every child with the medical attention they deserve. Our goal is not only to provide groundbreaking care but also to develop and recommend measures that will help prevent illness and injury before they happen.

Alarming MCH statistics

- 1 in 3 FAMILIES report nurses and doctors do not always listen
- 1 in 2 FAMILIES were not encouraged to ask questions
- Only 1 in 8 STAFF report it is easy to speak up when there is a problem related to patient safety

MCH Core Values

- Patient and family centered care
- Parents as partners
- Extraordinary team spirit

Physicians for patient safety



Samara Zavalkoff | Nadine Korah | Sasha Dubrovsky

The Problem

Not everyone at the Montreal Children's Hospital communicates when a concern arises, thereby compromising safe care.

Multi-disciplinary project team

Team

Gabrielle	Allard	Clerk
Alain	Biron	Assistant Director Quality
Frederic	DeCivita	Assistant to Associate Director General/Manager
Sasha	Dubrovsky	ER physician, Project Lead
Aaron	Fima	Partner KPMG, Patient/Family Advisor
Nadine	Korah	In-Patient Physician
Caroline	Marchionni	Nurse, Knowledge Broker/Quality
Marie-Claude	Proulx	Nurse, Patient/Family-Centered Care Coordinator
Pamela	Toman	Public Relations & Communication
Stephanie	Tsirgiotis	Public Relations & Communication
Samara	Zavlakoff	Pediatric Intensive Care Physician

Ad-hoc patient/family advisors

Sarah Cook Lorena Cook Norman Cook



The Vision

Inspire 100% of staff and patients to effectively communicate with the goal of eliminating preventable harm

Fully integrated team member

- **Developed relationships with committee**
- **Learned healthcare terminology & challenges**
- **Reminded the team about the patient perspective**

Project Phases

1. DEFINE
2. EVALUATE & MONITOR
3. INFLUENCE BEHAVIOR

Define

Project Lead

- Don't know what don't know
- Team training in project management
- No individual expert ... work towards team expertise

Patient/Family Advisor

- Focus on the vision
- Slowed them down to go faster

Evaluate & Monitor

Project Lead

- Evaluate and monitor from the “client” perspective
 - Patient Experience
 - Staff Safety Culture
- Data dissemination as a tool to influence behavior

Patient/Family Advisor

- Scope creep
- Academic / Research

Influence Behavior

Project Lead

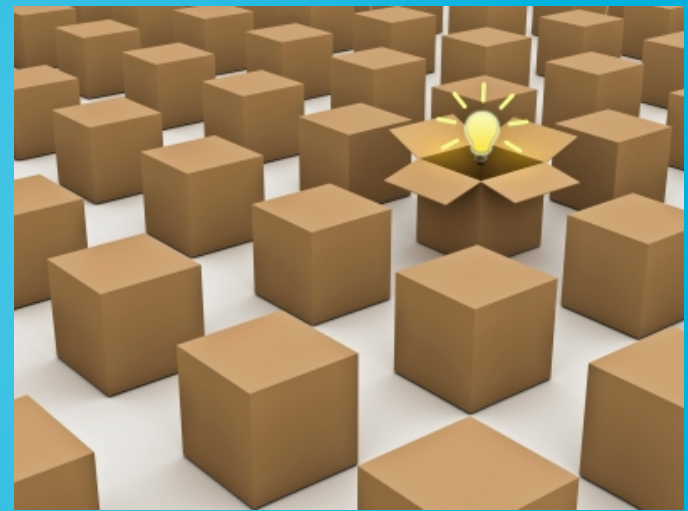
- Now and everyone
- Debated education versus awareness

Patient/Family Advisor

- Power of media
 - Make individuals aware of a problem
 - Influence behaviours to solve problems
- Thinking of next steps

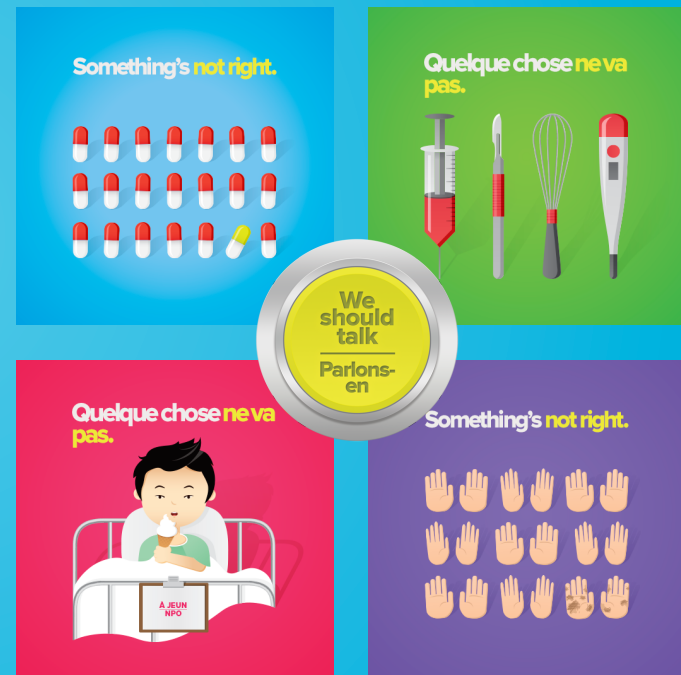
Multimedia Campaign

- Print ads
- Humoristic videos
- Social media
- Promotional materials
- Website



thechildren.com/weshouldtalk

Project Launch October 26!!!



What I learned as an advisor

**Dedicated and bright people at the
MCH**

Really want to make a difference

What I learned as an advisor

Bureaucracy

**Importance patient/family advisor to
help improve patient safety**

What I learned as project lead

Coming together is a beginning
Keeping together is progress
Working together is success
Henry Ford



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listen. Our patients,
our responsibility.**

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