

# ENGAGING PATIENT FAMILY ADVISORS IN STORYTELLING TO IMPROVE PATIENT CARE AT HUMBER RIVER HEALTH

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## DESCRIPTION

Humber River Health (HRH) strives to improve patient care by engaging the Patient and Family Advisors (PFA). The storytelling approach is used to gain insight from patients and families about their unique care experiences. These stories highlight lived experiences from their perspectives, which further uncovers the diverse values, needs, and knowledge of patients and families. The visual storytelling through video recordings allowed both positive and negative patient experiences to be shared digitally at the organizational level to improve patient care.

## OBJECTIVE

To support meaningful improvements to patient-centred care through storytelling.

## ACTIONS TAKEN

HRH identified and engaged PFAs who showed interest in the storytelling project. The quality and patient safety team connected with the PFAs to better understand their experiences, obtain their consent to share their story, and assisted them to draft a script to capture their full story. All the PFAs had unique experiences and perspectives to share with the health care team. In collaboration with the corporate communications team, storytelling videos were recorded to support the dissemination of their lived experiences to the large audience at HRH. The storytelling videos were posted on intranet and shared with various teams across the organization.

## LESSONS LEARNED

The storytelling activity provided an insightful avenue for the dissemination of the PFAs' lived experiences at HRH.



Figure 1.

There were several steps involved in the process of creating PFA storytelling videos. This figure outlines each of the steps followed in the creation of the PFA storytelling videos.

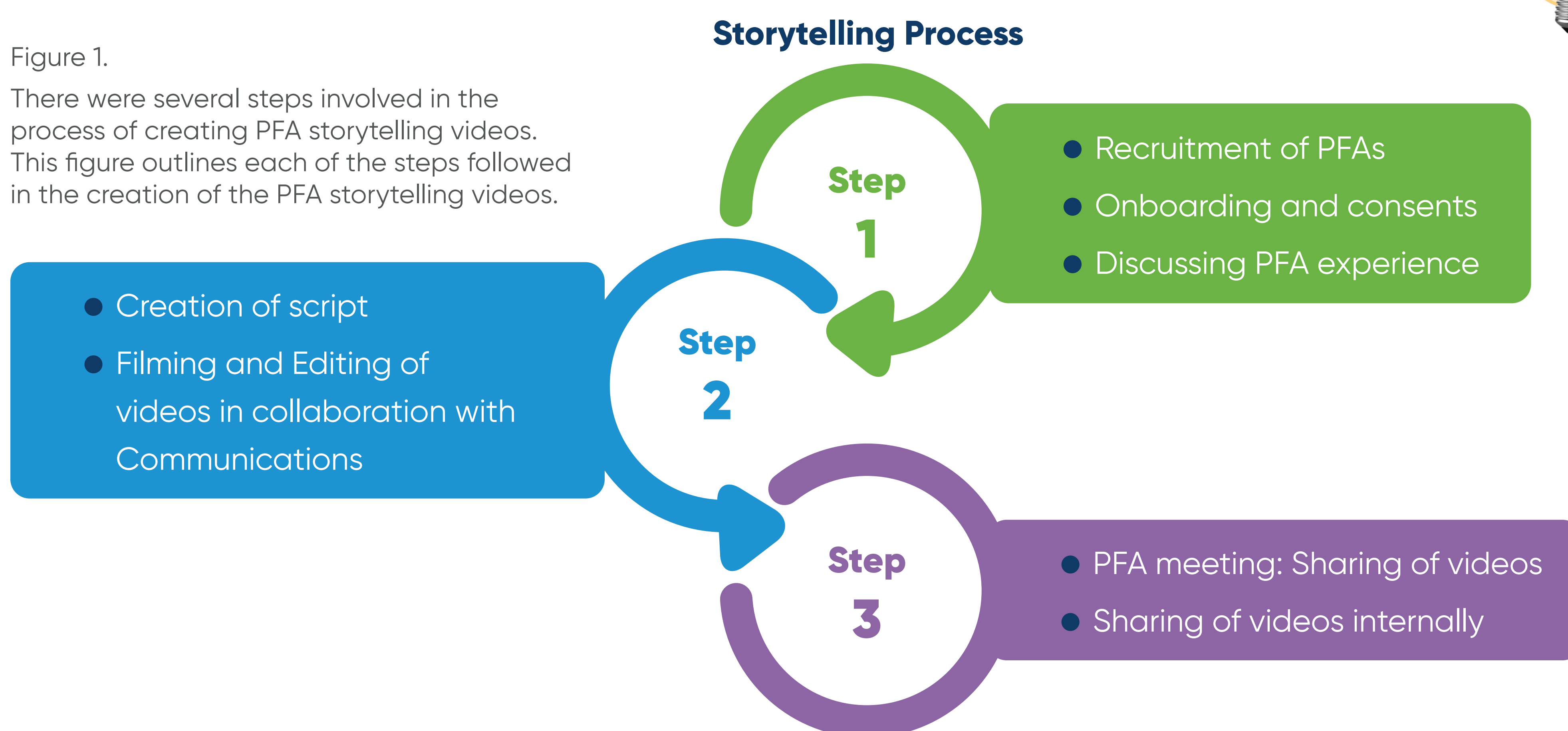


Figure 2.

Patient and Family Advisors involved in the eight finalized storytelling videos.

Top row from left: Barbara Oehl, Angela Spagnuolo, Cheryl Goldsmith, and Maria Marin.

Bottom row from left: Dennis Levesque, Dina De Oliveira, Fiorella Bruno, and Mario Castillo.

## SUMMARY OF RESULTS

The storytelling videos provides a valuable insight into the patient experience at HRH and identifies opportunities for improvement. After the eight new storytelling videos were produced, a meeting was arranged with the PFAs to review their stories. This further allowed the PFAs to share more of their personal experiences and encouraged meaningful dialogue amongst the group. As part of the next steps, HRH will continue to record more storytelling videos and share internally.