

CANADIAN FAMILY ADVISORY NETWORK
Evaluation of CFAN Workshop – October 17, 2010

Parent member of an advisory council - 13

Staff member of an advisory council - 4

Parent, but not a member of an advisory council - 1

Staff member of an organization not attached to an advisory council – 1

21/40 evaluations completed

1. Please comment on how useful and interesting you found the following sessions:

A. CFAN Member Group (local groups) Update

- so useful – a great snippet of what’s going on across Canada
- generally worked well
- the more specific the information the better
- several mentioned groups had been dissolved or had gone through tough periods but there was little discussion why
- this was extremely informative
- helps us realize at what level we are and what amazing progress can be made
- very useful
- absolutely useful
- appreciate that you kept it to a framework of questions – it is easier to take in a couple of points per organization rather than hearing all about their structures, plans, etc.
- very useful illustration of how similar our challenges are
- provided connections and resources for dealing with our issues
- very informative
- focused with time limitations – many wonderful tidbits to take home of what others were doing
- good – would have appreciated clearer messages re: opportunity to bring handouts
- found this to be too long – wonder if it could be transmitted in another way
- very informative
- interesting to hear about all the work that has been done and how much is being worked and planned – keep up the great work
- great – very useful information – allows us to broaden council
- good
- informative but would have preferred to have PowerPoint presentations
- it felt really great to hear what our organization is doing and how far it has come as a Family Centred Cared Committee
- it was nice just to get brief updates – gave me enough information so I knew who to connect with throughout the conversation

- very useful for ideas of sustainability and success
- love hearing of initiatives going on and what works – great advice
- useful

B. CFAN AGM

Positive

- very interesting
- better than ever before
- great to learn about the new members, success and future
- good but perhaps too rushed
- somewhat useful – good update on what CFAN has been doing and able to meet new committee
- great – good time for it - very quick
- very informative
- a very supportive central body to support a myriad of satellites – essential to the survival of some and a link to others to keep them alive
- interesting
- okay
- very good and succinct
- quick – thanks
- thanks – it was quick and informative
- liked the power point and the brief highlights
- interesting to learn how to get involved in CFAN
- incredible work done

Constructive

- I found this long – wonder if information could be transmitted in another way
- not useful as not part of a council
- not sure what the positions of steering committee entail, how you elected people and when
- I felt rushed from Frank’s national initiatives and I would have liked more
- perhaps there could be a handout on the national initiatives and steering committee positions
- was more of an update rather than business
- I found this long – wonder if information could be transmitted in another way

C. Sydney's Spot: Celebrating Sasha and Sharing Stories of Family Engagement at Sick Kids Hospital – by Johnathon Blumberg

- good – always emotional
- excellent, very worthwhile
- wish he had stayed within time limit
- appreciated his candor
- I did discuss with Johnathon – perhaps a speaker should inform the attendees there is something visually/verbally difficult for others
- useful
- fantastic
- excellent session – a phenomenal story and such a positive result (sharing the challenges and making a difference) from such a terrible and unspeakable personal loss for him and his family
- very touching story and a great illustration of how social media was used to affect change
- amazing – no words
- excellent – nice mix of personal and learning
- outstanding – compelling, rich content
- amazing
- excellent
- excellent – insights into end of life care or lack thereof is always hard to hear but so necessary for change
- very emotional and true stories like this really emphasize why we are here
- moving, touching, sad story but his experience is now a learning for us – thank you and god bless
- excellent, insightful and touching
- very touching story and the work that has been done since has been so valuable
- excellent presentation – success and challenges
- extremely moving, educational, enlightening and excellent speaker

- was a bit too graphic – may have helped the speaker but not sure if that was helpful to the audience – appreciated the lessons learned

D. All a Twitter – Using Branding, Blogging and Social Media to Connect with Families and Staff – by Susan Grieg

- useful and interesting
- very useful – too short
- very cool
- good – perhaps a little too much video
- gave me a better understanding of what these social medias are and how they work

- great presenter – fun and relevant
- wonderful to have a topic that is very proactive to where we need to be for communication
- really engaging and easy to follow – inspiring
- excellent overview – liked the video clips and images
- learned a lot
- excellent
- blogging 101 was great –never thought of asking you tube for more detailed information – I learned lots and lots
- learned more here than anywhere else
- interesting for us old folks
- excellent – demystified the blogs and social networking
- really seeing how fast social media is moving forward
- excellent – great social media 101
- very informing
- very educational – I have never had much access to this nor do I use it
- good use of the web!

E. Blog Talk Session – Johnathon Blumberg and Louis Kinross

- interesting
- Johnathon got a bit too technical for me
- this seems to be another great avenue for communication between parents and medical personnel
- very useful – too short
- very informative
- excellent – both shared great insights
- gave me a better understanding of what these social medias are and how they work
- they made it doable
- interesting and of value – Louise was quite inspiring, I got a bit bogged down in Johnathon’s details – he started to lose me and therefore the inspiration began to wear somewhat – the sell needs to come in small bites, even to enthusiasts
- great
- learned a lot
- excellent
- another great presentation – too bad there wasn’t more time – very interesting
- too technical for me to comment
- interesting
- using blogs is very positive for families as part of their journey
- interesting
- very good examples

- very informing
- it is amazing what is available – I can see how this could be useful to councils
- great example from Bloorview, not sure about Johnathon’s blog

F. CFAN Workshop Afternoon Breakout Sessions

- very good discussion
- good idea and worked well – although energy level was decreasing
- this seems to be another great avenue for communication between parents and medical personnel
- very good
- great information sharing
- nice to have breakouts in the afternoon
- love the open communication and the power of brainstorming
- good but I hope we do get the detailed report back
- useful
- fabulous experience
- excellent
- thought provoking and very interesting – some great ideas shared
- great – allows me to see how advanced we are within the web world
- okay
- great discussion
- good to engage everyone in the discussion – helps to create ideas to pursue at our site
- great – good ideas to take back to organization
- have them earlier in the day
- enjoyed the brainstorming – the topics this year are so applicable on lots of levels
- liked the movement and different topics for discussion as the people in the room have a lot of knowledge to share, not just the presenters who are booked!

G. Communication Take Away for Local Councils

- good
- many ideas than can be incorporated to our council
- wonderful
- find the money
- could have highlighted this more

2. Overall, did you find the CFAN workshop:

- very worthwhile - **19**
- somewhat worthwhile - **2**

- not worthwhile

3. What did you like most about this year's workshop?

- variety of formats
- the discussions around technology usage
- Sydney's spot
- the connections and the focus on one core topic – social media
- Sydney's spot
- the speakers – especially the parent stories
- variety of speakers
- possibilities – it has taken our group ten years to get to our present positive situation
- all of it
- networking, information
- network opportunities
- great topic – social media
- connecting with the families and staff and seeing some senior management and staff attending
- advisory councils review and updates
- meeting other people
- Sydney' spot
- Networking

4. What did you find most useful?

- blogging information
- themed ice breakers
- break out sessions
- connecting with families and staff
- networking
- the interaction between other members from other councils
- our next steps and initiatives – this gave us ideas for next steps
- input from various councils
- some specific tips that I will take back with me
- many take away ideas that other councils are doing that we can incorporate
- all a Twitter and Google analytics information
- break out session discussion
- ideas for progress and organization for the committee
- local updates

5. Is there a topic you wished the workshop had addressed but didn't?

- I wish there were a few senior administration who had come
- would like discussion around challenges and solutions
- perhaps have everyone submit their family advisory council make up in advance – it would be nice to have a summary of staff versus families
- nothing comes to mind
- culture and family centred care
- how to gain a greater and consistent collaboration between hospitals and family advisory councils
- first time here – not really sure what to suggest
- sharing more about best practices

6. What would have made the workshop more effective or useful to you?

- this was very well run and organized – great work
- as a first timer it was more effective than I anticipated
- more breaks
- a question and answer session for each council to ask other councils openly
- the updates seemed long – the morning was slow – would like more speakers or more facilitated discussion
- the ability to fully explore just one social media in detail with my own work in mind
- I would like tips from presenters in a handout form
- I would like the local updates to be summarized on paper and handed out at the session
- presentation on successes, challenges and solutions
- please share a list of who is in the room prior to the meeting starting

7. Do you have any suggestions for future workshops (topics, format, speakers, etc.)?

- we should look more closely at peer support programs
- complex care – it is still difficult with a child in multiple departments – communication between these departments do not exist
- loved the format and the layout of the agenda
- I'd like to see a list of what's been covered at all previous workshops so we can submit new ideas
- how can we encourage all socio-economic groups to be part of FCC
- it was wonderful when the meeting rooms have windows

8. Do you have any comments about the logistics (room set up, catering, etc)?

- having quick access to either turning the heat up or down – very cold today
- difficult to see screen behind speaker
- room too cold
- catering should have been same as main floor conference
- would have been helpful to have opportunity to meet with CAPHC members at lunch
- room got too cold
- catering a bit sparse
- the room was a little cold
- was a challenge to bring food downstairs at breakfast
- confusing to find location – signage was not good
- room temperature was too cold
- breakfast too far away
- basement – too cold

- have kleenex in the room for us tearful folks
- more breakout sessions
- it was fabulous – very organized

9. Do you have any other comments?

- Sue and Lisa both set a very good time
- amazing conference – so grateful to be part of this
- thanks for all your work
- overall very good day
- wonderful to have such a dedicated group organizing an event such as this
- cold room
- grateful to participate – excellent energy
- Sue was great – thank you
- thanks for your hard work
- thank you
- the choices in speakers seem to get better all the time
- I loved it and I think it should be acknowledged that senior management attended

- I will be able to write more after I have time to reflect