



Canadian Family Advisory Network

Summary Evaluation of 2011 CFAN Workshop (n=35)

Parent member of an advisory council	22
Staff member of an advisory council	7
Parent and staff member of an advisory council	2
Staff member of an organization but not attached to an advisory council	2
Role not identified	2

1. Please check the box that describes the following sessions:

CFAN AGM (for those who attended on Saturday evening)

CFAN Annual Report and National Updates	Not Useful	Somewhat Useful	Useful	Very Useful	Not Applicable
		2	8	10	14

Keynote Speaker: Karen Wayman – Patient and Family Centred Care: Where Have We Been? What Have We Accomplished? Where Are We Going?

Karen Wayman	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Was knowledgeable about the subject matter			3	32	
Was passionate about the subject matter			1	34	
Encouraged me to ask questions			13	22	
Met the stated objective			9	25	1

Local Group Key Updates

CFAN Local Group Updates	Not Useful	Somewhat Useful	Useful	Very Useful	Not Applicable
	3	7	13	11	

Sydney's Spot: A Family Journey Towards Complex Care Coordination (Julie Drury and John Graf)

Julie Drury and John Graf	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Were knowledgeable about the subject matter			1	33	1
Were passionate about the subject matter			1	33	1
Encouraged me to ask questions	1	2	10	16	6
Met the stated objective			5	26	4

CFAN Workshop Afternoon Session with Karen Wayman – Key Decision Points for Creating an Effective Patient & Family Centred Care Program

Karen Wayman	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Was knowledgeable about the subject matter			2	32	1
Was passionate about the subject matter			2	32	1
Encouraged me to ask questions			3	30	2
Met the stated objective			4	29	2

Overall did you find the CFAN workshop

	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
Was relevant to your studies/practice			4	31	
Provided you with valuable information		1	6	28	
Provided you networking opportunities			5	30	
Was designed to meet your learning needs		1	10	24	

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

- Speaker was very knowledgeable
- Karen's content
- The focus – Karen's time with us
- Loved the location and accommodation
- Learning new methods of operating distinctly from how we have personally been practicing
- How to resolve some recruitment issues via pd. employ.
- It was very encompassing, so I think it was beneficial to groups starting as well as established ones
- Speakers
- The input from the different groups
- It was great to have Karen in to speak
- Karen is an outstanding presenter, excellent and entertaining
- Excellent speaker and information, should really have more time to explore this area in greater depth
- Very informative, gave me a lot of information to take back to start a FAC in my hospital
- Chance to network
- Meeting with others from across Canada
- Being able to hear about the models of PFCC across Canada
- Enthusiasm, passion and thinking of next steps
- Depth on Karen Wayman's work
- It was all valuable
- Karen's experience and structure is very affirming and helpful
- Hearing Judy's story just reinforces the importance of coordinated support for complex care
- I have enjoyed every component of the workshop, especially Karen Wayman's presentation
- Check-in was excellent with question "what makes you laugh?" great icebreaker
- There was good variety of topics covered and great discussion from many different FAC representatives
- I liked that different FAC's provided their information but would have preferred that electronically
- Hearing about how other CFAN groups are addressing issues in their centre when talking one-on-one/networking
- Chance to network, fantastic presentations
- Karen. Very moved by Judy's story
- Julie's parent story. Karen's afternoon session, very practical and interactive
- Karen Wayman, excellent presentation
- It was informative, really appreciated Karen being brought in
- As a fairly new member of an advisory council, I appreciated the clarity of vision, goals and training
- More time

- This is my first CFAN meeting workshop. It was very useful to give me context into FAC and information will be helpful for me to make valuable contributions as FAC member
- Karen Wayman was useful in terms of information. Loved Julie's story and the coordinated care program

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

- Longer breaks, especially for networking; more discussion
- Karen had so much to share, might be great to scale back and look at an area in much more detail?
- Outdoor break
- Roundtable discussions with delegates
- To organize a conference with FCC focus, expand it to this level from a day workshop would be fabulous. Could still piggyback onto CAPHC, but expand to 2 days
- All handouts for slides
- Even more opportunity to hear about everyone's initiatives (informally connecting with each other)
- We run out of time – maybe we need 2 days
- Better and more spacious sitting arrangements
- Copy of all presentations to follow along
- I think that the information would be best provided electronically. I think that when people speak they share bullet points and do not just read paragraphs - their points get lost. Perhaps CFAN Steering Committee review updates in advance and pick top 3 to share annually rather than allowing everyone to speak. Perhaps all updates can be published on the website.
- Keynote speaker spoke too long. Need some diverse perspectives
- I would rather have something else in Sydney's spot, something practical to help us in the work we are doing. I find hearing families' stories stressful and emotionally draining. I find it too close to home and brings up my own emotions and trauma. I am here for the work I do and try to keep it separate from my emotional journey because it's too overwhelming
- Registration was challenging, website wasn't updated with newer information
- Sharing achievements of local FAC's by handing out a summary – sharing was long and not a good use of time
- Omit icebreakers because too many people to be meaningful
- Would have liked Q&A session with other council members. How do they recruit, where do they get funding, how do they get respect.
- Perhaps not trying to cover so much information all at once. I felt by the afternoon became a little overwhelming and the topics jumped around a lot.
- Shorter sessions – more breaks but shorter in length (shorter breaks more often)
- I think having healthcare professionals could be beneficial
- Programs and projects and initiatives other hospitals/centres have taken on as FCC. What worked for them and what did not – almost case studies
- The program is packed

4. Please give us your suggestions for future topics.

- Training for parents on the FAC
- Have you ever considered contracting a person to work with CFAN over a couple of years eg. Karen Wayman for 2 years: Present – challenge – year 1; Review – recharge – year 2
- Specific training methods of family to family mentors
- Children with complex needs often have needs and issues that cross systems; not limited to health alone. Perhaps an examination of how systems can work together to deliver Family Centred Care would assist healthcare centres in understanding the broader challenges that many families face.
- CFAN – is this moving into the realm of CFCC, not just family advisories
- More in depth discussion about metrics for Family Councils or Advisory Groups to gauge success and progress
- Perhaps invite a CEO of an organization who is client and family centred focused to speak to the group about the positive change in their organization if possible
- More practical suggestions, what other groups are doing
- Standardizing tenets of FCC nationwide? More national organization?
- Finding funding for paid parent positions
- Structuring family-led research
- How to train council members so they know how to lead initiatives
- More hospital staff & directors should have been invited to morning session
- Sustainability is always an issue
- Transitions for families
- Perhaps more detail about specific initiatives being done within different FAC's
- Invite healthcare professionals
- Perspective from hospitals/BOD on how FAC initiatives have been useful to their organization
- More information around LEAN initiatives
- Look at recruitment of families

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

- Seating very tight and not enough room for our belongings (notes, slides, etc.)
- Too hot, didn't like this setup, couldn't see the screen, ergonomically difficult, too compact. Theatre style or small groups at tables would have worked better.
- Don't roll in food setup during Sydney's spot, either move the spot or move the catering schedule
- Perhaps more room to move about – a bit cramped
- I think it worked well, would have liked to have had lunch somewhere else for change of scenery
- Breakfasts were a little too early considering the next two days are also early
- Very good
- Have it accessible by Telehealth for those who couldn't attend or were unable to attend because it was full
- It was a bit crowded to have the food set up in the room

- Would like a list of who's with CFAN, positions from various paediatric sites use for contacts
- Very distracting to have lunch and coffee being set up while presenter was talking
- A little tight if you are sitting near the food, meal was delicious, room temperature perfect
- Enjoyed the room set up (being able to see everyone)
- Great food
- Great to have food and coffee available in the room
- We are a big crowd, so it was a bit difficult to get around the tables, but not a big deal
- Sitting arrangement a little too cramped
- Catering was fine. Room set up okay, but perhaps not as interactive in terms of layout as it could be; maybe smaller table groups.
- Room was not quite large enough and very difficult for smooth flow. Where food was set up was in a tight spot where people also stopped to talk, a bit frustrating to get through
- Room too small, needed more space for used cups/plates etc.
- A larger room to fit more people
- Round table format, difficult to see those on the same side as us
- A bit crowded for networking doing lunch/snack
- Set up was effective, catering was great
- Ensure the room can accommodate as many parents who want to come
- Space not appropriately used, unable to read PowerPoint presentation, room warm, food could be more nutritious and just fruit at breaks
- Larger room was good but layout of space limited
- Food should have been set up in a separate room
- Room is too small for number of attendees, break would prefer a healthy snack, fruit, cheese, etc. Nice view in room, conference calls did not work well.