

To: Directors, Managers and Coordinators

From: Shannon Schiffer, Manager PFCC, Patient Experience, Engagement & Advocacy

Date: Thursday, August 29, 2024

RE: **Sharing & Caring Together 2024**

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We are excited to announce the upcoming **Patient & Family Centred Care (PFCC) Sharing & Caring Together** event being held **October 21 – 25, 2024!**

The first four days of the event will include **coffee rounds** with a Patient Family Advisor (with roaming carts full of treats) and two daily sessions of **lunch and learns**, open to everyone, in Auditorium A & B.

The **Main Expo**, held on **Friday, October 25<sup>th</sup>**, will feature our theme of “**Learning from the Patient Experience**”. We would love for your team to showcase how your department/unit provides Patient & Family Centred Care and makes the patient experience exceptional every time. This is a fantastic opportunity to highlight your efforts, share best practices, and engage with the hospital community.

Here are some ideas for what your booth could include:

- Patient and Family Centred Care Action plans
- Stories or testimonials from patients and families
- Interactive displays or demonstrations
- Visuals and materials that highlight your team’s PFCC practices
- Any innovative tools or processes your team uses to enhance patient care

Please confirm participation via email to **TBRHSC.PFCC@tbh.net** (or call ext.7322) and let us know your requirements, such as floor/wall space, number of tables required, or if you will need assistance with setting up your booth.

Additionally, **Family Care Grant** applications open on September 3<sup>rd</sup> with a deadline of Friday October 18<sup>th</sup>, 2024. Care grants can be used to improve the care you give every day. Listen for patient and family suggestions when brainstorming ideas as initiatives that improve the care we provide, benefits us all.

Thank you for your continued dedication to providing exceptional care to our patients. We look forward to your participation in this meaningful event.

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