



FONDATION DE  
L'HÔPITAL  
ST. MARY

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FOUNDATION

# St. Mary's Research Centre Seminar Series

## Rosetta Antonacci, MScAdm

Nurse manager clinical teaching unit,  
St. Mary's hospital Center  
Faculty lecturer  
Ingram School of Nursing, McGill University

## Marcela Hidalgo, MSW

Patient engagement program coordinator  
St. Mary's Research Centre

Centre intégré  
universitaire de santé  
et de services sociaux  
de l'Ouest-de-  
l'île-de-Montréal

Québec

**When :**

Tuesday, September 6, 2016  
12:00—13:00

**Where :**

Auditorium  
(Basement)  
St-Mary's Hospital center  
3830 Lacombe Avenue,  
Montreal

A light lunch will be served

**Everyone is welcome !**

## ENGAGING PATIENTS, FAMILIES AND PROFESSIONALS AT THE BEDSIDE USING WHITEBOARDS

**Abstract:** It is commonly acknowledged that healthcare systems need to be more patient-centered and that it is desirable to involve patients and their families in their care. Patient-centered care involves respecting patients' values and expressed needs, emphasis on information and communication, coordination of care, the involvement of the patient's family, and agreement between the patient and health professionals. The benefits of patient-centered care may include more patient motivation, leading to better treatment compliance, and greater satisfaction with care. Though improving communication between patients and hospital staff has been a hallmark of patient-centered care, and communication and patients' participation in decision-making is heavily correlated with patient satisfaction, yet there is evidence that communication between hospital staff and their patients may be worsening. The fact that few patients can even name their healthcare providers is a clear illustration of this problem. The situation is all the more alarming since there seems to be a difference in the perceptions of physicians and patients as to the quality of patient information and communication. A few studies have already identified the use of whiteboards in patient rooms as an effective means of improving communication between patients, their families, and hospital staff. The motivation for this study began with the clinical leadership from the medical units who had decided to purchase whiteboards for patient's room but wanted to involve patients and staff in the development of ideas regarding how to best use the board. The board template was designed and then piloted on this 36 beds unit, and results show positive impacts on patients, families and staff.

### **About the speaker**

**Rosetta Antonacci** is a nurse with 29 years' experience ranging from cancer care to the emergency department and management of an active clinical teaching unit, she has worked in collaboration with the multidisciplinary teams to develop a strong team of clinicians. Mrs Antonacci has a passion for her profession and she is committed to delivering safe quality services to the bedside, bringing in new and innovative ideas into her practice to ensure better patient outcomes are achieved. Engaging patients and families as partners in their care is a key element that influences outcomes, and should be part of our daily practice.

**Marcela Hidalgo** has worked for St. Mary's for approximately 15 years. She started as Head of Social services in 2004, and in March 2015 she decided to join the Research team under Dr Susan Law to work as the patient engagement coordinator, where she is currently involved in coordinating several projects at St. Mary's Hospital, as well as, developing strategies to expand and encourage the use of patient engagement in research and clinical practice.

**St. Mary's Research seminar series has a strong commitment towards the education of the hospital's staff, of its patients, and of the neighbouring community. The research center hosts bi-weekly seminars open to everyone**