The Learning With Families (LWF) program was designed to address the barriers experienced by families in their healthcare journey that negatively impact the quality of their care with the health system. The program aims to improve client- and family-centred care by co-designing solutions with Family Leaders (caregivers to children with extra needs) that address challenges they identify and prioritize.

The Family Leader works with a team of healthcare clinicians and staff to build understanding and to make purposeful and meaningful changes in the delivery of health services.

The LWF program is based on three frameworks: the Canadian Interprofessional Competency Framework, International Association for Public Participation and Knowledge to Action.

Lastly, the LWF program aligns with the British Columbia’s Ministry of Health Guiding Framework for Public Health to ensure an efficient, high quality and sustainable health system.

### Methods

The LWF program allows a family member to share their lived experiences with staff and then for staff to share their learnings to make meaningful improvements with their respective teams/units.

- Pilot session consisting of 11 managers/directors and two family leaders held in September 2018
- The LWF runs over four 1.5 hour sessions covering 4 different themes (figure 1)
- Session are facilitated and include evaluations and completion of reflective journals
- Identification of key learnings with family leaders to improve the LWF program and clinical service delivery to improve the client/family experience
- At the end of the four sessions, each cohort identifies gaps then selects and designs a solution to address these identified area(s) with the support of a knowledge translation consultant

### References

1. BC Ministry of Health. Setting Priorities for the BC Health System, 2014