

# COMPLEX CHRONIC DISEASES PROGRAM

# WELCOME



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PHSA

BC WOMEN'S HOSPITAL AND HEALTH CENTER

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2022

## In this package you will find

Information about Our Mission & Values

CCDP Client Agreement

Our Intake Process & Journey Map

What to Expect as a CCDP Client

How to find us

Cultural & Spiritual Supports

Other Resources to Support Your Journey

We acknowledge with gratitude that BC Women's and Children's Hospital is upon the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and sə́lilwətaʔ (Tsleil-Waututh) Nations. We are grateful to live, work, and support care here.



The information provided in workbook is intended for information purposes only. While every reasonable effort has been made to ensure the accuracy of the information, no guarantee can be given that the information is free from error or omission. All links to third party websites were actively working at the time of publication (last updated December 2022). The CCDP disclaims any responsibility for the materials contained in any third party websites referenced in this works. The external resources are provided for informational purposes only and does not reflect an endorsement of specific practitioners whether or not they are affiliated to the Complex Chronic Disease Program (CCDP). The CCDP does not stand to benefit from community resources or external referrals, and choosing or refraining from access to any services outside of the CCDP will not affect your care and treatment within the program.

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## Our Values at BC Women's Hospital and Health Centre

### Respect

We work from a place of mutual trust and respect. Your health care team respects your values, beliefs and religious and cultural backgrounds. We value the knowledge patients and families bring and respect each as decision-makers.

### Choice

We provide information to help you make choices about your treatment and care. We are open to different views and decisions. Our goal is to build a partnership with you, based on trust, to support you in managing your health.

### Support

We are committed to supporting you as our clients and partners in care.

We provide support by:

- respecting your decisions and preferences
- fostering your confidence in your ability to manage your health condition
- providing support and resources to meet your social, emotional and practical needs
- offering comfort as you cope with illness, injury or loss



### Flexibility

Each patient brings a unique perspective and lived experiences. We emphasize flexibility, openness and inclusion. We will respond to the needs and preferences of every person we serve.

### Collaboration

As partners in care, professional staff and family members work together to achieve the best outcome.

### Empowerment

The core concepts of person-centered care empower clients to take a lead role in their health management journey.

### Partnerships

We invite patients and families to share insights, give opinions, feedback and perspectives.

## Partnership Agreement

The Partnership Agreement at BC Women's and BC Children's helps to create relationships that respect the rights of patients and families, and health care staff and providers. The BC Women's and BC Children's health care team's commitment to patients and families: As your health care partners, we pledge to:

### Respect you:

- Treat you with respect, honesty and compassion
- Include you as a member of the health care team
- Include family members or supporters that you choose as your advocates
- Be trauma informed



### Communicate openly:

- Help you to set goals and make plans for care and treatment
- Give you information the way you want – in writing, in person, or as a group
- Tell you about the benefits and risks of any treatment or procedure
- Help you to obtain health care records
- Provide an interpreter if you would like one

### Provide safe care:

- Deliver safe and competent care
- Provide a culturally safe and sensitive care setting

### Respect your confidentiality:

- Respect and keep patient and family confidentiality

### Your commitment to the healthcare team:

#### Respect:

- Treat my healthcare team, with respect, honesty and compassion
- Tell you if family or friends will advocate for me
- Show consideration and compassion for other patients and families in the hospital

#### Communicate openly:

- Learn as much as I can about care and treatment plans
- Ask questions when I do not understand
- Let you know about any health or medicine changes
- Tell you if I need a translator

#### Stay safe:

- Make choices that reflect my cultural practices
- Share safety concerns

#### Respect confidentiality:

- Respect the privacy of other patients and families



If you have concerns about your care, please talk to your care team.

If your concerns have not been resolved, please contact the Patient Care Quality Office by email [pcqo@phsa.ca](mailto:pcqo@phsa.ca). Or, leave a voicemail at 1-888-875-3256.

## Feedback: Compliments, Complaints, and the PCQO

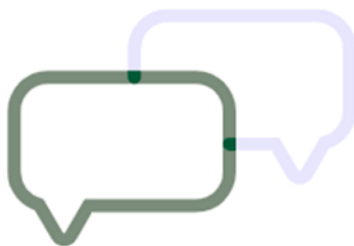
The CCDP is open and responsive to your feedback; the CCDP program continues to change and evolve in response to feedback to meet the needs of our client population.

### Ways to give feedback:

If you have a compliment, please speak with the person who provided the service. You can also contact the Provincial Health Services Authority (PHSA) Patient Care Quality Office (PCQO), who can pass your comments on to the individual or team.

For each elective group you attend, you will be provided with a survey link to provide feedback on the group. For general program feedback you can submit anonymous feedback [click here](#)

If you are unhappy or have concerns about the services you have received, you can share your feedback with the CCDP directly, with the program manager, or with the PCQO, who can help resolve questions or concerns about care quality. The PCQO works with patients and families to understand the concern, and shares the feedback with the appropriate care team. The PCQO works together with patients and families to identify resolution and/or quality improvements wherever possible.



### PCQO Contact Information:

Toll Free: 1 888 875 3256

Email: [pcqo@phsa.ca](mailto:pcqo@phsa.ca)

[PCQO Feedback Form](#)

### CCDP Contact Information:

604 875 2061

[infoccdp@cw.bc.ca](mailto:infoccdp@cw.bc.ca)

[CCDP website](#)



## Cultural Support, Indigenous Patient Liaisons, and Spiritual Care

We acknowledge that BC Women's and BC Children's presides on the unceded lands of the x̱m̱əθḵw̱əy̱əm (Musqueam), Sḵw̱x̱w̱ú7mesh Úxwumixw (Squamish), and sə́ḻḻw̱əṭə? (Tsleil-Waututh) Nations. We provide healthcare and support to Indigenous women, children and families receiving care at BC Women's and BC Children's. As an Indigenous person, you have access to:

### Cultural Support

Our goal is to improve your health care experience and outcomes by providing services in a culturally safe manner. Our Indigenous Health Program works to create a safe, welcoming environment for our Indigenous patients and their families. We offer Indigenous patients the opportunity to seek healing using a traditional approach. We also offer access to elder services and Indigenous patient liaisons who offer support such as accompanying to medical appointments or facilitating communication between patients and care givers. There is also an outdoor sacred space available.

### Indigenous Patient Liaisons

Indigenous Patient Liaisons offer in-hospital assistance to improve the quality of care for Indigenous patients that visit the hospital. Indigenous Patient Liaisons can:

- Provide support or advocacy when dealing with healthcare providers
- Attend medical appointments or meetings on-site with you
- Connect you with Elders or cultural advisors for spiritual or emotional support
- Assist in organizing traditional ceremonies
- Give information on First Nations Health Benefits Program
- Assist in filling out forms i.e. birth/status registration or housing applications
- Connect with local community resources
- Access emergency clothing
- Assist in making a care quality complaint

### Outdoor Sacred Space

We recognize that honoring traditions and values is central to health. We recognize that healing extends beyond medical treatment, to include healing practices that are part of individual cultural traditions. The outdoor sacred space is a dedicated area where patients and their families can gather and carry out healing ceremonies. The outdoor sacred space is located west of entrance #77 at the BC Women's Health Centre.

To access these supports for Indigenous patients and families, please call us: 604 875 2348 or 1 888 300 3088  
Office hours: Monday to Friday 8:30am-4:30pm





## Spiritual Care

Our spiritual health practitioners offer spiritual care for patients and families affected by illness or injury

What is Spiritual Care? A family member's illness or injury can be a distressing experience. It can raise emotions and painful questions.

We offer spiritual care to help you on your journey. Our spiritual health practitioners can:

- Offer comfort and compassion
- Listen to your story
- Support you in your journey
- Help with ethical dilemmas you may be facing
- Help you plan special services
- Contact a local minister or spiritual leader



### How to Contact Us

A spiritual health practitioner is available on-call 24 hours a day, seven days a week.

Please ask a nurse or staff person to page us, or leave a message at our office. We are able to visit you in our office or any other area of the hospital.

### 24 Hour Paging Office

Call 604 875 2161 and ask for the spiritual health practitioner to be paged.

### Sacred Spaces

BC Women's Hospital - 2nd floor corridor

BC Children's Hospital - Room 2B69

## Introduction to the CCDP

The Complex Chronic Diseases Program (CCDP) provides care to adults of all genders to treat and manage Myalgic Encephalomyelitis/Chronic Fatigue Syndrome, Fibromyalgia, and symptoms attributed to Chronic Lyme-like Disease.

At the CCDP, our goal is to provide patient- and symptom-centered care with the support of our interprofessional team of health care providers. We emphasize that treatment choice takes patient preferences into account, and that self-care is supported as well as treatment. Central to this is the development of partnership in care, and facilitation of patient involvement in assessment and in treatment decisions.

All team members work together to support your journey at the CCDP. Our clerical team is responsible for scheduling your appointments. They will be your first point of contact with our clinic. Our medical team includes physicians, naturopath and a pharmacist. Our inter-professional team includes physiotherapy, occupational therapy, dieticians, social work, and nursing. Our interdisciplinary team brings different perspectives to support your individualized care.

We have changed our model to increase client accessibility through telehealth and virtual health. Our program focuses on offering group-based education and self-management support, while continuing to offer 1:1 medical visits. This group education format is supported by client feedback and research.

## Communication with Us

Please keep in touch with us if your availability or contact information changes.

Phone: 604 875 2061

Toll-Free (BC): 1 888 300 3088, ext. 2061

Email: [infoccdp@cw.bc.ca](mailto:infoccdp@cw.bc.ca)

Clinic hours: Monday-Friday, 8:30am-4:30pm

[CCDP website](#)



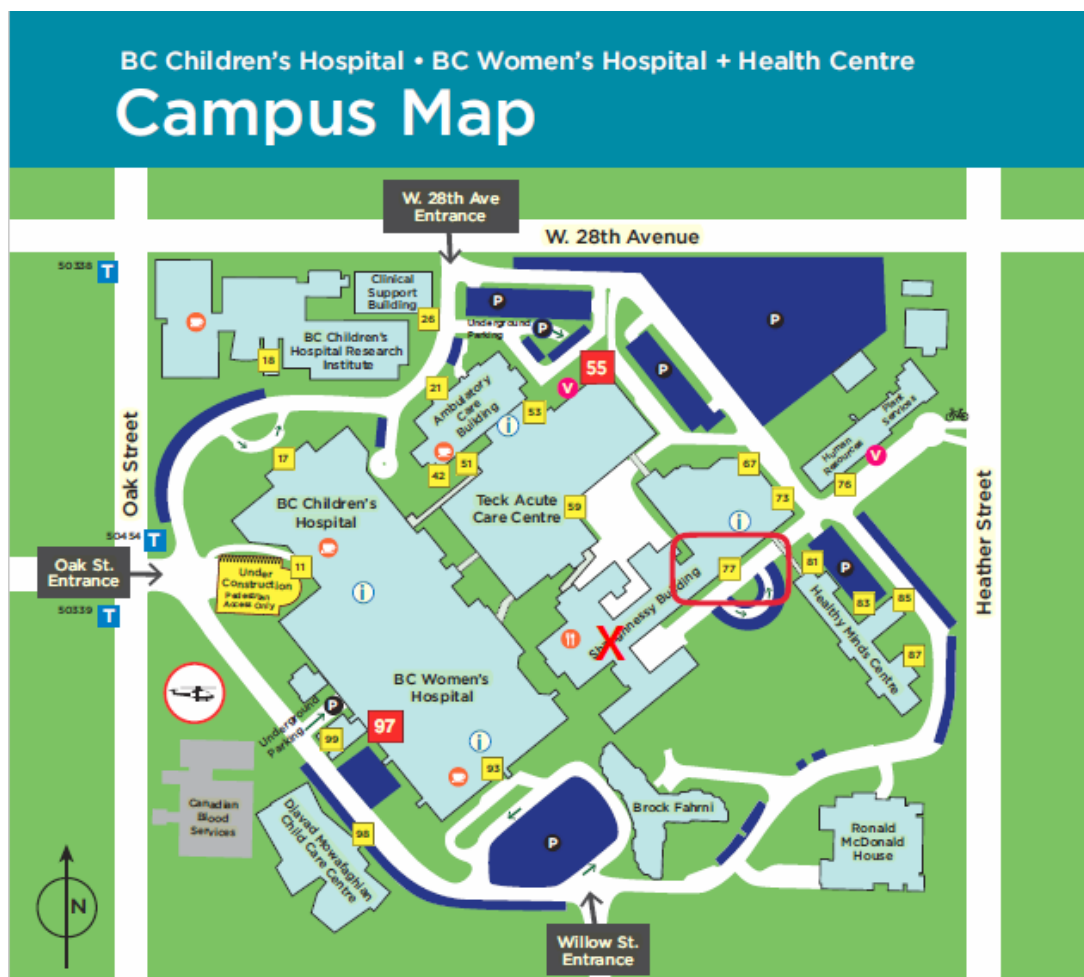
## Finding us

The Women's Health Centre is located at Entrance #77 on the campus. It is recommended that you enter either at Oak Street or Willow Street for most direct travel.

Inside the building, use the elevators located at entrance #77. Exit the elevator on the 4<sup>th</sup> floor, turn right, and follow the hallway all the way to the end (approximately 300 feet), where it will open up into the CCDP clinic.

If you require wheelchair assistance:

Please connect with the volunteers at the main entrances (55 and 97) for way finding and wheelchair assistance.



## CCDP Virtual Health Agreement

Most of our appointments are held virtually. To participate in virtual appointments, and facilitate communication with our team, we ask that you sign the Virtual Health Agreement to allow us to contact you via email. If you do not have computer or internet access, please phone us to discuss alternative options for communication and program accessibility.

1. Open your web browser and search “CCDP Virtual Health”
2. The first link that shows up will be a BC Women’s CCDP Website titled: “CCDP Virtual Health – BC Women’s.” Please click on this link.
3. Click on “Virtual Health Patient Agreement.” Please read the terms and conditions. At the end of the page, it will ask you to click “Next.”
4. The next page will provide you with information about “Consent for use of email.”
5. To provide consent, check the box and provide the information requested. Once you enter “Submit,” our office will receive the signed Virtual Health Agreement.



\*Please note the PHSA Virtual Agreement is a secure online process. The reason your browser indicates the process is not secure is because the URL applies to the entire BC Women’s website, and not the specific Virtual Agreement webpage.

## CCDP Patient Agreement

Please review before your first appointment.

### Diversity and Inclusion

The Complex Chronic Diseases Program (CCDP) celebrates the diversity and knowledge of clients who access our program. We are committed to providing an equal, equitable and respectful environment for all clients and staff.

### Privacy and Confidentiality

The CCDP honours the privacy and confidentiality of client information. Please visit the BC Women's Hospital website to see how we protect your privacy and personal information.

### Self-Management

A core focus of the CCDP is the self-management of your condition. We will provide education, coaching, and support that will help you make informed decisions about your care and engage in behaviours that promote well-being and manage symptoms. As a self-management program, your attendance and participation are important to your success.

### Stay in Contact with Us

Please make sure that we have your correct contact information. Once you start the program you will need to respond to any messages within 2 weeks to book that appointment. If we do not hear back from you for a period of 4 months, you will be discharged from the program.

### Provision of Care within the Province

CCDP can only provide care for patients that are within the province of British Columbia at the time of their appointment.

### Individual Appointment Policies

#### Accessibility

Medical appointments are offered in person (depending on pandemic activity), by telephone, or by virtual health visit (Zoom for Healthcare). Please let us know if you have any accessibility needs.

#### Cancelling or Missing an Appointment

We require at least two full business days' notice to cancel or to reschedule an appointment. This allows us to accommodate other clients who are waiting. We make every effort not to reschedule booked appointments other than in an emergency.

Due to the very high need for our service, *if you miss three 1:1 appointments you will be discharged from our program (this does not include case coordination calls)*. If there are barriers to your participation, please let us know as soon as possible.

### Arriving Late

If you arrive more than 15 minutes after your appointment start time, the provider will do their best to accommodate you. If they cannot see you at that time, then it will be considered a missed appointment.

### Group Appointment Policies

#### Accessibility

We recognize that living with a complex chronic illness can make attending appointments challenging. We are committed to making our group program equally accessible to our clients province-wide. Whenever possible, we will use available technology to reduce these challenges.

#### Introduction Videos

If you are participating in the self-management portion of our program, you will be sent links to our introduction videos.

#### Duration of Program

You will have up to one year to participate in elective group education and support. In that time, you can participate in several elective groups based on your program priorities. It will not be possible to attend all elective groups. We schedule elective groups multiple times throughout the year to offer flexibility.

#### Missed Case Coordination Appointments

If you are unable to attend your scheduled Case Coordination, it may impact your opportunity to access elective groups. We ask that you call us within 2 weeks to reschedule a missed Case Coordination, otherwise the next opportunity access groups will be in the next Case Coordination.

#### Missed Elective Groups

Please be on time; facilitators will not allow anyone to join the group after 10 minutes have elapsed. If you miss an elective group you will not be able to repeat that group within that same semester. You may reselect the same group in the next Case Coordination. The educational materials for each elective group will be made available upon request. Once you have completed an elective group you will not be able to reselect this group. If you have any questions, please review with the CCDP provider at your self-management assessment appointment.

## Admission to the CCDP

Admission to the CCDP involves a 2-step intake process: the Medical Assessment and the first Case Coordination.

### Step 1

Your first appointment, the Medical Assessment, will be with a CCDP physician:

- This is a 60 to 90 minute appointment.
- The appointment can be booked either by phone, virtual health (e.g. Zoom for Healthcare), or in-person, depending on pandemic activity and what is most accessible to you.
- Following the appointment, the physician will determine your eligibility for the CCDP.

#### Before this appointment:

- Please complete lab work (if requested), the medical appointment prep guide, and the standardized questionnaires. This information will assist the physician in completing their assessment and guide their recommendations for you.

#### After this appointment:

- If you are accepted into the program, the physician will recommend follow-up based on your unique needs. Recommendations may include:
  - Further medical follow-up.
  - Elective groups and/or appointments with the CCDP team.
  - Referral to our CCDP Pharmacist
  - Treatment recommendations, e.g. prescription medication, and/or referrals to other professionals or specialists outside the program.





## Step 2

If you are accepted into the program, your next appointment will be the first case coordination with a CCDP clinician (e.g. Dietitian, Nurse, Occupational Therapist, Physiotherapist or Social Worker).

- This appointment will be approximately 60 minutes long.
- The appointment can be booked either by phone, virtual health (e.g. Zoom for Healthcare), or in-person, depending on pandemic activity and what is most accessible to you.
- You will be asked questions so that the CCDP team can get to know you better, understand what your needs are, and to assess your readiness for group-based self-management education. We will ask you questions about your symptom management, health confidence, housing, finances, and mental health.
- The clinician will ask you about your health priorities, and based on those, will guide you through the group selection.

### Before this appointment:

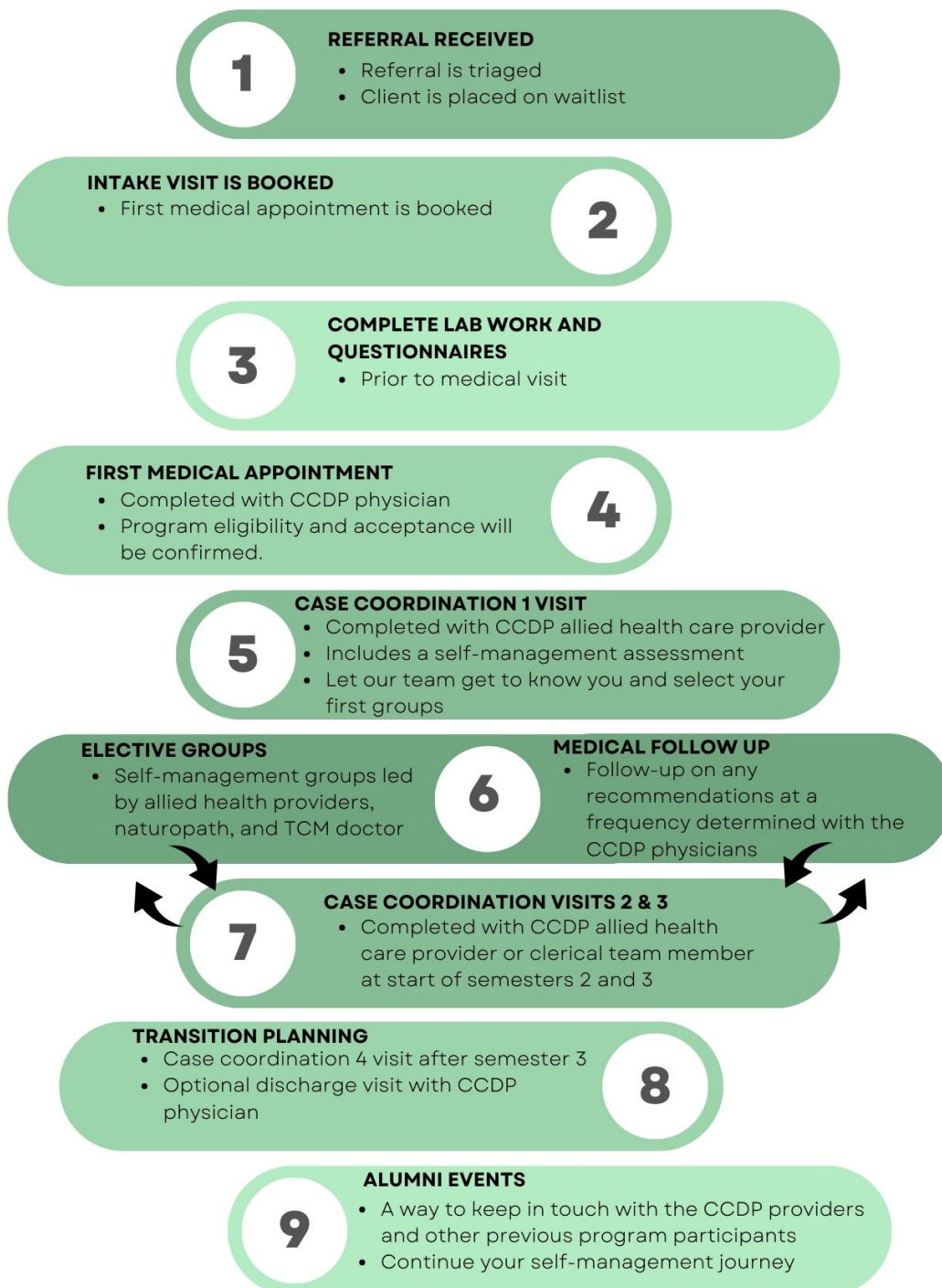
- Familiarize yourself with the elective group overview, a list of short group descriptions.

### After this appointment:

- If you selected groups, you will start your first semester.
- Every 4 months you are booked for a case coordination, whether or not you selected groups. The case coordinations 2 and 3 are an opportunity to ask questions, check in on changes and select the next set of groups. They are shorter than the first case coordination.



## CCDP Patient Journey





## Preparing for Your Appointments

### 1:1 Appointments, Medical appointments and Case Coordination

Please be on time. If you are more than 15 minutes late for a 1:1 appointment, the clinician will determine if they have time to complete your appointment. Otherwise, your appointment will need to be rescheduled.

Please call the CCDP at 604-875-2061 *within 2 weeks* to reschedule your appointment.

- If we do not hear from you within 2 weeks to rebook a case coordination, you will forfeit your opportunity to register for groups for that semester.
- If you miss or no-show for three 1:1 appointments (this does not include case coordination calls), you will be discharged from the CCDP.

### Groups

You may attend by Zoom (with or without video) or phone in for groups, and ensure you are in a private and confidential space. Facilitators will review the group agreements at the start of group as well as check in with each participant for identification and safety purposes. If the facilitator is unable to check in with a participant within the first 10 minutes they will be removed from the group. Aside from checking in (either verbally or through the Zoom chat function), you may participate as much or as little as is comfortable for you. Please be on time; facilitators will not allow anyone to join the group after 10 minutes have elapsed (i.e. after 10:10am for morning groups or 1:40pm for afternoon sessions). Please let us know if you have any accessibility needs, and we will work with you to find a solution.



## Alumni Events

Following completion of your time in the CCDP, you will be able to access our Alumni Events. We host Alumni Events approximately every other month throughout the year. The intention for these events is to support gaps of service in the community and provide an opportunity for support and connection along your continued self-management journey.



The CCDP also hosts events that are open to the public, such as the webinars hosted in collaboration with the Disability Alliance BC. For up to date information on CCDP Events please visit our website. On our start page you can find the tab called “News and Events”. We do our best to keep this section updated.

## Getting to the BC Women’s Hospital and Health Centre

### Driving

If traveling by car, we have entrances on Oak Street, West 28th Avenue and Willow Street. For directions, please use Google Maps. You can see the entrances on the Campus Map, included below.

### Parking Information

Parking at BC Women’s and BC Children’s is a “pay by license plate” system. Pay parking is in effect 24 hours a day. Pay at a parking meter on campus with coins or credit card. The machines do not accept debit cards and do not provide change. Change machines are located next to Second Cup Coffee in the lobby of the Oak Street Building (closest to entrance #17 or #11). You can also pay by phone with your credit card: call 604-662-7275 and enter location number 11518; or, use the PayByPhone app, and enter lot number 9100.

### Free Valet Parking Service

We offer a valet parking service for patients and families, Monday-Friday, 7:30am-4:30pm (excluding holidays). The valet parking service is located near entrance #55, by the Teck Acute Care Centre Emergency Department. The parking fee is in effect, but the valet parking service is free and tips are not necessary.

Questions or concerns about parking? Contact parking administration at [parking@phsa.ca](mailto:parking@phsa.ca) or 778-558-5987

### Taking the Canada Line SkyTrain

The closest Canada Line Station is King Edward Avenue Station. It is at the corner of West King Edward Avenue and Cambie Street. King Edward Avenue Station is approximately a 10-minute walk from the hospital.

### Taking the Bus

Three bus routes stop near the hospital campus; each is approximately a 10-minute walk away.

- #25 (Brentwood Stn/UBC)
- #17 (Oak/Downtown)
- #33 (29th Ave Station/UBC)

## Travel Resources

The Travel Assistance Program (TAP) helps with certain transportation costs for eligible BC residents who need to travel outside of their community to see a medical specialist (gas, mileage, accommodations are not covered). Ask your family doctor or medical team how to apply. It must be arranged prior to travel.

For more information, visit: [Travel Assistance Program \(TAP BC\) - Province of British Columbia \(gov.bc.ca\)](https://www.gov.bc.ca/tap).

Phone: 1 800 663-7100 (Elsewhere in B.C.)

Phone: (604) 683-7151 (Vancouver)

Health Connections is a health authority based regional travel assistance program that offers some limited transportation options to assist with physician-referred medical care.

Learn more on the [Health Connections website](#)

## Accessing Your Health Records

### How to request health records

To request information from your medical file, please fully complete the Release of Information Authorization (ROI) of Health Records form, as we need this information to process your request.

Information and tips for completing the form are available in the Authorization Form Instructions. Once the form is complete, please mail or fax it to each hospital/facility you are requesting records from.

You can find the form on the BC Women's Health Center website under ["Protecting Your Privacy & Personal Information"](#).

### Additional information

For additional questions regarding your health record request, please visit our helpful Release of Health Records resource document. These documents and forms can be found online at

<http://www.himconnect.ca>

If you are looking for lab results please visit:

<https://www.lifelabs.com/mycarecompass/>



## Resources

### Patient Resource Library

The Family Support & Resource Centre is a welcoming community space and library. We provide accessible, high-quality health information.

We Offer:

- Books and other learning tools
- Help finding health information
- Free mailing service of resources anywhere in British Columbia and the Yukon, with return postage provided
- Access to computers, internet, free fax and printing
- Lounge with fun reads



#### Can I Borrow?

Anyone in British Columbia or the Yukon can borrow resources **free of charge for four weeks**.

#### How Do I Borrow?

Search the [online library catalogue](#) to request resources, visit us in person, or contact us at 1-800-331-1533.

### Finding Us

Find us in the Ambulatory Care Building on the 2nd floor, at reception area 11.

### Hours

Monday to Friday: 10:00am-4:00pm

Saturday/Sunday and holidays: closed

## Other Resources

Visit the [CCDP website](#) for more information about our program, condition-specific information, and other helpful resources.

<http://www.bcwomens.ca/health-info/living-with-illness/complex-chronic-diseases-self-management>