

## Primary Health Care Research Day- Trillium 2018

Wednesday, June 6, 2018

Sheraton Centre Hotel

123 Queens Street West

Mezzanine Level – Willow Room, Toronto

### Lisa Hawthornwaite – Workshop 1

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#### Patient and Family Storytelling in Primary Health Care Research

*Lisa Hawthornthwaite, Fellow with the AMS Phoenix Project; Lauren Lee, patient facilitator; and Mim O'Dowda, patient facilitator.*



#### Lisa Hawthornthwaite

Lisa Hawthornthwaite has a rewarding career in health care spanning over twenty-five years. She began her career as a Certified Child Life Specialist, supporting paediatric patients and their families with the stress and anxiety of illness and hospitalization. Years at the frontline prepared her well for a Family Centred Care Specialist role in a Children's Hospital and as a Senior Patient Experience Specialist with an adult acute care academic teaching hospital. For a decade now, Lisa has partnered closely with leaders, staff teams, with patient and family advisors to

bring forward a better understanding of the patient and family experience and help made significant changes towards authentic patient and family-centred care.

Lisa is most proud of her Fellowship work with The AMS Phoenix Project. A prestigious award targeted at individuals with strong leadership abilities who are willing and committed to devoting time to further understanding of new approaches to educational and clinical practice to advance humane, compassionate, person-centred care. As a Fellow with the AMS Phoenix Project, Lisa developed an in-depth patient experience curriculum centered on using a cadre of patient storytellers to engage health care providers in self-reflection about the centrality of compassion to effective patient and family-centred care (PFCC). This work has been presented internationally and nationally, and expanded to research. She is a co-author of two recently published articles "Three Sides to every story: preparing patient and family storytellers, facilitators and audiences" and, "Beyond Catharsis: the nuanced emotion of patient storytellers in an educational role".