



Emily's House / Philip Aziz Centre Visiting Hospice: Client Impact Reporting FY2016- 2017

December 2017.



Emily's House /
Philip Aziz Centre Visiting Hospice:
Client Impact Reporting 2016- 2017
(Emily's House is an operating division of the Philip Aziz Centre)



Emily's House Paediatric Residential Hospice Program*	Apr 1, 2014- Mar 31, 2015	Apr 1, 2015- Mar 31, 2016	Apr 1, 2016- Mar 31, 2017	Change
Total Admissions	302	379	397	+5%
Total # Days of Care	1,475	1,487	1,674	+13%

**Note: Emily's House opened our doors in July 2013. These statistics do not include siblings and families supported.*

Philip Aziz Centre (PAC) Community Program	2014-2015	2015-2016	2016-2017	Change
Community Program clients supported in total	425	392	419	7%
Children in Community Program, plus siblings and loved ones	168	174	213	22%

Bereavement & Spiritual Care	2014-2015	2015-2016	2016-2017	Change
Philip Aziz Centre	172	243	408	+68%
Emily's House	52	64	77	+20%
Total	224	307	485	+58%

Volunteer Program Hours and Training	2014-2015	2015-2016	2016-2017	Change
Philip Aziz Centre Volunteer Hours	20,004 hours	24,862.5 hours	26,813.5 hours	+8%
Emily's House Volunteer Hours	9,111 hours	10,963 hours	11,665 hours	+6%
Training – Number of Volunteers Registered (in core, children's and THN training programs)	212 volunteers	238 volunteers	331 volunteers	+39%

In the past year, we have witnessed a growth in total clients served – for all ages, programs and operating divisions, and we continue to make responding to client feedback a priority.

Testimonial – from a mom receiving annual respite support from Emily’s House, and PAC Visiting Hospice care in her home. Emily’s mom, Lindsey, wrote:

“What happens at Emily’s House / PAC is indeed sacred ground. I am so indescribably proud of you, as you pour out your lives to make such a difference for others in their deepest crises.”

Testimonial – from a dad for the Emily’s House Transition to Home Program:

One of the supports Emily’s House offers is the **Transition to Home Program**. Children with complex medical needs may transition from hospital to their own home through our program, where support and education is offered. One Emily’s House dad was happy to share that they became well equipped to provide care at home, and, *“manage [his daughter’s] care with his eyes closed.”*

Emily’s House Client Impact Measures

We continue to engage in quality assurance improvement, implementing valuable metrics to capture our performance, in terms of satisfaction, impact on the system as a whole, as well as our care of families. Client survey highlights:

- The percent surveyed who were “completely satisfied” with relationship with Emily’s House increased by 30% in one year.
- The percent surveyed who “always” trusted the staff caring for child increased by over 60% in one year.
- The percent surveyed who described quality of respite care as “excellent” increased by over 35% in one year.

Testimonial from a PAC Visiting Hospice Program Client: *“My nurse, who was a witness of my loneliness, told me one day that I was going to receive the visit of volunteers. Soon, two volunteers started visiting every week. After a little while, I expected them as one expects old dear friends. I am thankful for Philip Aziz, its mission, the wonderful people that work with such love, compassion and dedication.”*

Testimonial – from a PAC Bereavement / Spiritual Care Client: *“I started to see love, rather than hurt or danger, and learned the meaning of trust. The past no longer was a minefield of pain and struggles but a source of deep knowledge.”*

Testimonial – from an Emily’s House volunteer: *“As I sat with one child asleep on my shoulder, another little girl moved closer to me and in a very slow motion reached over and brought my hand onto her wheelchair arm. She then proceeded to lay her little head on my arm and fall asleep. What more thanks could any volunteer possibly want?”*

Testimonial – from a PAC Visiting Hospice Program volunteer: *“During visits, my client shares her insights about life and reflections on her relationships. She asks me to read to her and we talk. It has been such an honor to accompany her on this journey, with all the highs and lows, and especially at this critical time. I am deeply touched by the honesty of her humanity, and her desire to live through the hardship, learn from it, and find meaning in it.”*

