

## Jacqueline Wilson - University of Calgary

**Project:** *Evaluating strategies for patient and family engagement in the scale and spread of Alberta Family Integrated Care (FICare™) in neonatal intensive care units*



### Biography

Jacqueline Wilson is a first year PhD student in the Faculty of Nursing at the University of Calgary, working under the supervision of Dr. Karen Benzies. Jacqueline holds a Bachelor of Nursing from the University of Calgary and currently works as a registered nurse in an urban acute care hospital. Prior to commencing graduate studies, Jacqueline explored her research interests through several undergraduate research awards for qualitative and quantitative projects. Most notable in her experience is Jacqueline's ongoing involvement in Alberta Family Integrated Care (FICare™) scale and spread project which is providing all Alberta neonatal intensive care units with tools and strategies to improve patient- and family-centered care (PFCC).

Jacqueline's unique clinical training and experiences have fueled her passion to explore how patients and families can have meaningful input in health services decisions and evaluation. Jacqueline has experienced nursing in several contexts including urban acute care, rural acute care in Whitehorse, and in Uganda where she completed additional coursework in global perinatal health and a research internship as a Queen Elizabeth II Diamond Jubilee Scholar after concluding her Bachelor of Nursing.

Across settings, Jacqueline began considering how PFCC is approached and whether optimal relationships are being facilitated with patients and families; these questions form the foundation of Jacqueline's doctoral research. With aspirations of becoming a nurse clinician-scientist, Jacqueline hopes to establish a research program that meaningfully engages patients



and families as partners and she looks forward to building her skills in patient-oriented research through the AbSPORU Graduate Studentship Program.

## **Project Summary**

Patient- and family-centered care (PFCC) recognizes the importance of including patients and families in the healthcare team. PFCC involves openly sharing information with patients and families, forming equitable relationships for decision-making, and supporting patients and families to strengthen their knowledge and skills.

Although several components of PFCC have been identified, there is little evidence of a unified model of PFCC with operationalized definitions or strategies for evaluation to ensure that PFCC is in alignment with families' values and needs. Jacqueline's proposed mixed methods study will evaluate the feasibility and effectiveness of using a novel electronic app as a tool to measure PFCC outcomes for the scale and spread of a theoretically driven model of care, Alberta FiCare™, designed to integrate parents into the care of their infants in the neonatal intensive care unit (NICU). Facilitators and barriers to implementing the app as a sustainable PFCC evaluation tool in Alberta NICUs will be assessed with cyclical data collection using the app in five Alberta NICUs. Concurrently, interviews with parents and nurses will occur at each site to facilitate meaningful consultation with families to gain their perceptions on the app and on PFCC practices to ensure they directly reflect families' needs.

The proposed research is an important step in improving understanding of parents' views of care in the complex NICU environment, identifying meaningful indicators of effective PFCC in the NICU, and determining the effectiveness of family engagement strategies used to build the skills and confidence families need to bring their babies home.