

Sault Area Hospital - Patient and Family Advisory Council Handbook

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Message from the President and Chief Executive Officer

Welcome to Sault Area Hospital's Patient and Family Advisory Council. The goal of working with patients and families as advisors is to bring the perspectives of patients and families directly into the planning, delivery and evaluation of care provided at Sault Area Hospital.

Sault Area Hospital demonstrates a continued commitment to enhance our patient-centred approach to the way we deliver care, recognizing patients as 'experts' in their own care needs and focusing on them, not the providers. Patient and Family Advisory Councils are one approach commonly used to advance patient-centred care. The implementation of a Sault Area Hospital Patient and Family Advisory council will contribute to the ability to achieve high quality patient outcomes by listening to the voice of the patient.

Hearing the patient voice is at the heart of an exciting shift within health care. By collaborating with patients and families we will continuously learn from patient's experiences of care, what we've done well and where we can improve. Through this engagement, it is anticipated that we will achieve better health care outcomes, wiser allocations of resources and greater patient and family satisfaction.

On behalf of the staff and physicians here at Sault Area Hospital, we look forward to partnering with you to improve the care experience for our patients and families.

Sincerely,

Ron Gagnon
President and CEO,
Sault Area Hospital



"The goal of working with patients and families as advisors is to bring the perspectives of patients and loved ones directly into the planning, delivery and evaluation of care provided at Sault Area Hospital"

About Sault Area Hospital – Vision, Mission and Values

Vision

We will be recognized as the best hospital in Canada and an active partner in the best community health care system in the country

Mission

Exceptional people working together to provide outstanding care in Algoma

Values

Integrity – We say what we mean and we mean what we say

Compassion – We show concern and care for others

Collaboration and Partnership – We promote teamwork

Accountability – We are answerable for our actions and decisions

Respect – We care about the well-being, dignity and uniqueness of everyone

Excellence – We deliver our best every day and encourage innovation to continuously improve



Patient and Family-Centred Care

What is Patient and Family-Centred Care and Why is it important?¹

- Patient and family-centred care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.
- Patient and family-centred practitioners recognize the vital role that families play in ensuring the health and well-being of patients and family members
- Patient and family-centred care is an approach to health care that shapes policies, programs, facility design, and staff day-to-day interactions. It leads to better health outcomes and wiser allocation of resources, and greater patient and family satisfaction.

Core Concepts of Patient and Family-Centred Care

Dignity and Respect

Patient and family perspectives and choices are heard and honored. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into care planning and decision making.

Communication and Information Sharing

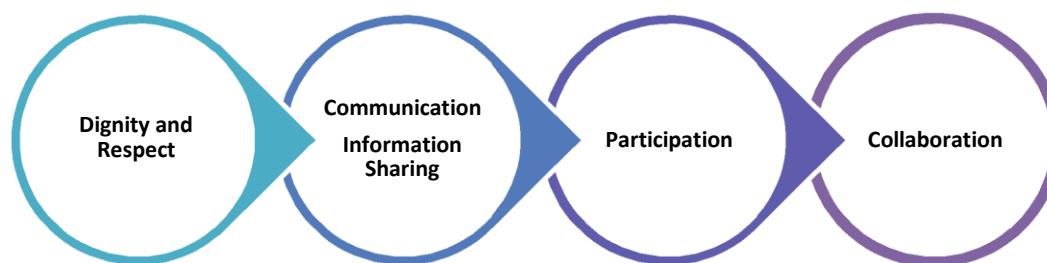
Health care providers share complete and unbiased information with patients and families in way that are clear, complete, timely, accurate and useful in helping patients and families effectively participate in care and decision-making. Patients and families also share all necessary and relevant information with members of their care team.

Participation

Patients and families are encouraged and supported in participating in care and decision-making at the level they choose

Collaboration

Patients, families and health care providers collaborate in policy and program development, in professional education, in research and evaluation, and in the delivery of care.



¹reprinted with permission from IPFCC ; www.ipfcc.org

Patient and Family Advisory Councils Defined

Patient and Family Advisory Councils play a contributing role in helping hospitals to become patient and family-centred institutions. They serve as forums for patients and families to participate as advisors and partners in shaping and making changes to improve the patient and family experience within hospitals. Patient and Family Advisors act as participants on the council to share their unique experience and informed perspectives to advise on issues and decisions that impact the delivery of healthcare and the quality of experience for the next patient or family member².

The Role of a Patient and Family Advisor

Patient and Family member advisors are individuals who have experience (ideally within the past year) of obtaining care at Sault Area Hospital or are the family members (family members may be defined as significant in the life of the patient including immediate family, extended family, and close friends) of patients who have received care. They are part of a formal council, committee or working group that shares these experiences and insights in order to ensure the voice of the patient and family is brought into the decision making process.

The goal is to improve care and service delivery and ultimately the patient experience at Sault Area Hospital

Roles and Responsibilities:

The key roles and responsibilities of Patient and Family advisors are to:

- Contribute ideas and suggestions that will enhance patient and public involvement in health service planning and decision-making so that the patient community has a voice in the delivery of health care services
- Participate as a regular and active member of the committee and/or working group to which they have been invited
- Tell their story and share their point of view, but be able to objectively listen to and appreciate the views of others
- Provide input into patient care and organizational processes, and to advocate for patient and family needs from a broad perspective
- Show commitment to improving care for all patients and family members at Sault Area Hospital by ensuring that the patient is the focal point of all discussions
- Promote improved collaboration and relationships between patients, families and staff
- Review recommendations referred to the council
- Participate in the development of new programs, services and facilities

² Patient and Family Advisory Councils in Ontario Hospital: At Work, In Play. The Change Foundation, April 2014

Expectations in the Role of Patient and Family Advisor:

The Patient and Family Advisors can expect to:

- Attend monthly meetings and ad-hoc meetings as required (estimated time commitment of 3-4 hours per month)
- Read meeting materials in advance of the meeting and come to the meeting prepared to contribute and discuss agenda items
- Have internal processes and terminology explained to them as needed for clarification and understanding
- Be listened to and respected for their insight and suggestions
- Be assigned a staff coordinator to address any question or concerns related to the involvement on the Patient and Family Advisory Council
- Attend an orientation session with Volunteer Resources in conjunction with an orientation to their role as advisor

The Sault Area Hospital expects Patient and Family Advisors to:

- Respect the collaborative process and understand that the final decision-making related to care delivery and process improvements is the responsibility of the administration of Sault Area Hospital
- Maintain confidentiality of patient and organizational sensitive material
- Be positive and supportive of the Sault Area Hospital's mission which *Is Exceptional People Working Together to Provide Outstanding Care in Algoma*

Your Role as a SAH Volunteer

As a member of the Patient and Family Advisory Council you will be recognized as a Sault Area Hospital volunteer. As part of this role, you will be required to attend a Volunteer Orientation session that will be scheduled in conjunction with your PFAC orientation. You will also be required to log all of your hours with volunteer services. As a benefit of your volunteer status you will:



- Obtain a parking pass that can be utilized for all of your volunteer activities
- Be recognized for your volunteer efforts and be invited to attend all SAH volunteer events

We could not realize our vision without the dedication and commitment of our volunteers who provide an essential role in assisting our patients, families, friends and visitors.

Our active Volunteer Team of more than 420 contribute over 65,000 hours per year. On any given day, there are 60 or more volunteers carrying out various assignments throughout the hospital.

Characteristics of a Successful Advisor:

- Respectful of others and their perspectives
- Comfortable speaking in a group and interacting with others
- Good listener
- Able to use their personal experience constructively
- Able to see beyond their own experience
- Able to see the big picture
- Demonstrates a non-judgmental and positive attitude
- Ability to work collaboratively with other families and healthcare providers
- Desire to expand their knowledge and skills
- Desire to participate in bringing about meaningful change
- Able to maintain confidentiality of patient and organizational information



Preparing For Meetings

Meetings will typically take place on a monthly basis and will be co-chaired by the Chief Executive Officer and an appointed patient or family advisor. Terms of reference for the meeting will outline the council's membership, voting criteria, frequency etc. Prior to each meeting, you will receive a number of documents including a meeting agenda, minutes from the previous meeting and any briefing notes that will outline any initiatives coming to council that require patient feedback. These elements to the meeting are described below. It is expected that patient and family advisors will review these materials in advance of the meeting and come prepared to discuss and contribute in a meaningful way.

Elements to the meeting:

Agenda - an agenda will be prepared and circulated in advance of the meeting (typically one week). This document states the meeting details such as where and when the meeting will take place. It also outlines the topics that will be discussed during the meeting. Council members have the opportunity to add discussion items to the agenda as they see fit.

Minutes – are notes that summarize the discussion that took place during the meeting. Council members will review the minutes prior to the next meeting and will be accepted to approve the minutes to ensure that they accurately reflect the discussion. A note taker will make any revisions to the final document as required.

Briefing Note – is a tool that is used by staff members throughout the hospital to bring items and ideas forward to the advisory council. This document will summarize any relevant background information, the issue at hand and also specify how they would like to engage with the council (i.e. endorsement, consultation, feedback, input, other).

Preparing for the Initial Meeting – Telling Your Story³

At the first council meeting, patient and family advisors are often asked to share their stories—these personal stories serve as powerful tools for bringing about constructive change in the health care system. Sharing stories is an important way for us to tell others a little bit more about ourselves and providers listening with the opportunity to learn about and from us and our experiences. Each advisor has a story to tell that is uniquely based on their personal experiences throughout their healthcare journey. Listening carefully to these stories allows us to gather insights about each other and better understand where we have come from and where we would like to go. These stories can have lasting and powerful effects that will shape the future delivery of health care at Sault Area Hospital.

Consider the following questions prior to agreeing to share your story and participating on council:

Am I willing to share? The entire story? Or aspects?

What do I feel is too private to share?

What will my story teach those who are listening? What is the intended impact?

Have I had negative experiences that are still bothering me and will be difficult to share in a constructive manner?

Remember to:

- Think carefully about the message you want your audience to remember. Speak from your heart—be authentic, respectful, and constructive
- Balance positive experiences with improvement opportunities
- Use your own style and be honest
- Expect questions from the audience—anticipate the topics and prepare for them
- Remember that your experiences can be turned into constructive learning opportunities
- Expect that some people who hear your story may be deeply moved. Also remember that you may feel emotional when you tell your story

Remember that your experiences can be turned into constructive learning opportunities

³ http://www.ipfcc.org/advance/Sharing_Your_Story.pdf reprinted with permission from IPFCC

Preparing for Subsequent Meetings

To be an active and effective member of a meeting, you can:

Be well prepared - go through the agenda in advance and review items.

For each agenda item, ask yourself: “How can I contribute to the discussion? What could be some possible concerns?” “What is relevant to bring to this discussion?”

Be involved

Be a good listener

Support your follow patient and family advisors



Debate versus Dialogue⁴

Many think dialogue is just talking back and forth but it’s more than that. Dialogue is the art of a good conversation. Not to be confused with debate, dialogue is the peaceful way of working out a problem. Debate means stating your point of view without taking time to consider other options, or getting your point across while trying to make others back down.

Dialogue is the process of putting two or more different opinions together to create a unified idea.

| Debate | Dialogue |
|---|---|
| Assumes that there is a right answer and someone has it | Assumes that many people have pieces of the answer and that together they can craft a solution |
| Defending assumptions as truth | Revealing assumptions for re-evaluation |
| Combative: participants attempt to prove the other side wrong | Collaborative, participants work together toward common understanding |
| Defending one’s own views against those of others | Reflecting on and re-evaluating one’s own views |
| Listens to find flaws and makes counterarguments | Listens to understanding, find meaning and agreement |
| Searches for problems and weaknesses | Searches for strengths and value in others’ ideas |
| Countering of the other position without consideration of feelings or relationships – often belittles or depreciates the other person | Genuine concern for the other person and seeks to not alienate or offend |
| About winning | About discovering new options |

⁴ Content adapted from <http://www.publicconversations.org/docs/resources/DebateDialogue.pdf>

Application Process

Upon reading this handbook, if this opportunity sounds like the right fit for you please complete an application and return it via any of the following options:

1. Email your completed form to PFAC@sah.on.ca
2. Hand deliver to the SAH Reception Desk which is located in the main lobby of the Sault Area Hospital or to your health care provider
3. Print the completed application and return it by mail to:

Sault Area Hospital
Attention: Laura Tenhagen
750 Great Northern Road
Sault Ste. Marie, ON P6B0A8

Perspective patient and family advisors will be contacted and a formal interview will be scheduled.

Please note – the Sault Area Hospital does not guarantee that ALL applicants will be contacted for an interview.

References

1. Change Foundation <http://www.changefoundation.ca/library/patientfamily-advisory-councils-ontario-hospitals-work-play/>
2. Institute for Patient and Family Centred Care www.ipfcc.org
3. <http://www.publicconversations.org/docs/resources/DebateDialogue.pdf>

Additional Questions or Comments

Do you have any additional questions or comments? If so, please direct them to:

Laura Tenhagen, Coordinator, Patient and Family Advisory Council

via email at Tenhagenla@sah.on.ca or at 1-705-759-3434 ext. 6908