



SAH Patient & Family Advisory Program Quarterly Report

April 1 – June 30, 2020

Q1, 2020



This report highlights the following Patient and Family Advisory Programs at SAH: Corporate, Algoma District Cancer Program, Renal, Mental Health & Addictions and Emergency.

Also highlighted is the work of the resource pool.



Q1 - Summary and Highlights

The Patient and Family Advisory (PFA) Program made some adjustments to the program this quarter as a result of COVID-19. We are proud of how adaptable and understanding our advisors have been and continue to be during these unprecedented times.

All onsite advisor engagements were paused mid-March while the PFA program spent some time discussing and understanding new guidelines that had been implemented to keep our SAH volunteers, patients and staff safe.

Engagement opportunities where advisors were able to participate virtually or over teleconference continued throughout the pandemic such as advisors participating on organizational committees, interview panels for SAH leadership positions, and document reviews.

The PFA program felt a slowdown during the month of April while SAH focused its efforts on being prepared and proactive in keeping our patients, staff and community safe. Advisors saw a steady increase in participation opportunities in May and June as we started to navigate our new normal and became more comfortable using virtual platforms. As of June, all PFA councils resumed their monthly meetings using an online platform.

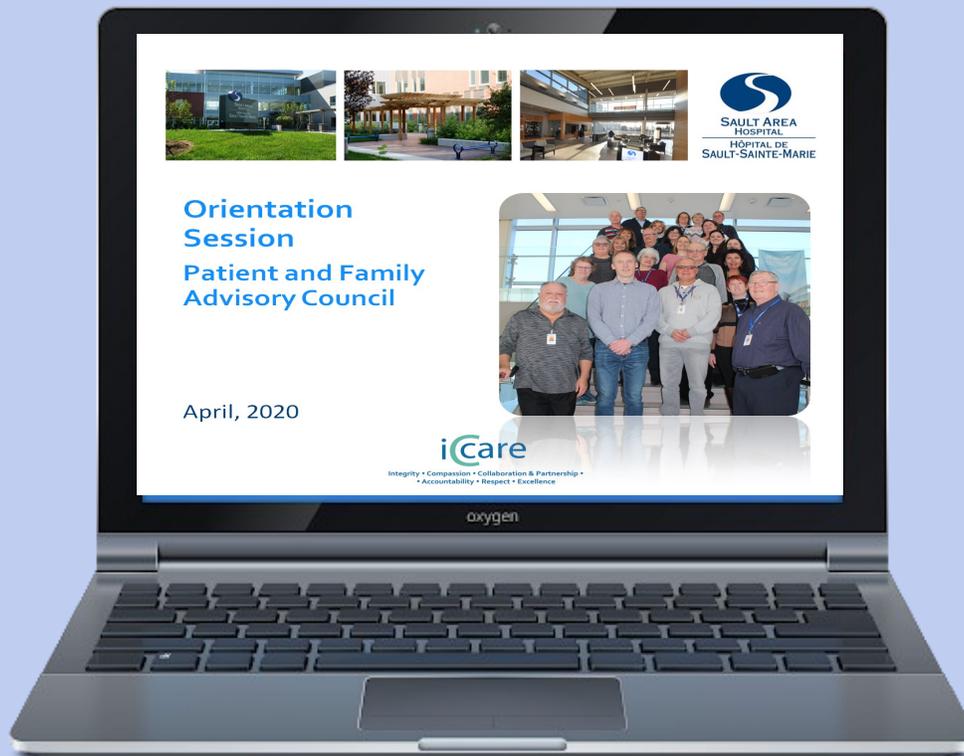


Hello Holly

Just a word to let you know how much I truly enjoyed our Zoom meeting. It was my first such meeting and on my iPad a clear video and amazing audio made for an overall enjoyable experience. I loved it! While we all hope that as a race we can eventually go back to face to face, person to person but until then I'm quite happy to "zoom it". Add a very pertinent and informative agenda and we had great meeting - thanks for putting it together

– SAH PFAC Advisor

Onboarding New Advisors Virtually



Patient and Family Advisors played a large role in assisting with the onboarding of new advisors during Q1. Advisors actively participated in interviews alongside program managers and the coordinator of the PFA program using the online platform Zoom. Additionally advisors participated in the first virtual orientation sessions. Advisors kicked off the orientation sessions by sharing their stories and “why” for joining the PFA program, as well they shared some of the recent engagement opportunities that they have participated in. This allowed new advisors to ask questions and learn more about the PFA program from the advisors perspective. 19 new advisors have completed orientation this quarter. The PFA program will run 1-2 more virtual orientation sessions over Q2.

Advisor Recruitment Update Q1

Advisors appointed to resource pool: 12

Advisors appointed to councils: 4

Advisors currently onboarding: 7



Q1 - Summary of Advisor Activity

SAH PFAC

The corporate council welcomes new advisor Allan McDonald to the table.

Welcome Allan!

Rhonda Hurley, Director of Quality and Risk, and Manda Rivers, Laboratory Services Manager, submitted a briefing note on new lab costs for the council to review, discuss, and provide feedback. The council was supportive of the proposed new lab costs and suggested that the communication plan is well thought out to introduce these new costs to the community. Advisors suggested that communication should include a transparent explanation of reasons for the new costs and readily available information on financial supports for those that may require it.

Tammy Ryan, Health Records Manager, provided an overview of the process to retrieve health records at SAH when they are requested by patients. Also provided was an explanation of the costs associated with patients requesting records. Advisors provided feedback on

their experiences with health records being sent between organizations and have asked for some clarification on processes to be brought back to the council at a later date.

Thank You to presenters: Rhonda Hurley, Manda Rivers and Tammy Ryan

ADCP PFAC

The Algoma District Cancer Program council welcomes new advisor Kelly Andresen to the table. **Welcome Kelly!**

At a previous meeting ADCP advisors created tips to empower patients and their families visiting the department. These tips were developed into slides to be played on the waiting room monitors in ADCP. The council reviewed the finished slide deck at their meeting and approved it to be put on the monitors.

The following tips are shared with you
from your fellow ADCP Patients.

ADCP advisors have spent much time discussing the glass partition at the reception desk. Advisors suggested that it be removed and the desk be reconfigured to make it more patient friendly and accessible. As a result of COVID-19, the facilities department has instructed that the glass remain in place, however a portion of the desk will be lowered to allow both patients in wheelchairs and patients needing to sit down an area that is accessible.

Renal PFAC

The Algoma Regional Renal Program council welcomes new advisor Marci Oliverio to the table. **Welcome Marci!**

Good News: the department will be receiving new equipment by the end of June including new patient chairs and patient beds.

The council spends time finalizing the topics for the spring/summer newsletter that will be printed and circulated to patients by the end of the month.

The council additionally spent time discussing some of the changes in

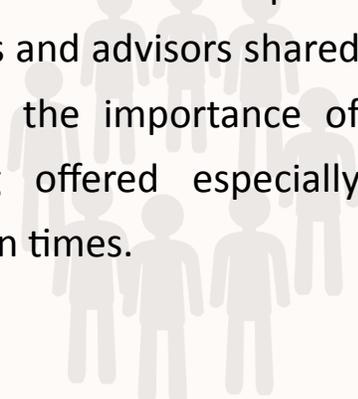
processes and procedures within the renal unit that are a direct result of COVID-19.

MH&A PFAC

The Mental Health & Addictions council welcomes new advisor Amanda Lambert to the table. **Welcome Amanda!** The council additionally welcomes Chief Psychiatrist & Medical Director, Dr. Jain. **Welcome Dr. Jain!**

With lots of new and exciting work happening within the department, this quarters meeting focused on bringing advisors up to speed and discussing how advisors can and will be involved in this work moving forward.

Advisors discussed the effects of COVID-19 on the MH&A program, specifically with patients who have not been able to physically attend support groups during the pandemic. The council discussed plans to reintroduce groups and advisors shared their perspective on the importance of these groups being offered especially during these uncertain times.



ED PFAC

The Emergency Department appoints Dominique to her 3rd term as advisor co-chair **Congratulations Dominique!**

Advisors took the opportunity to share their recent experiences visiting the emergency department from a patient perspective during the pandemic. The advisors were able to

recognize and share some of the amazing work being done within the department and also opened discussion with leaders on areas they thought they could contribute to improving the patient experience.

ED leaders provided the council with information on current processes in the ED and an update on the 'hot' and 'cold' zones within the department. ED leaders also discussed how the department is being proactive in keeping daily patient numbers low.



Gift Bags for 1C Inpatients



Our Mental Health and Addictions PFAC advisors prepared gift bags for inpatients on 1C. Each bag contained an assortment of sweet, salty, chewy and crunchy snacks, a couple of boredom busters (activity pads Sudoku, word find, etc.), a pen, a journal and a gift tag with a positive message.

Advisors wanted to let 1C inpatients know that they were being thought of during these unprecedented times and hoped the positive messages, treats, and activities would brighten their day.

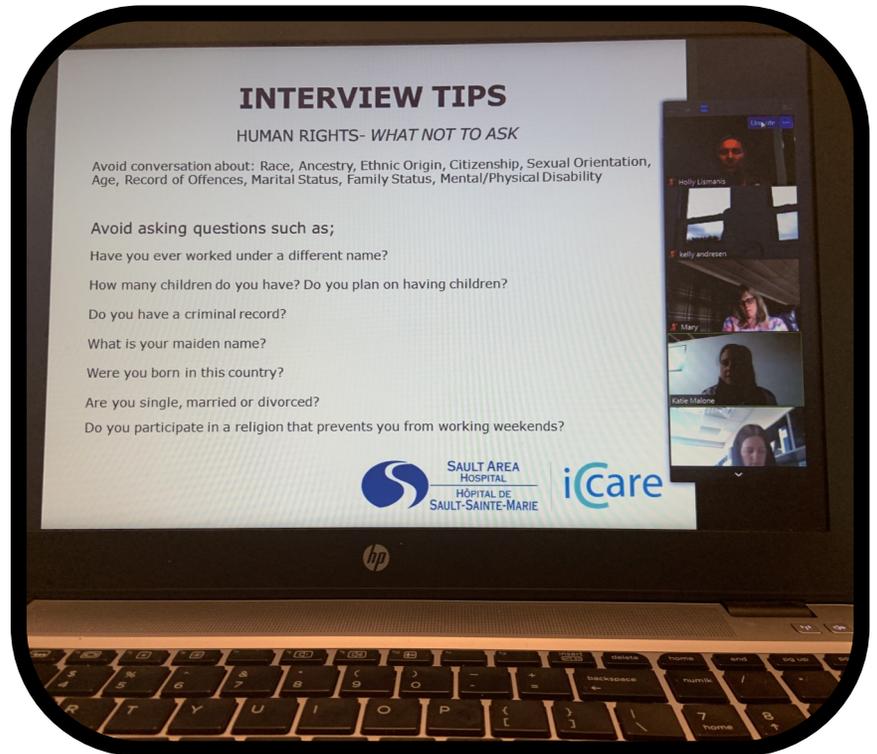
Interview Panel Training Sessions

As part of Sault Area Hospital's commitment to ensuring patient-centered care, advisors are involved in a portion of all recruitment efforts from the supervisor level and up. The role of the advisors is part of a 2-way exploration of fit with our organization: from the patient and family perspective, learning about how the candidate has demonstrated a commitment to continuous improvement from the patient/customer perspective and how they would apply this to the current role; and from the candidate

perspective helping to determine whether this position is a fit for them based on an understanding of our commitment to and processes that support a patient and family centered approach to providing outstanding care.

During the month of June, advisors were able to participate in one of three sessions that were held virtually by Katie Malone,

Organizational Development Consultant. These sessions were intended to provide advisors with a better understanding of what to expect and their role on an leadership recruitment interview panel. Katie reviewed the structure of SAH interviews, how to score a candidate, the interview process, and interview tips.



Did You Know?

14 advisors participated in interview panel training in June 2020

11 SAH leadership positions have been recruited so far in 2020

Advisors on Committees

The Patient and Family Advisory (PFA) Program currently has 15 advisors on 7 different hospital wide committees. Committees with current advisor representation include Accessibility, Ethics, Emergency Measures, Infection Prevention and Control, Joint Health & Safety, Operations, and Senior Friendly. When committees request an advisor at their table the PFA Program appoints a minimum of 2 advisors to ensure that a patient/family voice is always present. Advisors were asked to share recent work from their committees from Q1.

*** Some committee meetings were cancelled during Q1 due to COVID-19.**

Accessibility Committee - No Updates for Q1

The committee plans projects to improve the accessibility at SAH

Active Advisors on Committee: Guido Caputo, Don Calvert

Frequency of Meetings: Monthly

Ethics Committee - No updates for Q1

The Ethics Team is a multidisciplinary committee with representation from front-line staff, allied health, social work, physicians, the broader community, and management. The Team provides leadership in the areas of ethics education, policy development and review, and consultation.

Active Advisors on Committee: Stephanie Parniak, Rose Cavaliere, Rebecca Keown

Frequency of Meetings: Monthly (2nd Monday 3pm-4pm) and on an as needed basis

Infection Prevention & Control (IPAC) - No updates for Q1

The IPAC Committee holds monthly meetings to reduce the risk of health care associated infections across the care continuum through knowledge exchange, sharing experiences, ideas and information for the prevention and control of infections, and the collaboration and networking among persons interested in infection prevention and control

Active Advisors on Committee: Patti Jo Duggan, Guido Caputo, Jim Aquino

Frequency of Meetings: Monthly, last Tuesday of the month, 2pm

Emergency Measures Committee (EMC) The EMC received a presentation from Everbridge on their emergency response program during Q1

Active Advisors on Committee: Peggy Storey-Inkster & Wendy Doda

Frequency of Meetings: Monthly, 3rd Thursday, 1pm-3pm

Joint Health & Safety Committee: The committee oversees the health and safety of the entire hospital including some outlying areas. Committee members have been very involved with all the changes due to Covid-19. Regular safety Inspections are carried out by managers with committee members throughout SAH facilities and the reports are submitted to the whole committee. Safety related information the committee receives is distributed to the departments.

Active Advisors on Committee: Eric Sillanpaa, Don Calvert

Frequency of Meetings: Monthly, last Tuesday of the month, 2pm

Operations Committee The committee continued to discuss important matters related to patient care and experience through the statistics collected from different departments throughout the hospital. The committee reviewed wait times for ED, ED wait times for admitted patients, & mental health and addictions readmission rates. The committee has also reviewed patient concerns/compliments, falls, critical events, organ donation, and hospital financials.

Active Advisors on Committee: Louis Ferron, Brent Ralph

Frequency of Meetings: Monthly

Senior Friendly Committee—No updates for Q1

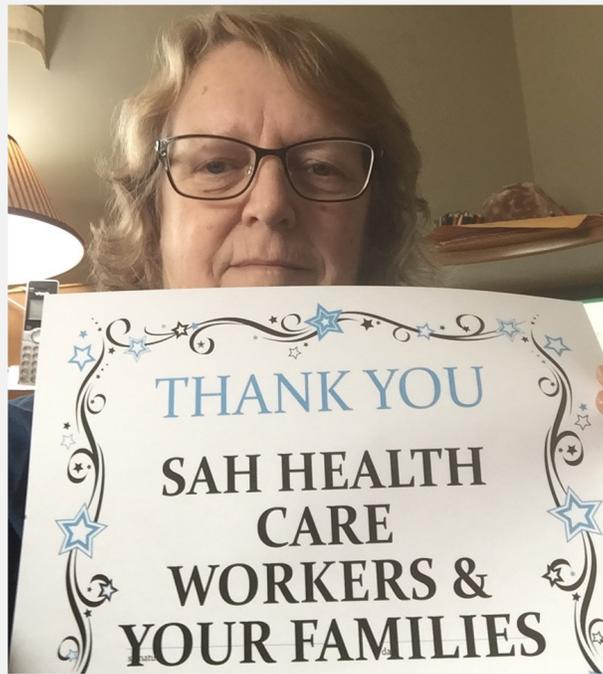
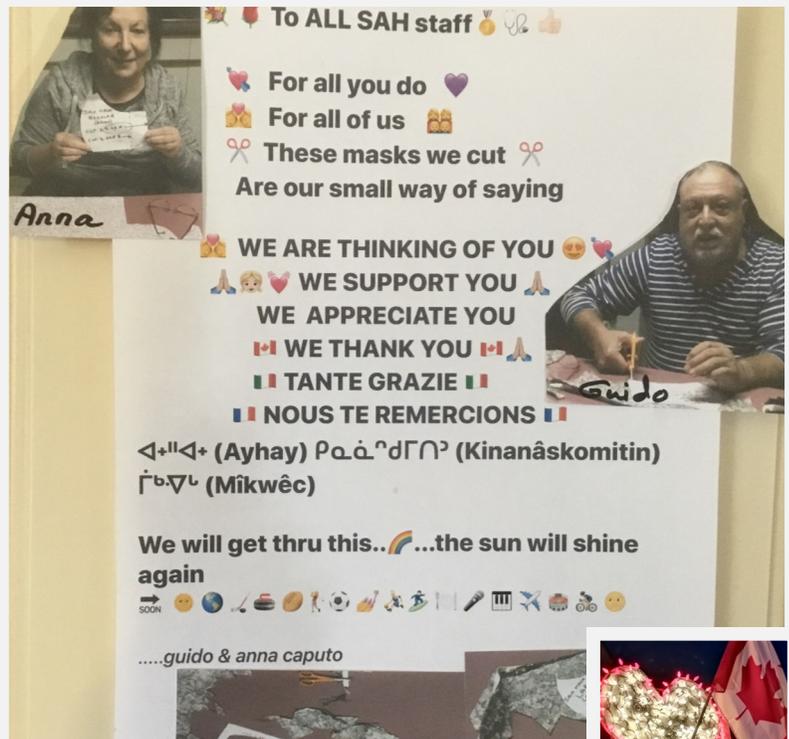
The senior friendly committee promotes and provides leadership and strategic direction in the implementation of Sault Area Hospital's Senior Friendly Care Strategy. The council will monitor progress and performance of all Senior Friendly work plans.

Active Advisors on Committee: Tina Bastos-Lake, Alyson MacLeod, John LaRoche

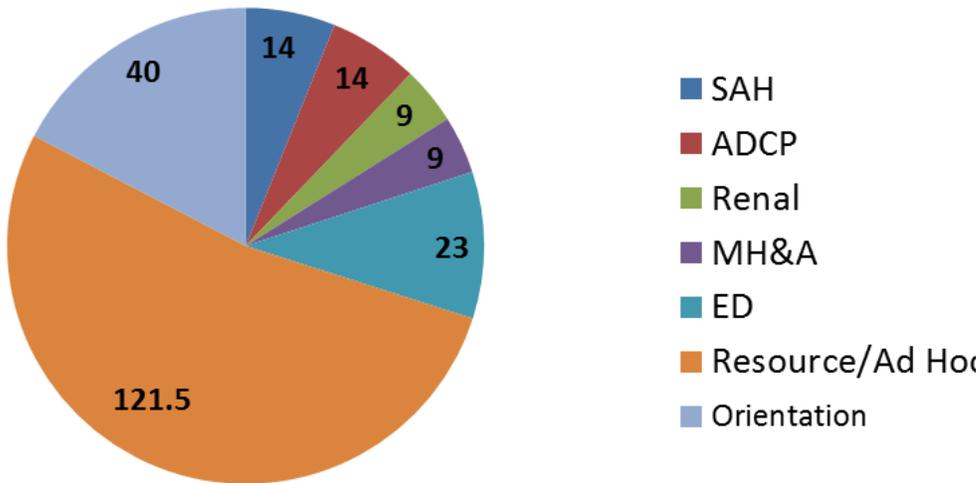
Frequency of Meetings: Monthly

A shoutout from our Volunteers to our incredible Health Care Workers!

Sault Area Hospital volunteers and advisors wanted to recognize our incredible Health Care Workers for their amazing work during the pandemic. To show their appreciation volunteers and advisors submitted pictures or short videos of themselves thanking SAH staff. Below and on the cover of this report are some of the picture submissions we received from PFA advisors. Thank You advisors for your continued support!

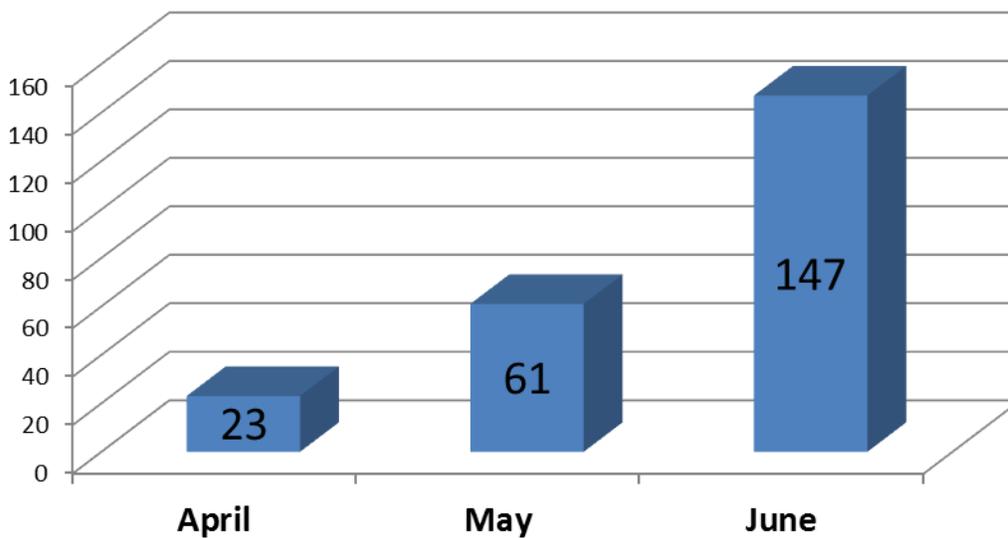


Hours Contributed By Advisor Type



The total number of Advisor Hours Contributed during Q1 2020 was **231**

Hours Contributed Monthly



Visitor Guide

Two advisors assisted in the development of a plan to allow for essential visitors at SAH. Advisors collaborated with SAH directors Karen Guzzo and Kirsten Farago on the plan and made recommendations from a patient and family perspective. The new Visitor Guide has been finalized and can be found on the Sault Area Hospital website.



PFAC BY THE NUMBERS **Q1 2020**

Exceptional
PEOPLE 

91 Patient and Family Advisors

4 Prospect Advisors

5 Advisory Councils

1 Resource Pool of Advisors

Working **TOGETHER**

231 Total Hours

Contributed Q1, 2020



23% of advisors currently
active in the PFA program
over Q4 2020



Outstanding **CARE**

11 Ad Hoc Opportunities

Brought Forward

121.5 hours given to Ad Hoc

Engagements

