



SAH Patient & Family Advisory Council Quarterly Report

January 1st – March 31st, 2019

Q4, 2019



This report highlights the Patient and Family Advisory Councils at Sault Area Hospital which includes the Corporate (SAH) PFAC, Algoma District Cancer Program (ADCP) PFAC, Renal PFAC, Mental Health & Addictions (MH&A) PFAC, and Emergency Department (ED) PFAC. Also highlighted is the work of the resource pool.



SAULT AREA
HOSPITAL
HÔPITAL DE
SAULT-SAINTE-MARIE



Q4 - Summary and Highlights

The Patient and Family Advisory Program started the year off strong with the launch of the Advisor Led Rounding pilot project, over 35 fulfilled ad hoc requests, recruitment of new advisors to the program and a new schedule for the Corporate Patient and Family Advisory Council which will provide an opportunity for our corporate advisors to be further embedded in Priority Initiative work.

Winter PFAC Report Out

The Winter PFAC Report Out was held on Monday March 25th, 2019. Advisors from each of the five councils and from the resource pool presented three of their recent achievements and three items they will be working on going forward. The PFAC program as a whole fulfilled over 35 ad hoc requests between November and February; this is on top of the time advisors give to council participation and engagements, SAH committees, and council sub-group work.

Ila Watson provided the group with an overview of the 2019/2020 hospital goals and Victoria Aceti-Chlebus gave an informative presentation on

measures which Sault Area Hospital uses to track performance and quality improvements in care.

We were very pleased by the turnout of advisors, board members, leadership and staff at the Report Out. Thank you to all who were able to attend.



Healthy, Well and Safe Focus Group

One of Sault Area Hospital's strategic plan priority initiatives is Healthy, Well & Safe at Work. This initiative was developed to ensure that staff, physicians and volunteers work in an environment that is safe and promotes a culture of health and wellness.

DPRA Canada consultants were onsite the week of Feb 4th - 8th, 2019 and met with a group of nine advisors and volunteers that showed interest in participating in a focus group to discuss

what the organization is doing well regarding Healthy Well and Safe, and areas to focus work on.

The outcomes of DPRA Canada's work will be provided to Sault Area Hospital when completed and will be shared with advisors.

9

Advisors participated in the Healthy, Well and Safe at Work Focus



Healthy Employees



Healthy Organizations



Healthy Workplaces

THANK YOU - Inaugural Renal Advisors

The Patient and Family Advisory Program would like to recognize and thank the inaugural Renal PFAC advisors for their dedication and hard work over the past 3 years. The Renal PFAC was formed at Sault Area Hospital in February 2016. We are grateful to all 8 advisors who have offered to continue on as resource pool advisors continuing to improve the overall patient experience at SAH.

Theo Hendriks
Luca Robibaro
Sandra Muncaster

Cody McClelland
Ron Walker
Tami Nicholas

Christina Kenny
Bob Marlow

Q4 - Summary of Advisor Activity

Corporate Wide Council (SAH)

New Framework for Corporate PFAC

The Patient and Family Advisory Program with support from the Corporate PFAC Co-Chair recommended a new framework for the council.

The recommendation was that the executive and their supporting directors present on their strategic plan priority initiatives during corporate meetings. The presentations are designed to provide the group with sufficient information and context on the initiative and allow opportunities for meaningful engagement. This proposed framework allows patient and family advisors to drive SAH's strategic plan.

The council received a presentation on ***Our iCcare Way & Best Leadership*** at the February meeting and look

forward to the presentation on ***Leveraging Our Assets*** at the April meeting.

The Corporate PFAC welcomed new advisor Tina Bastos to their council in January and appointed Ally Brown as co-chair in February.



(L to R) (back) Holly Shortall, Vivienne Scott, Ally Brown (front) Angela Corcoran, Rose Cavaliere, Tina Bastos Missing from picture: Gord Childs, John LaRoche, Jessica Portelli-Ward, Alyson MacLeod, Claudette Chevrier Cachagee

Guest Speakers

The council welcomed guest speakers Rebecca Keown and Brian Lawson to their January meeting to discuss the role of the Ethics Committee at SAH.

The advisors were provided with an opportunity to review the current Ethics Brochure and make suggestions and recommendations for revisions. Rebecca additionally presented on the Quality Improvement Plan Committee providing advisors an overview of the work the committee is currently doing. Both the Ethics Committee and the Quality Improvement Committee have two advisors representatives that attend their meetings to provide the patient perspective.



Smudging Kits

As a result of a discussion held on the Truth and Reconciliation Calls to Action in the fall, the advisors advocated for smudging kits to be available to patients who would like to perform smudging ceremonies while receiving care at SAH.

The hospital now has two smudging kits available onsite for patient use. The instructions to request a smudging kit can be found on a poster hanging beside a newly installed phone in the Spirit Room on the 1st floor. Patients are required to speak to their health care team prior to conducting smudging ceremonies as per Sault Area Hospital policy.



Sault Area Hospital's Spirit Room (C1803) is a space designated for holding spiritual ceremonies involving the burning of sweetgrass; should you wish to hold a ceremony, please, inform your care team who will support you in making the necessary arrangements.

Smudging Kits are available from Spiritual Services by dialing extension 5418.

La salle de spiritualité (C1803) de l'Hôpital de Sault-Sainte-Marie est un espace dédié à la tenue de cérémonies spirituelles dans lesquelles on brûle du foin d'odeur. Si vous souhaitez organiser une cérémonie, informez-en votre équipe de soins qui vous aidera à prendre les dispositions nécessaires.

Vous pouvez obtenir des trousseaux de purification par la fumée aux Services de soins spirituels. Composez le 5418.

Owe / Maaba Aakoziwigamig aanikesijigan (C 1803 inwaade awiyag ji-nookwezowaad. Giishpin wii-nookwezoyin, wiindamaw gaa-wiidoogaagewaad ji-wiiji'ikwaa ji-doodameg i'iw.

Gi-daa-miinigoo wiingwashk izhi-giigidoyin 5418.



Exceptional People Working Together to Provide Outstanding Care in Algoma.
Des gens exceptionnels unissent leurs efforts pour fournir des soins extraordinaires dans le district d'Algoma.



Transportation for Oncology Patients

The advisors have put tremendous efforts into researching and findings ways to assist oncology patients travelling to and from their appointments. The council held discussions with ADCP staff regarding the number of oncology patients who attempt to access Wheels of Hope but



are often not successful in securing rides. The advisors wanted to assist in finding alternatives means of transportation. Advisors are currently in discussion with two local businesses. One of the businesses does an annual fundraiser to raise money to cover transportation costs for oncology patients and the second business has interest in working with the hospital to supply rides. The advisors look forward to sharing more

updates and information on their work in the coming months around this initiative.

The ADCP PFAC welcomed new advisor Linda Jach to their council and appointed Stephanie Parniak as co-chair at their January meeting.

Buddy Program

The council continues to look in to options regarding a “buddy program”. The council will be conducting a department survey with current patients to gauge interest in moving forward with this initiative.

The council is currently discussing the “why” behind the glass partition in the reception area of the cancer clinic. Advisors collectively agree that the partition does not feel patient-friendly, does not allow for patient confidentiality and privacy and advisors would like to know why some departments have glass partitions while others do not. There will be further discussion around this topic at the council next meeting.

Mental Health & Addictions PFAC

Improving the Patient Experience

Recent topics of discussions that advisors and staff have held at council meetings include: current rounding practices with in-patients, accessibility to services for the LGBTQ community, wayfinding signage, and conversations regarding Quattra Answering Service. Advisors and staff discuss the current state and ask for advisors input and feedback from the patient and family perspective.

“Thank you for letting me contribute to improving the patient experience.”

-MH&A PFAC Advisor

Changes as a result of Advisor Input

Advisors have brought forward a number of briefing notes for discussion, consideration and action over the last year. Advisors have recently received updates on changes that are happening as a result of two of the briefing notes: 3 payphones are

being replaced with hospital telephones so patients do not need to have change to make local phone calls (a payphone will still be available for patients calling long distance), and personal safes have been purchased for patients staying at withdrawal management to ensure the safekeeping of their personal belongings.

Mental Health Week May 6th-12th, 2019

Advisors formed a sub-group in preparation for Mental Health Week. The group advocated for in-house activities throughout the week to help bring awareness to mental health. A highlighted activity is creating SAH's own Big White Wall that will be built in the lobby. Staff and patients are asked to design their own “brick” with encouraging words to be added to the wall.

The MH&A PFAC congratulates Jim Corelli on his appointment as Advisor Co-Chair at the March meeting.

Setting Priorities

Renal PFAC advisors have been busy reviewing their priority list and moving forward with items they feel will have the most meaningful impact on the patient experience.

Some of these items include: bringing National Kidney Month awareness to the community, implementing the “Share Your Story” project and continuing to look at ways to bring peer support opportunities to the department.
next meeting.

Share Your Story Project

Two advisors, with support from the council, have implemented a project to collect stories, artwork, quotes, poems, and song lyrics from patients, family members, friends and staff connected to their renal experience. Once the advisors have received enough submissions they would like to compile a book that can be made available to the patients.

Renal staff continues to engage advisors in the review of patient-facing documents and provide updates on Sault Area Hospital and Ontario Renal Network work that effects the renal department. The advisors are also working on material for their bi-annual newsletter that will come out late spring.

SHARE YOUR STORY

The Renal Patient Family & Advisory Council is looking to collect short stories, artwork, quotes, poems, song lyrics, etc. regarding your personal experience with End Stage Renal Failure. This collection will be shared in a booklet available to all patients and their family members.

Kidney Failure



Why your story matters:

Your story is a powerful tool for connecting, empowering and helping others going through a similar journey. Reading about the experiences of others can be uplifting and inspiring.

Submission Deadline: June 30, 2019



Your story is important

We want to hear from Renal Patients (Clinic, PD, Hemodialysis & Transplant Patients), Family Members & SAH Renal Staff

An opportunity to share your personal perspective

Life is about creating & living experiences that are worth sharing

Submissions:

Place your work in the submission box located in the Renal waiting room or submit directly to Vanessa Grisdale
705-971-0681

Vanessa.cower@hotmail.com

Candy Grams

An advisor worked with three Huron Superior Catholic District School Boards schools to participate in a candy gram fundraiser for the Kidney Foundation selling candies at \$.25/ piece. The three schools raised almost \$800! The schools also welcomed a guest speaker to present on Kidney Awareness Month during the month of March. Additionally the schools will also be participating in the Kidney Clothing drive!



“Kidney disease has affected not only me but several members of my family. My mother, grandmother and many aunts and uncles all received kidney transplants. Sitting on the Renal Patient and Family Advisory Council (PFAC) at the Sault Area Hospital and being a teacher, I know that education is power and really wanted to bring the Kidney Foundation into our school system.”

- Christina Kenney, Patient Advisor

One Year Anniversary

The Emergency Department PFAC celebrated its one year anniversary in March, Dominique Ninnes was re-appointed as advisor co-chair for an additional year, and the council took time to review completed and outstanding priority work.



ED Wait Clock

A topic that has brought much discussion to the ED PFAC table is the ED wait clock. Advisors were interested to know if the majority of the public were aware that there was a wait clock, what the wait clock time represents, and what effects the wait clock has on their decision to go to the emergency department. The council decided to conduct a short survey with patients to get feedback on the wait

clock. The two questions the survey asked were:

1. Did you go to the Sault Area Hospital website to look at the wait clock before you came to the hospital?
2. Did the wait clock impact your decision to go to the hospital?

The survey was conducted for 1 week in December and 2 weeks during the month of February. The council has discussed the survey results and have advocated for further communication around the wait clock to be done. A sub-group of ED advisors are reviewing communication that has gone out via social media to the public to date and will work collaboratively with staff to further promote the purpose and 'why' behind the wait clock being implemented as well as continued advocating for the public to use walk-in clinics and family doctors for non-urgent medical attention.

The ED PFAC welcomed new advisors Kinneret Margovski, Don Calvert and Peggy Storey to the council at the March meeting.

Advisor Education

The council has taken an interest in learning more about the ‘behind the scenes’ in the ED in an attempt to better understand the department from a big picture lens. The advisors have received two presentations this quarter to assist them in this learning.

Jack Willet provided an overview of Oculys allowing advisors to better understand how patient flow is monitored across the organization and Lisa Butler presented on Crisis Services as their department works closely with the ED.

Advisor Priorities

Advisor’s top priority on the ED council is improving communication between the department and the patient. This includes communication on wait times, the different areas of the ED, how

patients are triaged, expectations when arriving to the ED, the patient promise of hourly rounding, etc.

The group has already done great work on this priority and will continue to focus their efforts on improving communication as they feel this will have tremendous impact on the overall patient experience.



“**My takeaway** on the work we do is that the people at SAH listen to what we have to say and truly care about what we have to offer; we all work towards a common goal of creating a better experience for the patient.

- **Louis Ferron, ED PFAC Advisor**

Resource Pool & Ad Hoc Requests

Advisors were engaged in 35+ ad hoc requests this quarter. The majority of requests come in the form of document reviews and one time onsite engagements.

Examples of documents reviewed by advisors during Q4 include:

- Perinatal Bereavement Guide
- Tell Us Your Views Brochure
- Protocol for Semi-Elective Urgent Orthopedic Surgery
- Caesarean Section Patient Information Booklet
- Bedside Shift Report Patient Information Sheet
- Detailed Storyboard for an upcoming SAH patient story video
- Breast Pump Patient Information Sheet

Advisors review documents for thoroughness and clarity of information. They are provided a deadline to submit their feedback which is then put into a consolidated list and sent back to the department for consideration and implementation.

Types of Ad Hoc Requests



Skills Fair

Advisors Jim Corelli [MH&A Advisor], Patti Duggan [ADCP Advisor], and Alyson MacLeod [Corporate Advisor- not pictured] attended a skills fair to speak with staff about a new initiative, “Transfer of Accountability”. This initiative involves the nurses performing their shift reports at the bedside of the patient. Advisors shared their perspective on why this is important to the patient and their family members and how it promotes patient-centred care.



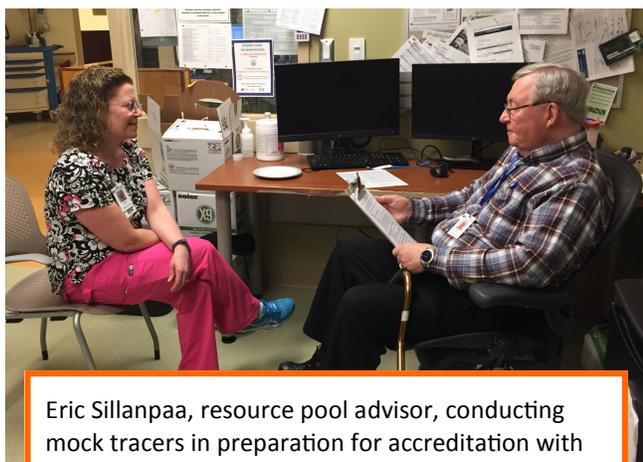
Jim Corelli and Patti Duggan at SAH Skills Fair on February 22nd

“As a representative of PFAC ADCP it was an honour to learn about and encourage this (Skills Fair) positive initiative”

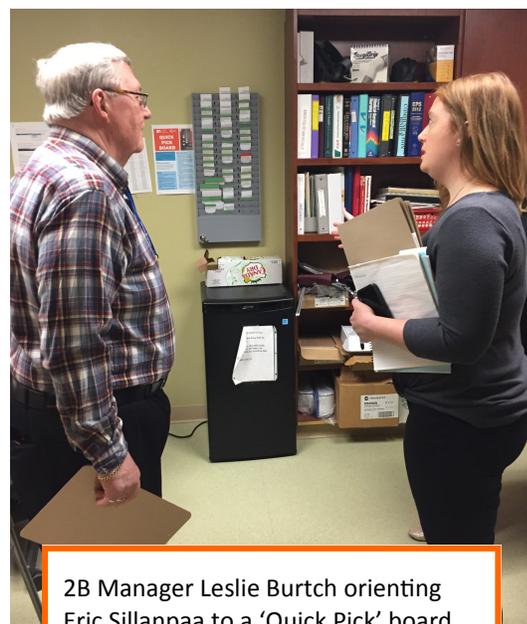
– Patti Duggan

Mock Tracers

Many advisors assisted with mock tracers throughout the organization prior to the accreditation surveyors arrival. This consisted of advisors asking staff about the department standards and how they are meeting them.



Eric Sillanpaa, resource pool advisor, conducting mock tracers in preparation for accreditation with 2B staff



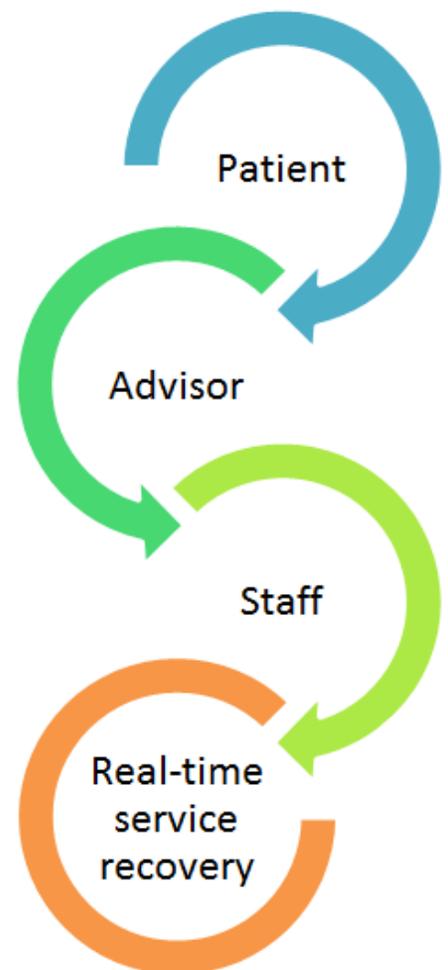
2B Manager Leslie Burtch orienting Eric Sillanpaa to a 'Quick Pick' board that staff utilized in preparation for accreditation

Advisor Led Rounding

Three advisors were selected to participate in the launch of the Advisor Led Rounding pilot project. This is an initiative that has been successfully implemented at other Canadian hospitals where advisors or volunteers speak with patients about their hospital experience. This includes the patients experience from the time they arrive at the hospital, to the service they receive from hospital staff, to discharge. If the advisor perceives that a patient is dissatisfied with part of their patient experience the advisor will ask the patient's permission to have a manager speak with them and provide service recovery. This allows an opportunity for the hospital to resolve a concern in real-time and leaves the patient with a positive experience.

Advisors participating in the pilot project attended a two hour orientation session facilitated by project leads Holly Shortall, Coordinator, Patient and Family Advisory Program and Donelda Chartrand, Ambulatory Care Patient Care Manager. The advisors received thorough training which included the 'why' behind patient rounding, a refresher on Sault Area Hospital policies, procedures, the advisor role

and mock rounding practice. Advisors then participated in a minimum of three shadow shifts in Ambulatory Care with the patient care manager to put their training to practice. Once advisors are comfortable in their role, they are paired with another advisor to perform patient rounding together. Advisors will continue to round in ambulatory care as the first phase of the pilot project before starting phase two which will give them opportunities to round in other areas including in-patient areas.



PFAC Contributions & Evaluations - Q4

Hours Contributed Monthly

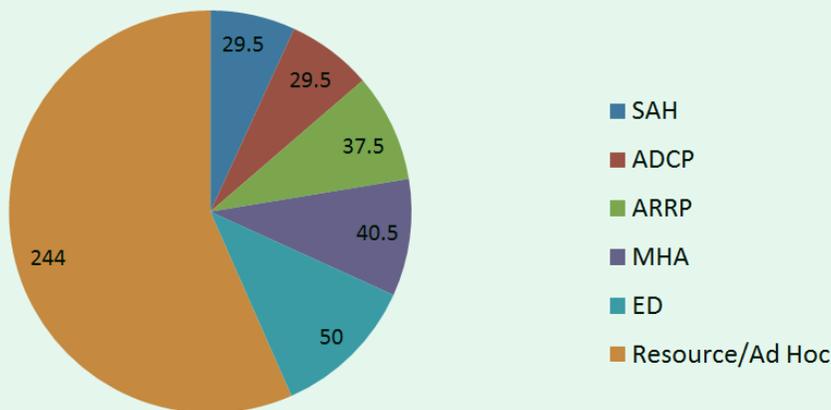


DID YOU KNOW?

The total number of Advisor Hours Contributed during Q4 2019 was **433**

This represents an increase of **18%** from Q3 2018!

Hours Contributed By Advisor Type



Advisors complete quarterly evaluations throughout the year rating their experiences on council by answering a variety of questions on a scale of “not at all” to “very much so.” Below are some highlights of advisors participation on councils

98%

selected ‘very much so’ when asked if they are aware of how their involvement as an Advisor has influence on programs, policies and projects at SAH

98%

selected ‘very much so’ when asked if they feel their work as an Advisor improves the patient and family experience at SAH

99%

selected ‘very much so’ when asked if they are proud to tell others they volunteer at SAH

PFAC BY THE NUMBERS **Q42019**

Exceptional
PEOPLE 

76 Patient and Family Advisors

5 Advisory Councils

1 Resource Pool of Advisors

5 Advisors currently onboarding

Working **TOGETHER**



433 Total Hours

Contributed Q4

18 % ↑ over Q3

Appointment of 5 new
advisors to councils and 11
advisors to resource pool



Outstanding **CARE**

35+ Ad Hoc Opportunities
Brought Forward
244 hours given to Ad Hoc
Requests

