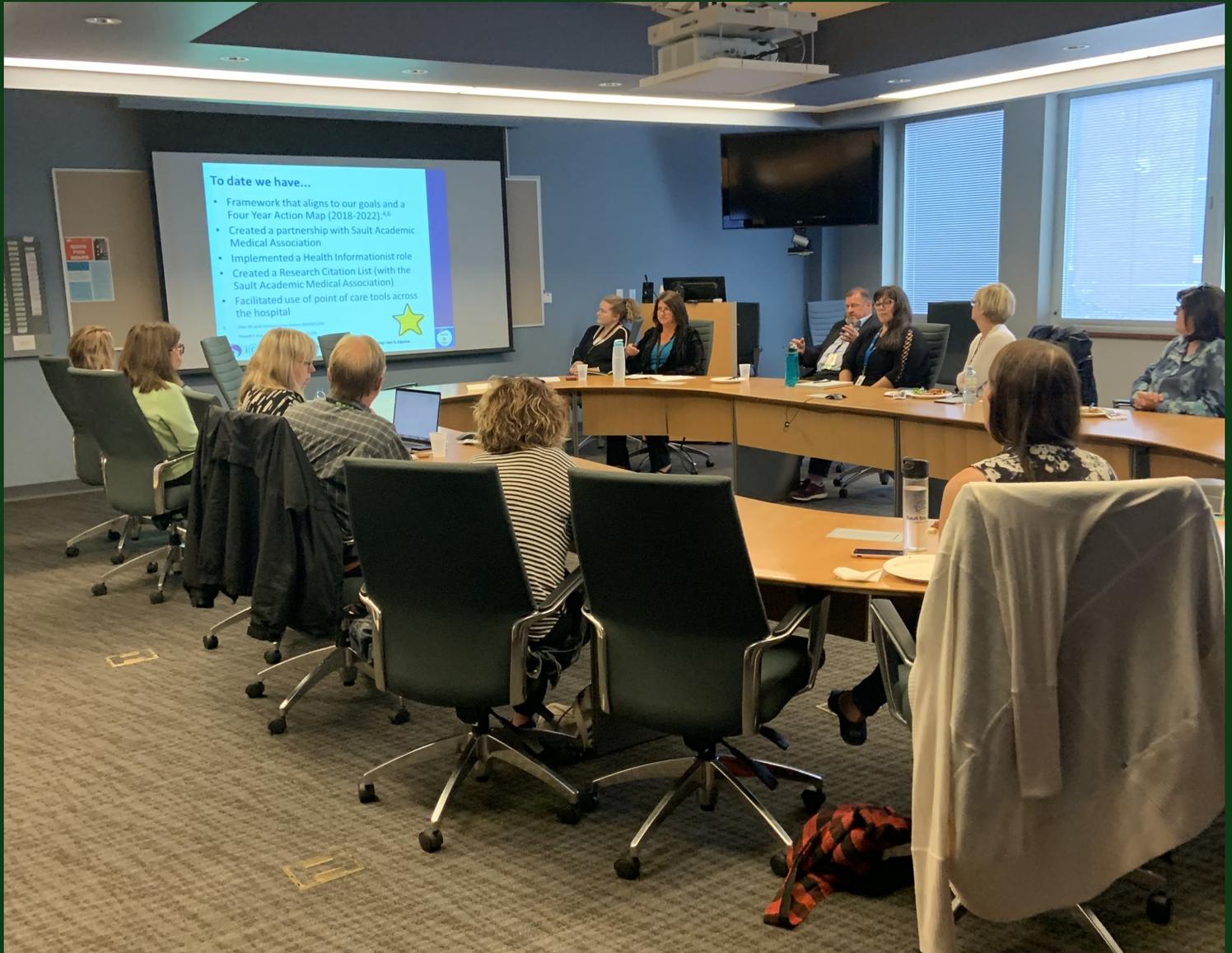




SAH Patient & Family Advisory Program Quarterly Report

October 1st – December 31st, 2019

Q3, 2019



This report highlights the Patient and Family Advisory Program 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



Q3 - Summary and Highlights

The third quarter provided advisors various opportunities to become further involved in enhancing patient centred care at Sault Area Hospital. Many of our advisors stepped forward and gave their time to assist with the application process for the Algoma Ontario Health Team, advisors shared their stories at numerous speaking engagements, as well, advisors participated on 3 interview panels for SAH leader recruitment. Thank you advisors for all of your hard work and dedication to the Patient & Family Advisory Program in 2019!

Cheque Presentation



On November 5th advisor Jim Corelli joined the Mental Health & Addictions and Sault Area Hospital Foundation staff in receiving a \$25,000 grant from RBC Foundation in support of Sault Area Hospital's Children's Adolescent and Psychiatry Program.

Advisors Appointed to SAH Committees in Q3

Emergency Measures Committee: Wendy Doda

Ethics Committee: Judy Bentham & Rebecca Keown

Quality Improvement Plan Committee: Brent Ralph & Louis Ferron

Wellness Committee: a request for advisor participation has been distributed to advisors with the selection process set to take place in mid January



THANK YOU TO OUR COMMITTEE ADVISORS!

New Mental Health & Addictions Suggestion Box

The Mental Health & Addictions (MH&A) PFAC is happy to announce the installation of their suggestion box located outside of ventures beside the MH&A display case.



Suggestion Box Locations:

ADCP: radiation therapy waiting room and 2nd floor waiting room

Renal: waiting room

SAH: Lobby at information desk

ED: Triage Waiting Room & See and Treat Waiting Room

MH&A: Outside Ventures next to display case

Volunteer Appreciation Dinner

Volunteers were recognized on December 3rd for the contributions they make to SAH throughout the year. Over 250 volunteers gathered for the Annual Appreciation Dinner where their fellow volunteers were recognized for reaching milestones for the years of service they have provided to SAH. Our volunteers enjoyed the evening with food, drink and the company of one another. This evening allows our volunteers to mix and mingle with one another, and enjoy the company of friends they have made through their volunteer work. Thank you to all of our volunteers for the tremendous support you provide to our patients, visitors, staff and physicians at SAH.



Q3 - Summary of Advisor Activity

SAH PFAC

Advisors asked for an update on the most recent results of the employee experience survey. Rosanna Naslovar, Human Resources Manager, was welcomed to the October meeting and provided the group an overview of the survey delivery strategy at SAH, as well as highlights from the results of the most recent survey.

Advisors completed a review and refresh of their priority work. This priority work will help drive part of their agenda for 2020. One item that was added to their priority list was connecting with telemedicine and working together to find ways to incorporate the patient and family voice within that department. Telemedicine was excited that advisors wanted to collaborate and have already

reached out to set up initial meetings with the Corporate PFAC co-chair Ally Brown.



Liz Ferguson, Vice President Clinical Operations & Chief Nursing Executive,  one person. one record. one system.
une personne. un dossier. un système.

provided an update to the council on the launch of ONE highlighting both the successes and challenges, including next steps as SAH works on moving towards phase 2 which includes ambulatory care areas.

Additionally, advisors received a presentation from Ed Mroweic on the priority initiative Technology Utilization which highlighted the priority's key milestones for 2019-2020. The advisors were informed that with the implementation of MEDITECH expanse, SAH will be able to apply for a level 6 accreditation on the Electronic Medical Record Adoption Model which is indicative of a fully electronic medical record.

Thank You to guest speakers
Rosanna Naslovar and
Ed Mroweic

ADCP PFAC

Advisors focussed much of their discussion this quarter on ways to empower the patient. The council held a brainstorming session which lead to fulsome conversations with staff on how advisors can have the largest impact with this priority. The council discussed how to educate patients and families and provide them information that would help to empower them.



Advisors continued previous conversations on oncology transportation which is an ongoing priority item that the council is very passionate about and will continue to work on in 2020.

Renal PFAC

The Renal PFAC welcomed Shirley Pulkkinen, Renal Social Worker, to discuss hemodialysis transportation and why it is so important for dialysis patients. Advisors asked Shirley to reach out for PFA engagement opportunities when they presented themselves. **Thank you Shirley!**



The council spent time reviewing past priority work and added new priority items they would like to focus their time on in 2020.

Priority Work

1 

2 

3 

Advisors finalized a survey to be distributed to renal patients to gauge interest in peer support. Renal staff have supported patients completing the survey. Advisors hope to compile the results of the survey in the New Year and plan next steps.



On October 10th, our mental health and addictions patient and family advisors and our Program for Assertive Community Treatment (PACT) team hosted an information booth in our lobby. They provided excellent information for staff, patients and visitors. Our local Starbucks also supported World Mental Health Day and welcomed our team to their store to raise awareness.

Thank you to our advisors and staff for your hard work!

Review of Briefing Notes

The council had a number of briefing notes brought forward over the past year. During a recent meeting the group reviewed the

status of each of the briefing notes. Some briefing notes were able to be marked 'complete' after further group discussions and others will remain 'in progress' while the group decides how to move forward with them. The council plans to review and realign their priority work in the New Year.

The Mental Health & Addictions Department held their first open house on December 5th. All advisors were invited to attend. The open house was an opportunity for MH&A staff to get together, mingle, brainstorm topics they would like to have discussions on at future open houses and introduce new departments staff members.

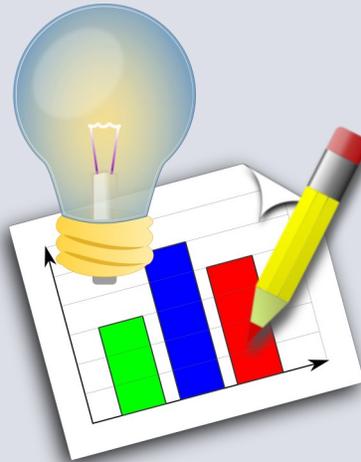


Advisors joined MH&A staff the an MH&A department open house on December 5th

ED PFAC

This quarter the ED council spent time reviewing the most recent Patient Satisfaction Survey results. Advisors found that the strengths and areas for improvement that were highlighted in these results aligned closely with the conversations and priorities that the council has spent much time working on over the last year. Advisors found the review validating, as it confirmed that the suggestions and discussions that they are bringing forward as a group, are similar to what the community is also identifying as talking points.

The ED advisors were presented the Patient Experience Improvement Plan that the ED department has developed. The improvement plan's main focus is on improving communication and wait times in the ED. The advisors are eager to



collaborate with ED staff on how to move forward with the plan and offer the patient and family perspective.

ED Social Media Communication Plan

A social media blitz, advocated for by ED advisors, ran from September — October. Six social media posts were made that included information that advisors felt the public should be reminded of including: where to find wait times, alternative community services, what to bring to the ED, and tips while waiting in the ED. The post that received the highest reach was a chart that helps guide the public on whether they need emergency care.

Should I go to the Emergency department?

Our ED is ready to help you for these and other emergencies.



Difficulty breathing when doing very little or resting



Continuous vomiting or severe diarrhea with signs of dehydration



Sudden severe headache, weakness, vision problems, numbness/tingling, trouble speaking, dizziness



Chest pain or tightness in the chest



Confusion and disorientation



Seizures or convulsions



A broken bone or a wound that needs stitches



Infant under three months has a fever over 38.5C or 101F, or has a fever and is difficult to wake



Stiff neck and sensitivity to light



For current wait times, visit: <https://www.sah.on.ca/edwait>

Advisors on Committees

The Patient and Family Advisory (PFA) Program currently has 16 advisors on 9 different hospital wide committees. Committees with current advisor representation include Accessibility, Ethics, Emergency Measures, Infection Prevention and Control, Joint Health & Safety, Operations, Quality Improvement Plan, Senior Friendly, and Senior Leadership Team. 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 some information about their committees:

Accessibility Committee committed to preventing, identifying and removing barriers that impede the ability of people with disabilities to access care and services. Additionally, the committee helps to ensure that the hospital complies with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) as applicable and that all people, regardless of ability, have equal right of access to all goods, services and facilities provided by SAH.

Active Advisors on Committee: Guido Caputo, Don Calvert

Frequency of Meetings: Monthly



Ethics Committee The ethics committee is happy to have had several cases brought forward from various departments. These cases provide an excellent opportunity for the committee to use its decision making model.

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

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

Emergency Measures Committee (EMC) The EMC recently reviewed and revised all SAH emergency codes, and introduced a new code- Code Silver. Code Silver alerts those in the hospital that there is a person with a weapon on hospital grounds. EMC plans for a Code of the Month where we will focus on communications (vital links, clinical news etc.), training (clinical skills fairs etc.) and mock code testing and reviews for different codes each month. EMC members were asked to complete the introductory IMS 100 (Incident Management System) course. The IMS 200 is being offered to members and other hospital staff in December 2019. These courses prepare the EMC members to work with the Incident Management System in Ontario. It teaches members how to use the basic functions, concepts and principles of the IMS.

DIAL 4177 FOR ALL CODE CALLS

**EMERGENCY
COLOUR CODE LIST**

CODE YELLOW Code Amber	Missing Person Missing Child/Child Abduction
CODE ORANGE Code Orange CBRN	Disaster CBRN Disaster
CODE RED	Fire
CODE WHITE	Violent/ Behavioral Situation
CODE BLUE	Cardiac Arrest/ Medical Emergency - Adult
CODE GREEN Code Green stat	Evacuation (Precautionary) Evacuation (Crisis)
CODE SILVER	Person with a Weapon
CODE PINK	Cardiac Arrest / Medical Emergency – Infant/Child
CODE BROWN	In-facility Hazardous Spill
CODE PURPLE	Hostage Taking
CODE BLACK	Bomb Threat / Suspicious Object
CODE GREY Code Grey Button-down	Infrastructure Loss or Failure External Air Exclusion

DIAL 4177 FOR ALL CODE CALLS

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

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

Infection Prevention & Control (IPAC) 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

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

Advisors on Committees [continued]

Joint Health & Safety Committee This committee is made up of an even number of both Management and Workers with joint Chairs alternating for the meetings. The committee looks for ways to eliminate workplace hazards and accidents. Area inspections are carried out by joint teams. Hazards are referred to the appropriate person to be eliminated and follow-ups are done to ensure compliance.



Active Advisors on Committee: Eric Sillanpaa, Don Calvert

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

Operations Committee The Operations Committee ensures efficient and effective resolution of hospital issues associated with cross-program/corporate operations and operational planning and priorities; provides oversight and review of performance against hospital and Quality Improvement Plan goals; serves as a forum for leaders to coordinate, communicate and implement the hospital's strategic plan in order to make progress against key deliverables; and serves as the forum for leaders to recommend policy changes and corporate action related to quality, patient safety, and professional practice to the Senior Leadership Team and/or the Medical Advisory Committee.

Active Advisors on Committee: Louis Ferron, Brent Ralph

Frequency of Meetings: Monthly

Quality Improvement Plan Committee (QIP) There are 3 parts to a QIP that the committee works on. The committee will have the plan ready in Q4.

1. **The Progress Report:** a report on progress from the previous year's QIP
2. **The Narrative:** A brief summary of the QIP
3. **The Work plan:** includes the indicators we will be working on, how we are currently performing, targets for improvement we would like to see, and how we intend to reach these targets.

Active Advisors on Committee: Louis Ferron, Brent Ralph

Frequency of Meetings: Monthly

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



Senior Leadership Team (SLT) I [Carl White] have been the Patient Family Advisor to the Senior Leadership Team (SLT) for the past several months. This has been an interesting and rewarding experience. Discussions have been focused on four key areas, those being:

- ONE
- New Nursing Home Beds
- Level Three Withdrawal Management
- Ontario Family Health Team



Senior Leadership Team 2019

These are all important projects for our hospital and focusing on the needs of our patient/clients. I have been impressed by the level of commitment of the SLT the focus on the care of those in need and our community partnerships. My role has been to bring a patient perspective to the discussions and I think I have been successful

Active Advisors on Committee: Carl White

Frequency of Meetings: Weekly, Wednesdays 9am-12pm

Resource Pool & Ad Hoc Requests

Advisors Louis Ferron and Guido Caputo participated in a food services taste test session on December 4th. New items that were tasted included: French toast, western omelette, pasta and meatballs, cabbage rolls, chicken and beef minced stew and some therapeutic pureed desserts.



I was pleasantly surprised with the flavour of all the food we sampled. It was interesting to learn how food comes ready and just has to be steamed before it goes to patients. I was also amazed to find out that the hospital has a daily food budget of just over \$9 per patient.

- Advisor

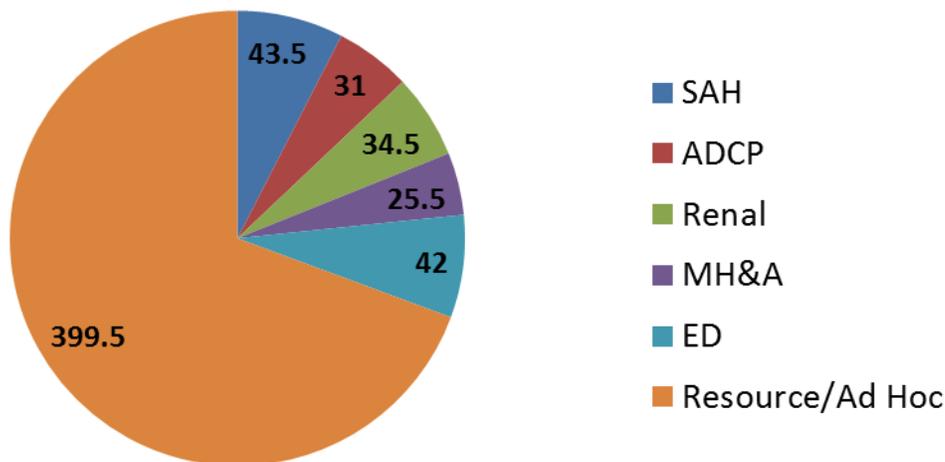
Winter PFAC Report

The upcoming winter PFAC Report Out is being held on Monday January 27th from 4:30 p.m.—7:30 p.m. Sault Area Hospital will be showcasing the current and future work of our Patient and Family Advisory Program, as well as delivering an iCare Conversations course to support leaders and advisors working together through difficult conversations with iCare Conversation techniques. Everyone is encouraged to attend even if you have previously taken iCare Conversations. The Report Out will be held in the auditorium and dinner will be provided. Please RSVP to Holly Lismanis lismanish@sah.on.ca by **January 17th.**

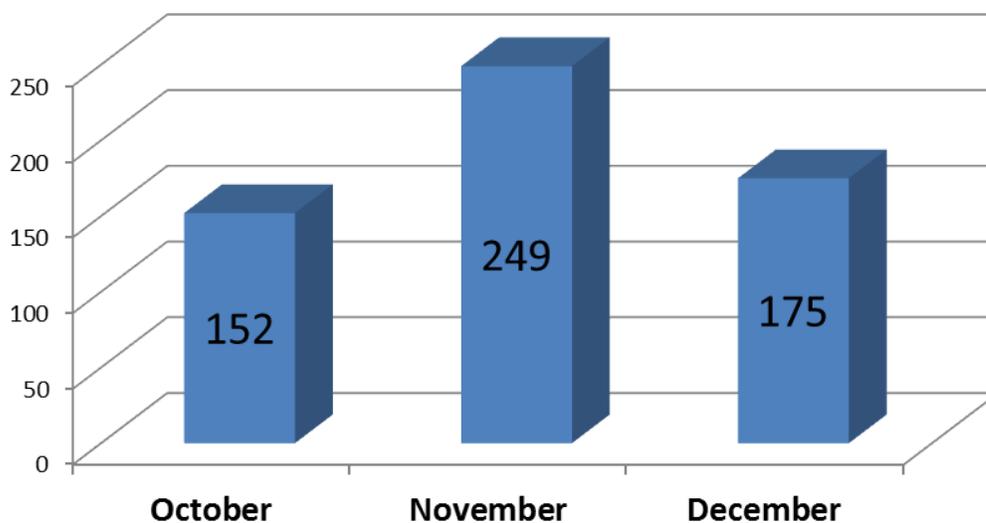


PFAC Contributions - Q3

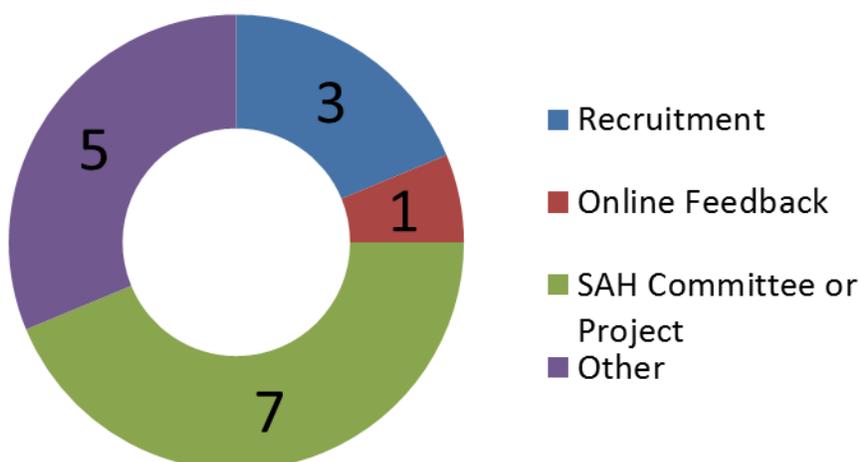
Hours Contributed By Advisor Type



Hours Contributed Monthly



Types of Ad Hoc Requests



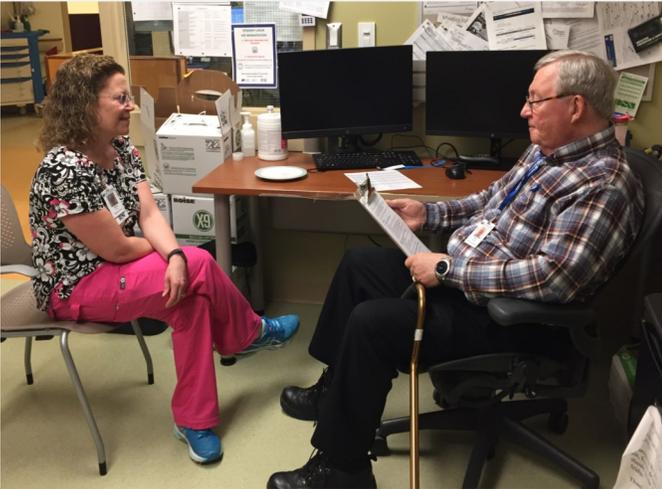
DID YOU KNOW?

The total number of Advisor Hours Contributed during Q3 2019 was **576**

There was an average of **5** ad hoc requests per month this quarter

3 advisors were chosen as Friday features this quarter to showcase their contributions to the PFA program. **Congratulations on your recognition Dominique Ninnes, Ingrid Atkinson & Marion Bentley**

A Year in Review: Jan 2019—Dec 2019



February: Eric Sillanpaa, advisor, conducting mock tracers in preparation for accreditation with 2B staff



March: Jim Corelli and Patti Jo Duggan speaking to staff about the new Transfer of Accountability initiative



May: Staff and Advisors partner for activities during Mental Health Week including the BIG WHITE WALL



September: Corporate PFAC engaging in Priority Initiative work



October: Advisor Led Rounding pilot project launches in 3A



Many of our advisors participated in our PFAC Report Out sessions in 2019



In 2019 there were...

11 Advisors appointed to councils

5 Advisors appointed to resource pool

2258 Total recorded hours given by advisors

Thank you for your dedication and engagement in 2019

PFAC BY THE NUMBERS **Q3 2019**

Exceptional
PEOPLE 

80 Patient and Family Advisors

5 Advisory Councils

1 Resource Pool of Advisors

Working **TOGETHER**

576.5 Total Hours

Contributed Q3

2 % ↑ over Q2, 2019

**Appointment of 5
advisors to SAH committees**



Outstanding **CARE**

**16 Ad Hoc Opportunities
Brought Forward
399 hours given to Ad Hoc
Engagements**

