



SAH Patient & Family Advisory Program Quarterly Report

January 1st – March 31st, 2020

Q4, 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.

Q4 - Summary and Highlights

The Patient and Family Advisory Program saw a climb in engagement opportunities throughout the fourth quarter as SAH work that was paused for the October launch of ONE started to resume. Advisors had the opportunity to engage in advisor recruitment and SAH leadership interviews, review patient facing surgical handouts, review a new draft of the service animal policy, and attend the winter PFAC Report Out. Thank you advisors for all of your hard work and dedication to the Patient & Family Advisory Program. The Program looks forward to expanding and providing more opportunities for PFA involvement in 2020.

Twitter Shout Out

An advisor from the MH&A PFAC shared the councils updated Big White Wall with Big White Wall Canada who in turn shared the pictures on their twitter account! Great job

MH&A PFAC!

Big White Wall CA @BigWhiteWallCA · Feb 21

Amazing! Our friends at @SaultAreaHosp have created their own Big White Wall in which staff, patients and family members continue to share messages of hope and support. #peersupport #community #onpoli



5

10



Advisor Recruitment Update

Expressions of interest received: 30

Phone screenings completed: 27

Interviews completed: 21

Rescinded applications: 2



Winter PFAC Report Out

The Winter Patient and Family Program Report Out was held on Monday January 27th, 2020. 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 12 ad hoc requests between January and March; this is in addition to the time advisors give to council participation and engagements, SAH committees, and council sub-group work.

Curtis Vanderloo and Angie Gervasi provided the group with a condensed version of the iCare Conversations course. An iCare conversation is a positive and respectful discussion technique used to explore a perceived negative encounter. The presenters also covered the 3 Dimensions of



Communication [verbal, para verbal, nonverbal], and LEAP [Listening, Empathy, Ask Questions, Problem Solve], then allowed the group the opportunity to put their new knowledge into practice with each other.

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



Q4 - Summary of Advisor Activity

SAH PFAC

Although the corporate PFAC was only able to meet for their February meeting this quarter, they were still able to discuss an array of topics and give hospital leaders valuable feedback on current SAH initiatives.

The council welcomed Rhonda Hurley, Interim Director Quality & Medical Affairs, to their meeting to discuss the Sault Area Hospital's 2020-2021 Quality Improvement Plan (QIP). It was shared that two Patient & Family Advisors sat on the QIP meeting committee and provided input and feedback to this year's plan. Rhonda provided the council with a high level overview of the 2020-2021 plan including discussion on Health Quality Ontario's indicators and hospital goals. Rhonda noted that she would be submitting a request for the corporate

Quality Improvement Plan 2020-2021

DEVELOPED IN PARTNERSHIP WITH
Sault Area Hospital
Patient and Family Advisors

advisors to review and provide feedback to the QIP narrative prior to its submission to HQO.

The council also welcomed Franci Rogers, Diagnostic Imaging Patient Care manager, to their meeting to discuss PocketHealth.



PocketHealth is a patient-centric cloud platform that enables imaging providers across North America to share imaging records electronically with patients, instantly and securely. Advisors provided Franci with their perspective on PocketHealth and left her with some questions to consider before moving forward with her request to implement this product at SAH.

Thank You Rhonda Hurley and Franci Rogers for their presentations

ADCP PFAC

The Algoma District Cancer Program PFAC spent time this quarter discussing palliative care. The council was able to review the draft version of the new palliative care brochure that was developed by the Palliative Care Committee. Pina, ADCP Patient Care Manager, has offered to take advisors feedback on the brochure back to the committee for consideration.

Debbie Collins-Maskell, ADCP Social Worker and ADCP PFAC staff representative, was recognized for her recent achievement of becoming a regional champion for advance care planning in the North East Local Health Integration Network [NE LHIN]. Debbie shared that her role is to help the hospital and other community agencies align their Advance Care Planning (ACP) materials with the government legislation. Thank you to Debbie for her presentation.

The council requested Dr. Booth to be invited to a future meeting to further discuss palliative care at SAH.

Renal PFAC

The Renal PFAC set aside time this quarter to review and refresh their priority list. A new addition to their list includes developing a welcome bag for new hemodialysis and peritoneal dialysis patients to the unit. The council discussed the type of items that the welcome bag would be made up of, and collectively agreed that they wanted it to consist of mostly 'comfort' items such as:

- Remote/batteries
- Headphones
- Blanket
- Knitted hat
- Bi-annual PFAC Newsletter
- Rules of the Renal Unit
- Info on Peer Support (once developed)
- PFAC info sheet/suggestion box



The Renal Department saw 44 new hemodialysis and peritoneal dialysis patients Dec '18—Nov '19. The council's goal is to have enough supplies for 50 comfort bags/year through local sponsors.

MHA PFAC

Four MH&A advisors were recognized for concluding their 3 year terms on MH&A PFAC this quarter. These advisors have contributed to the MH&A department in various ways over the past 3 years by offering first hand experience as patients and family members of patients. Some of their contributions include reviewing policies, processes, and patient facing documents, participating on interview panels for MH&A leadership positions, and organizing mental health awareness days. The PFAC program wants to thank these advisors for their dedication and contributions and looks forward to their continued engagement with the PFAC program!



Advisors met new MH&A Patient Care Managers Robin Joanisse and John Wolfe, new MH&A Supervisor Katherine George,

and recognized Lisa Case for her interim appointment to Director of MH&A. The new leaders have reviewed many of the advisors' previous briefing notes and council work, and shared that they look forward to working with the advisors going forward.

The council received two presentations in Q4 from the new Peer Navigator staff. The advisors enjoyed hearing about the implementation of the new program as well as the success of the program to date. Advisors requested peer navigators to return again to a future meeting for continued updates and ways that advisors may be able to support the program.

Advisors spent a large portion of their February and March meetings refreshing their priority list and looking for new opportunities for advisor engagement.

The council welcomed a new advisor, Dawn, to the table.

MH&A PFAC Welcomes Dawn!

ED PFAC

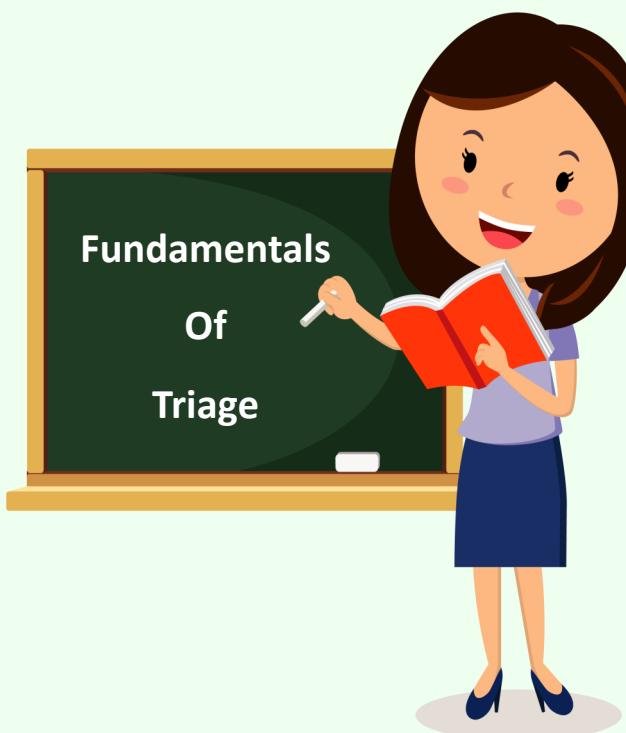
The advisors welcomed two guest speakers this quarter to learn more about services in the Emergency Department and upcoming staff training.

Peer Navigator program staff spoke with the ED advisors about this new program that has been implemented in the Emergency Department to assist ED and Crisis Services staff intervene in situations where patients and family members are in crisis and/or need help navigating mental health services both at SAH and in the community.

The council celebrated their 2 year anniversary in March. The council recognized 2 advisors that have stepped down after completing their two year term. The remaining advisors have indicated their interest in staying on for an optional third year.

Thank you Dave and Jill for their participation and engagement on the ED PFAC!

ED Nurse Educator, Amanda Lepera, attended the February meeting to share that she has recently completed a triage instructor course. Amanda will be delivering this course to ED triage nurses and nurses will have to take this course every 2 years. Topics discussed in this course include: fundamentals of triage, management of patients in the waiting room, what to do when lines form, how to prioritize, how to ask for help, working with behaviours from patients at triage, triaging adults, and triaging special patient populations .



Advisors on Committees

The Patient and Family Advisory (PFA) Program currently has 16 advisors on 8 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, 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 Q4.

Accessibility Committee Two hip chairs were ordered and placed in the Emergency Department waiting rooms. The committee has recently discussed an ambulatory button being added to the ambulatory care department washroom.

Active Advisors on Committee: Guido Caputo, Don Calvert

Frequency of Meetings: Monthly

Ethics Committee The ethics committee has been meeting regularly via teleconference and communicating via e-mail to support SAH in ethical decision making related to COVID-19. Prior to that the committee had been discussing a variety of ethical issues brought forth by staff.

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) Advisors on this committee have recently been reviewing patient information sheets that will be provided to patients who are under precautions while at the hospital. Advisors have been notified that this work will be on a temporary pause as all IPAC efforts are currently focused on the new virus COVID -19.

Active Advisors on Committee: Patti Jo Duggan, Guido Caputo

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

Emergency Measures Committee (EMC) The EMC continued its work to be prepared in the event of an emergency with committee members completing their IMS100 (Incident Management) training and many participating in IMS200 training and tabletop exercise. The IMS200 training and tabletop exercise was provided to hospital leaders at their Leadership Development Institute meeting. PFAC Advisors on the committee were invited to participate.

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

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

Joint Health & Safety Committee The committee has recently discussed workplace violence and Infection Prevention & Control (influenza and coronavirus)

Active Advisors on Committee: Eric Sillanpaa, Don Calvert

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

Operations Committee The Operations committee recently discussed and approved a program for testing for meningitis that allows much faster results.

Active Advisors on Committee: Louis Ferron, Brent Ralph

Frequency of Meetings: Monthly

Quality Improvement Plan Committee (QIP) The QIP and accompanying QIP narrative is in its final draft state and has been presented and reviewed by the Corporate PFAC for additional input and feedback. The committee anticipates hearing back from Health Quality Ontario with any additional suggested edits or additions.

Active Advisors on Committee: Louis Ferron, Brent Ralph

Frequency of Meetings: Monthly

Senior Friendly Committee No updates this quarter

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

Frequency of Meetings: Monthly

Resource Pool & Ad Hoc Requests

Patient and Family Advisors had the opportunity to review and provide feedback on the draft version of the revised Service Animal Policy that was submitted to the PFA



Program by the Accessibility Committee. A total of 18 advisors submitted their feedback to the Accessibility Committee for consideration. The Accessibility Committee will review all input provided by advisors and make changes as appropriate.

Advisors' comments ranged from spelling corrections, suggestions for additions or further clarity, and questions for future consideration. Thank you to all advisors who provided their valuable feedback.

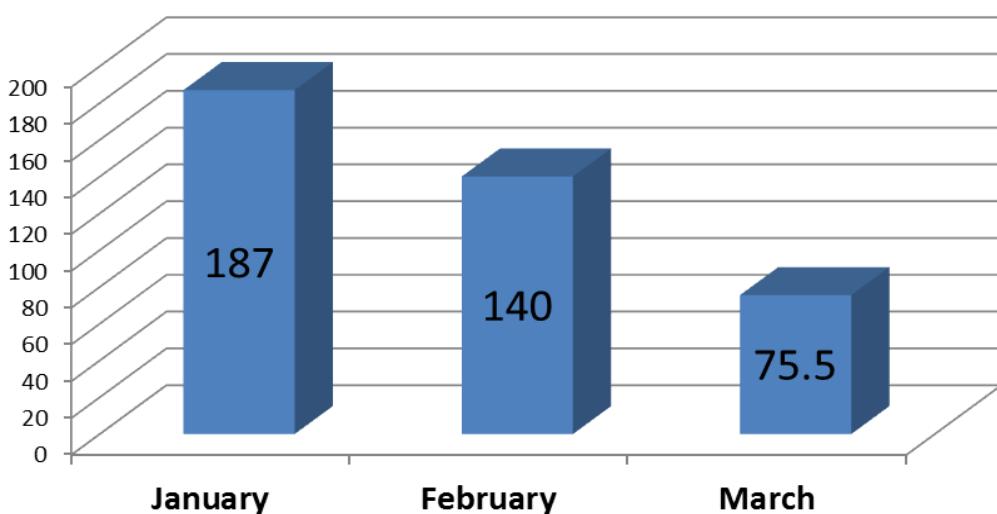
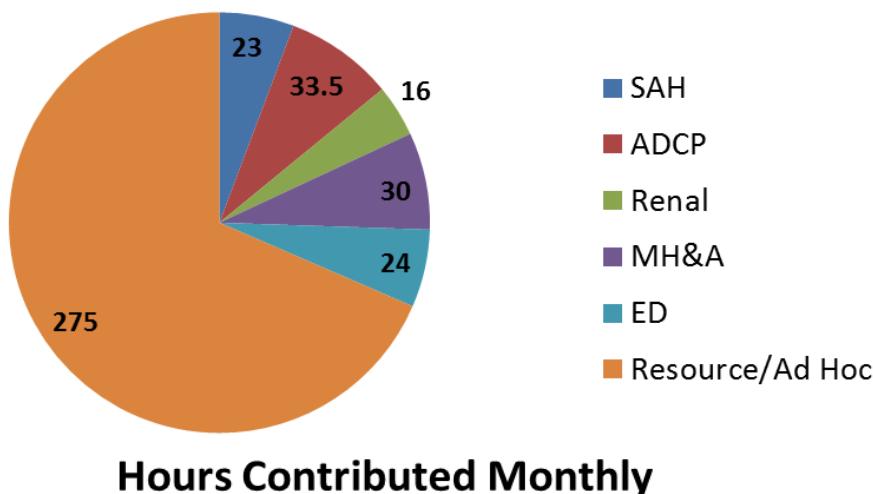
World Kidney Day

The Algoma Regional Renal Program set up a booth within the renal waiting room on March 12th for World Kidney Day.

Staff from the Kidney Foundation, Renal Department, and an advisor from the Renal PFAC participated in the day providing patients and family information on kidney disease, future peer support plans, and education and awareness on the Renal Patient and Family Advisory Council.



Hours Contributed By Advisor Type



DID YOU KNOW?

The total number of Advisor Hours Contributed during Q4 2020 was **403**

There was an average of **4-5** ad hoc requests per month this quarter

COVID-19 Update

***COVID-19** has had an impact on advisor hours and engagement opportunities this quarter. SAH is committed to taking every precaution to ensure we keep our patients and volunteers safe. This means putting a hold on all onsite volunteer engagements at this time. Advisors have been encouraged to participate in committee meetings via teleconference from the safety of their own homes and will be invited to participate in online engagements as they become available. For the time being PFA council meetings have been paused. SAH is committed to keeping advisors updated on the constantly changing COVID-19 situation and thanks advisors for their patience and understanding. The Patient and Family Advisor Program and Volunteer Resources have been working together to email daily updates and touch base via phone with each of our 500+ volunteers to ensure our volunteers are staying safe, healthy and at home.



It's great to see how our hospital is working to be proactive during this unprecedented time –advisor

PFAC BY THE NUMBERS Q4 2020

Exceptional **PEOPLE**



73 Patient and Family Advisors

28 Prospect Advisors

5 Advisory Councils

1 Resource Pool of Advisors

Working **TOGETHER**

403 Total Hours

Contributed Q4

21 prospect advisor interviewed
and currently onboarding



Outstanding **CARE**

12 Ad Hoc Opportunities

Brought Forward

275 hours given to Ad Hoc
Engagements

