



# QUARTERLY REPORT

For Period of April 1st – June 30th 2016

This report highlights the Patient and Family Advisory Councils at Sault Area Hospital. These include the Corporate (SAH) PFAC, Algoma District Cancer Program (ADCP) PFAC, and the Renal PFAC.

Sault Area  
Hospital's  
Patient and  
Family Advisory  
Councils

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## Q1 - Summary and Highlights

The first quarter of the 2016/2017 fiscal year began with two advisors being recognized for their contributions to the hospital and community.

Lawrence Conway (Posthumously) was recognized as the recipient of the iCcare Award in the Volunteer Category. Larry's contributions to Sault Area Hospital while sitting on the Corporate (SAH) Patient and Family Advisory Council were felt throughout the organization. While Larry was a member of our SAH PFAC, he offered his input and extra time wherever he could.

Paula Pigeon, volunteer member of the Algoma District Cancer Programs' (ADCP) Patient and Family Advisory Council (PFAC) received the 2016 Human Touch Award in the volunteer category. Cancer Care Ontario's Human Touch Awards honour outstanding professionals and volunteers from across Ontario's cancer and kidney care systems who make a difference to health care every day. (Photo: Paula Pigeon and her daughter with the 2016 Human Touch Award).

The first quarter also saw a few changes in the PFAC Coordinator Position. The initial change in the position did not stay in place. The new PFAC Coordinator began in May of 2016. The new coordinator met with the advisors, and oriented themselves to the various processes associated with working with the patient and family advisors both internally throughout the organization, as well as with external partners and key players.

New Advisors were also introduced in two of the three Councils. The new additions bring new experiences and perspectives to those tables.



## Q1 - Summary of Advisor Activity

Corporate Wide Council (SAH PFAC)		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
New Advisor Appointment	New advisors were appointed to the SAH PFAC. Council welcomed John Larochelle, Rose Bruni, Alyson Macleod	Exceptional People
Health Link Update	An update regarding Health Link Sault Ste. Marie was presented to SAH PFAC. This update included the goals of Health Link SSM and updated council on the work that had been done as of the end of April, 2016.	Outstanding Care, Working Together
Employee and Physician Engagement Surveys	Advisors were educated about the why the hospital uses an employee and physician engagement survey, and how the survey is administered.	Exceptional People, Working Together
Communications and Community Engagement Plan	Advisors were presented with the proposed Communications and Community Engagement Strategy. Advisors offered plenty of positive feedback around the Community Engagement ideas in the plan but cautioned around Social media, that it should move forward slowly. Advisors agreed to endorse the plan going forward.	Working Together
Health Quality Ontario: Care Giver Report	Advisors were briefed on Health Quality Ontario, Care Giver Report: <i>Reality of caring: Distress Among Caregivers of Home Care Patients</i> . Advisors and other Council members participated in a brainstorming activity around how SAH can help address this issue.	Working together, Outstanding Care
Patient Flow Update	An update on Patient Centred Flow Redesign was brought forward to council to explain what is being done and why the Redesign was necessary. Oculys	Exceptional People, Working Together, Outstanding Care

	clock was also explained.	
<b>Quality Care Committee</b>	On recommendations from Advisors sitting on the Quality care Committee, a presentation was made to council regarding SAH Patient and Visitor Concerns and Complaints	Working Together, Outstanding Care
<b>Overcapacity Parking</b>	Advisors were asked for input regarding a change in parking lot structure at SAH. Advisors were presented with four options. Advisors voted to endorse the recommended option one.	Working Together

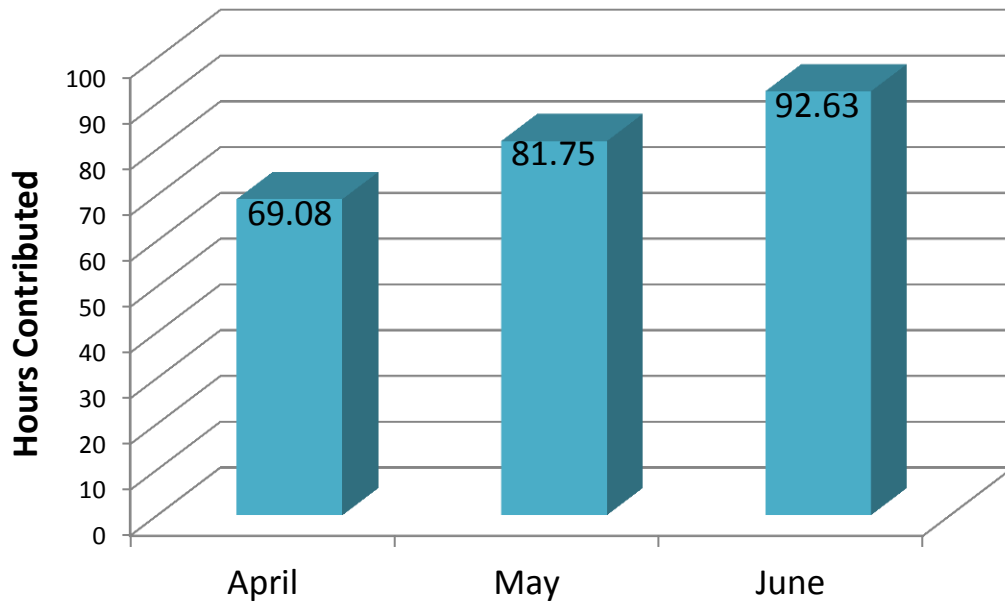
<b>ADCP PFAC</b>		
<b>Engagement Sought/Activity</b>	<b>Outcome/Testimonials</b>	<b>Tie to Organizational Goals</b>
<b>Human Touch Award</b>	Advisor, Paula Pigeon Received the 2016 Human Touch Award	Exceptional People
<b>Magic Wand Items</b>	It was decided to add the Advisors magic wand items to all agendas moving forward. This will allow for work to be done regarding these items	Working together
<b>PICC Line Maintenance</b>	An update was brought to council from a meeting with community members regarding PICC Line Maintenance	Working Together, Outstanding Care
<b>Terms of Reference Review</b>	The Terms of Reference were shared with council and feedback was provided to keep the Terms of Reference current.	Exceptional People, Working Together
<b>ED Wait Clock</b>	Information regarding the new Emergency Department wait clock was presented to council.	Working Together, Outstanding Care
<b>New Advisors</b>	Two new advisors joined the ADCP council. Council was happy to welcome Marion Bentley and Kim Metzen to the table.	Exceptional People
<b>Oral Chemotherapy Update</b>	An update on Oral Chemotherapy was presented to council stating that the card handed to patients has been updated. Feedback about the program has been excellent. If the program is successful it will hopefully be implemented	Working Together, Outstanding Care

	across the province.	
<b>CCO Strategic Plan Overview</b>	The CCO Strategic Plan was brought to council and the overview of the plan was reviewed with input from the advisors.	Working Together
<b>CCO PFAC Update</b>	Mary brought an update to council about her meeting sitting as an advisor on the Cancer Care Ontario PFAC.	Exceptional People, Working Together

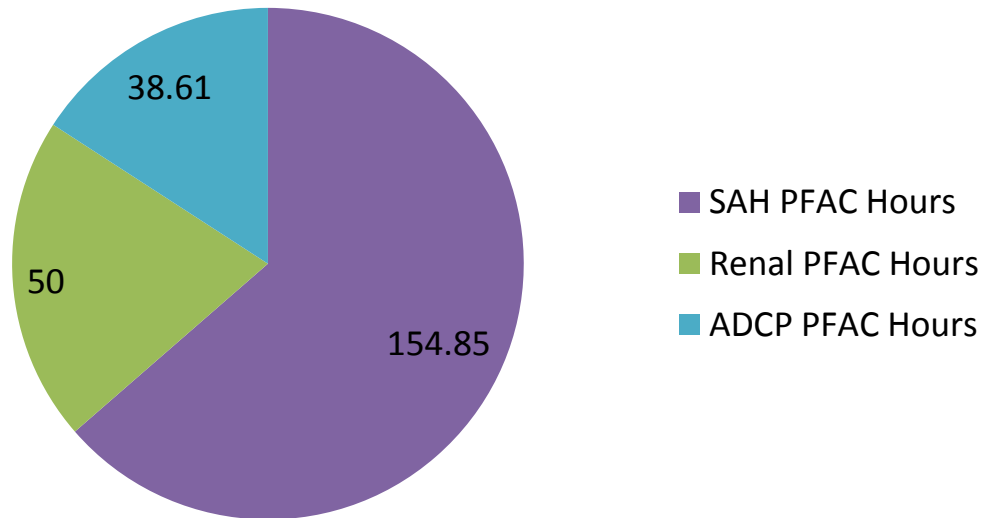
<b>Renal PFAC</b>		
<b>Engagement Sought/Activity</b>	<b>Outcome/Testimonials</b>	<b>Tie to Organizational Goals</b>
<b>Ontario Renal Network Education</b>	An education session about the Ontario renal Network was presented to council and outlined what the ORN does.	Working Together
<b>Renal Lean Project</b>	Advisor Bob Marlow was involved in a Lean Project in the Renal Department. Each step of his visit to the department was followed	Exceptional People, Working Together, Outstanding Care
<b>Lab Referral Appointment Card</b>	An updated version of the Lab Referral Appointment Card that is provided to patients in the Renal Department was brought to the table for advisor approval	Working Together
<b>Magic Wand Exercise</b>	Advisors were asked to outline some of the items they would like to see changed in the renal Department.	Working Together, Outstanding Care
<b>Peritoneal Dialysis Education</b>	Karen Brunette shared information regarding the Peritoneal Dialysis Program (PD) in the Renal clinic and what it entails for patients and some of the challenges that staff and patients may face.	Outstanding Care
<b>Kidney Care Clinic and Nephrology Clinic Education</b>	Staff Council members Charles-Ann Wardlaw and Laura Bjorklund brought information about the Kidney Care Clinic and Nephrology Clinic to the advisors.	Outstanding Care

## PFAC Hours Contributed - Q1

### Q1 - 2016 PFAC Hours



### Hours Contributed By Advisor Type



## Evaluation Results by Council

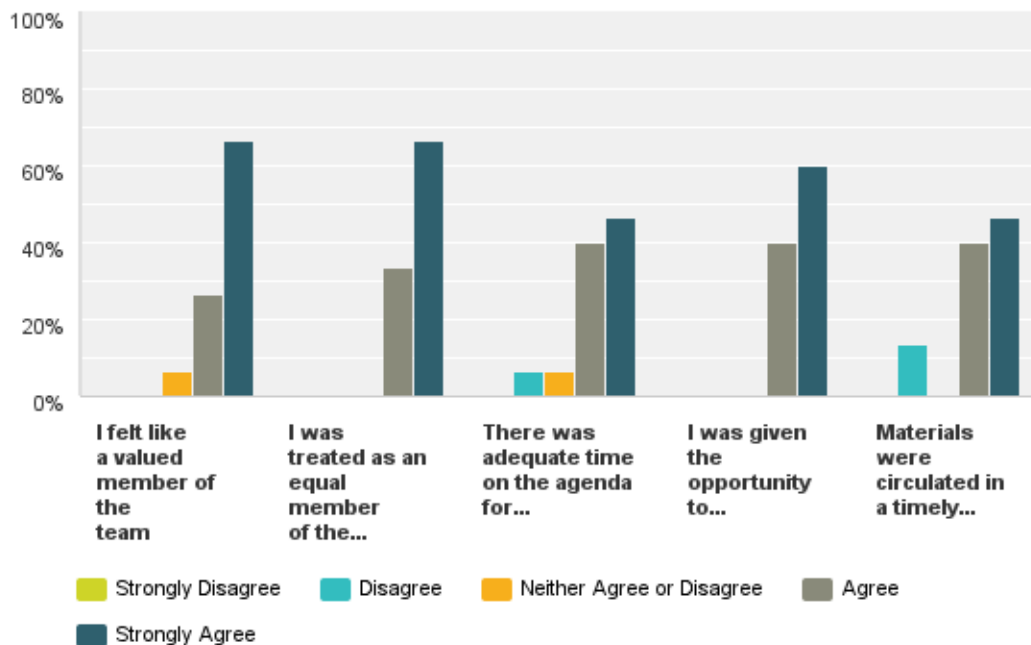
Advisors complete evaluations after each of their meetings via survey monkey. Advisors then rate the following items on a scale of strongly disagree to strongly agree.

- Meeting materials were circulated well enough in advance to allow me adequate time to prepare
- There was adequate time on the agenda for discussion
- I was given the opportunity to participate in discussion
- I was treated as an equal member of the council
- I felt like a valued member of the team

## SAH PFAC Meeting Evaluation Results

### Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

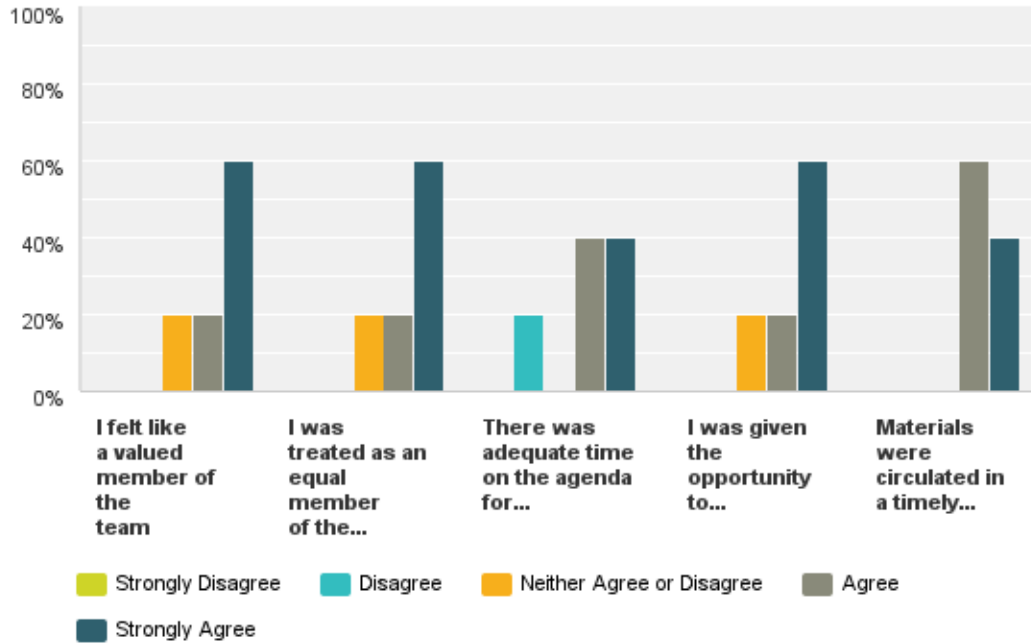
Answered: 15 Skipped: 0





## Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

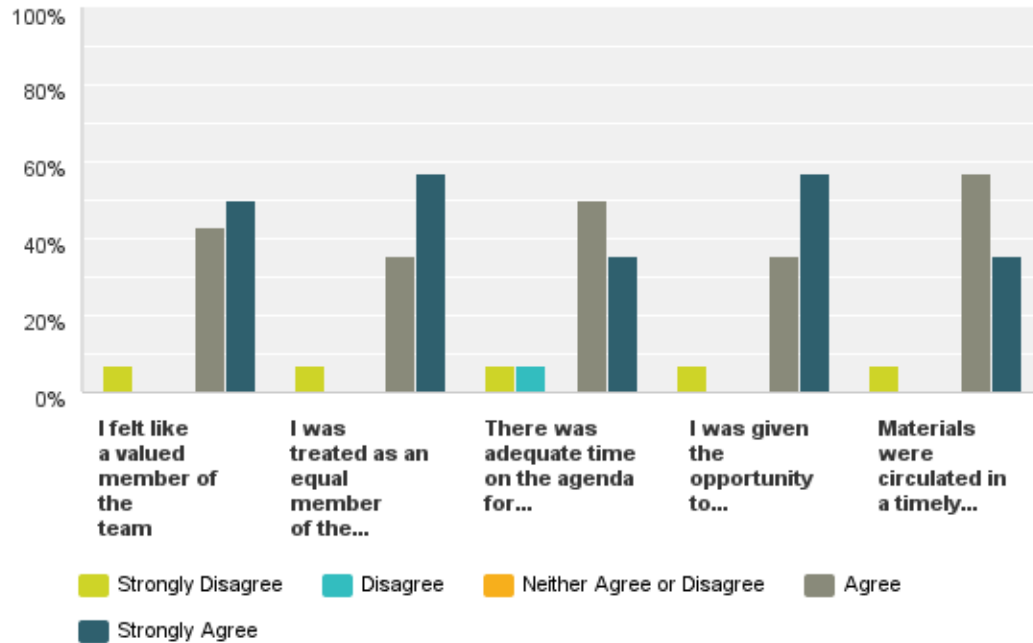
Answered: 5 Skipped: 0



## Renal PFAC Meeting Evaluation Results

### Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

Answered: 14 Skipped: 0



## Looking Ahead

Plans for Q2 include trying to continue meeting over the summer with no breaks, depending on the workload brought forward to councils. Over 2016-2017 we will continue to work to meet the defined targets that have been enveloped with our Quality Improvement Plan including:

Increase advisor participation across the organization by 50% (215 hours) as achieved by:

- Promote and advocate advisor membership on operational committees including clinical leader interviews.
- Add one new program based Patient and Family Advisory Committee in the fiscal year.

Timelines will be looked at for the implementation of an ED PFAC and/or Mental Health and Addictions (MHA) PFAC.

Advisor terms will also be reviewed in the 2<sup>nd</sup> quarter and those advisors reaching the end of their first term will be asked to renew their membership. Those advisors reaching the end of their term will be asked to join our resources pool to continue contributing.