



QUARTERLY REPORT (Q1)

For Period of April 1st – June 30th 2017

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, and the Renal PFAC.

Sault Area
Hospital's
Patient and
Family Advisory
Councils

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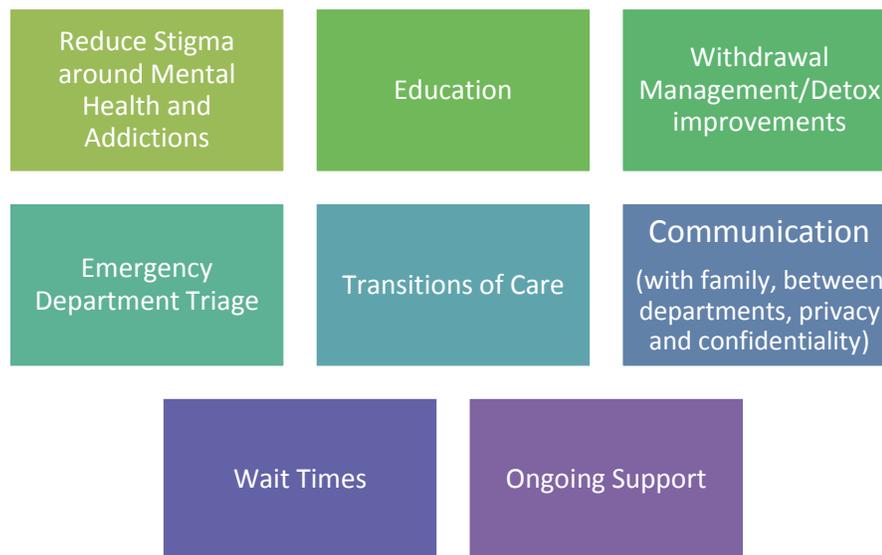
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Q1 - Summary and Highlights

This quarter has been an exciting and busy time for our advisors working throughout the organization. With currently 4 patient and family advisory councils, and close to 40 patient and family advisors throughout the organization, there is a tremendous amount of activity being generated. Highlights from this activity can be found below.

- ✓ In early April, we saw a transfer of the PFAC Coordinator portfolio back to Laura Tenhagen who was away on a one year maternity leave. A big thank you goes to Christina Jobst for maintaining the portfolio in Laura's absence.
- ✓ Another highlight of this quarter is the planning work done by the Mental Health PFAC over the course of their first few meetings. The advisors rolled up their sleeves to define priorities and an action plan for the upcoming year. Eight key priority themes were identified as outlined below. These priorities are in line with the priorities as defined by the program leadership which will be an enabling factor for the success of the council going forward.

Image 1: Priority themes as defined by the MHA-PFAC:



- ✓ The Volunteer iCare Award was awarded to Tracy Dinelle (posthumously). Tracy was a resource advisor for a brief period before her passing. The advisors are all extremely proud to see Tracy recognized in this fashion and feel that her spirit and legacy continue to provide hope to many today
- ✓ Renal Patient Experience Survey – Over the course of May, the Renal PFAC launched a patient survey to obtain patient/family feedback from a wider portion of the population in an effort to identify and respond to feedback. Over 60 individuals responded to the survey and the renal advisors will be taking a closer look at the results and the best way to effect change to improve the patient experience
- ✓ The ADCP PFAC is embarking on a patient friendly redesign of portions of the oncology clinic to provide an environment which is warm, welcoming, and uplifting. This work will be done in

partnership with local designers and businesses. Fundraising efforts will be in place to support this work

- ✓ Recruitment efforts have been initiated to onboard a number of new advisors to the SAH-PFAC as the 3 year term is coming to an end for 5 existing advisors. This work will take place over the summer months and new advisors will join council in the fall. At date, just over 35 quality applications have been received
- ✓ Lastly, the advisors have been planning alongside administration, the first report out with will take place in the fall. Stay tuned for more details!



Family of Tracy Dinelle are pictured above accepting an iCcare award in her memory. Fellow award winners are also pictured.

Q1 - Summary of Advisor Activity

A. Corporate Wide Council (SAH PFAC)		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
Program PFAC Updates	During the May monthly meeting, co-chairs from the ADCP, ARRP and MHA PFAC's attended to provide the SAH PFAC with an overview of the activities that they are currently engaged in. Feedback from these presentations was positive	Working Together, Outstanding Care
MAID	Dr. O'Brien consulted with the PFA's on the delivery of medical assistance in dying at SAH. PFAs provided recommendations which will be taken under consideration. The advisors reviewed patient/family handout information related to MAID and made additional recommendations	Working Together, Outstanding Care
Future State Planning/Report Outs	There has been ongoing discussion on how the SAH PFAC can be the most effective moving forward and one solution is to offer more opportunities for advisors to engage outside of the standard monthly meeting format within hospital committees/working groups etc. Additionally, there is benefit in hosting 3 report outs annually to bring all advisors onsite to discuss best practices, share information and engage in educational opportunities. This will be the focus for 2017/2018 effective September	Working Together, Outstanding Care
SAH Budget Overview	During June's monthly PFAC meeting, the advisors were provided with an overview of the 2017/18 budget	Operational Efficiency
Senior Friendly Update	During June's monthly PFAC meeting, the advisors were provided an overview of the work happening about Senior Friendly initiatives at SAH	Working Together, Outstanding Care
HIS	An update on the Health Information System (HIS) is provided to the PFAC as this is a major organizational priority	Operational Efficiency, Working Together, Outstanding Care
PCI	As requested by an advisor, an update on the PCI initiative is provided to PFAC	Working Together, Outstanding Care

B. Oncology ADCP PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
iCcare Award	Tracy Dinelle was awarded the iCcare volunteer of the year award (posthumously). Fellow advisor, Vicki Ciacco submitted the nomination outlining Tracy's many contributions to the hospital and the community at large	Exceptional People
Clinic Redesign	Based on the feedback from one of the patient and family advisors efforts are in place to do a patient centred redesign of the clinic with the objective of obtaining a more healing/inspiring look and feel. This work will take place over the next 2 months and will involve seeking partners and external donations to the project	Working Together, Outstanding Care
iCcare Pharmacy	An iCcare pharmacist attended the PFAC meeting provide the advisors with an overview on the newly implemented pharmacy and the services that are available to patients and families	Working Together, Outstanding Care
Wellbeing After Cancer	Advisors were involved in the development of teaching materials for wellbeing after cancer	Working Together, Outstanding Care
Medication Reconciliation	Advisors had historically been involved in the development of a medication reconciliation tool for patients. This tool was brought back to council to determine if any updates/improvements could be made to the tool. Overall, advisors were impressed with the tool in its current format	Working Together, Outstanding Care
CCS Transportation	Changes to the Canadian Cancer Society's transportation program are brought to the attention of the advisors as this might impact transportation services offered. CCS is also seeking new volunteers to assist with this program	Working Together, Outstanding Care
Patient Privacy	A patient privacy complaint was brought to the attention of ADCP leadership and has since been resolved; however, the situation has brought forward the need to reinforce patient privacy. As a result, a plaque has been created with a privacy slogan (What You See Here...) will be mounted in the waiting rooms on the	Working Together, Outstanding Care

	main and lower levels of the clinic	
Quality Indicators	Advisors reviewed and provided feedback on the current quality indicators used to guide the oncology program	Working Together, Outstanding Care, Operational Efficiency
Clinical Director	The current clinical director within the oncology program (and PFAC co-chair) is retiring. The group celebrated her last meeting and were briefed on the plan moving forward for the portfolio leadership	Exceptional People
Patient Suggestions	During their monthly PFAC meeting the advisors reviewed a number of suggestions as submitted to the suggestion box. Responses will be posted on the clinic's bulletin board	Working Together, Outstanding Care
CCO PFAC/NECC PFAC	Mary Coulas sits on both the CCO PFAC as well as the NECC PFAC. During our monthly meetings, Mary provides the group with a summary of what is happening at both of those tables	Working Together, Outstanding Care

C. Renal PFAC		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
Patient Experience Survey	Over the month of May the Renal PFAC launched a patient experience survey to obtain feedback from the broader patient population on potential areas of opportunity. Currently, a detailed review of the results is underway. Early action has been taken based on some preliminary findings	Working Together, Outstanding Care
ORN Regional Director Visit	The ORN Regional Director attended a monthly meeting to describe her role to the PFAs and provide an overview of the key initiatives underway by the ORN	Working Together, Outstanding Care
Emergency Measures	Significant effort has taken place to draft an emergency measures document. This was presented to the advisors for their review and feedback during a monthly meeting	Working Together, Outstanding Care
Transplant Booklet Review	A document has been created outlining what patients/families can expect when embarking on a transplant. The advisors had the chance to review and contribute their feedback on the document	Working Together, Outstanding Care

Accessible Parking	Based on preliminary results from the patient experience survey, the advisors have embarked on a review of the accessible parking at SAH. They have summarized their recommendations into a report which will be presented at the next accessibility committee meeting (date TBD) for their consideration	Working Together, Outstanding Care
Newsletter	The Renal PFAC launched the spring/summer edition of the newsletter highlighting advisor stories, healthy lifestyle tips, etc.	Working Together, Outstanding Care
ORN Report(s)	Ron Walker, PFAC co-chair is also a member of the ORN PFAC. During our monthly meetings, Ron shares ORN PFAC reports to ensure best practices are underway locally	Working Together, Outstanding Care
Patient Suggestions	During their monthly PFAC meeting the advisors reviewed a number of suggestions as submitted to the suggestion box. Responses will be posted on the clinic's bulletin board	Working Together, Outstanding Care

D. Mental Health and Addictions PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
Housekeeping	The MHA PFAC held their first formal PFAC meeting this quarter and therefore complete housekeeping duties such as the approval of the terms of reference and appointment of the co-chair	Working Together, Outstanding Care
Coordinated Care Plan	The advisors were presented with an overview of the coordinated care plan that has been developed in the MHA program. They were able to provide feedback into the tool	Working Together, Outstanding Care
Priority Setting Activity	The advisors spent significant time over the course of multiple meetings to define themes as well as priorities within these themes. This work will help guide the council in their future work through the develop of multi-year action plans	Working Together, Outstanding Care
Advisor Biographies	Advisors discussed their various positions around the posting of their personal biographies on the SAH website. Work is on-going to complete this work	Working Together

Privacy Act	Lucas Febbraro attended the MHA PFAC meeting to provide the group with an overview on privacy and consent. Based on this presentation, a sub-committee will look at how we can encourage the consistent practice of SAH policy	Working Together, Outstanding Care
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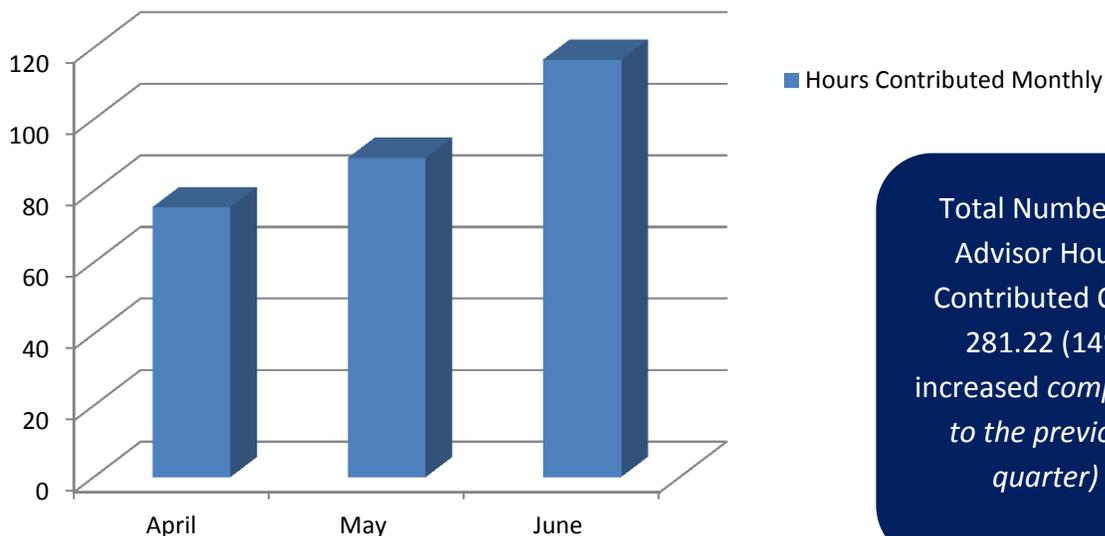
E. Summary of Ad-Hoc Requests

Request	Outcome/Testimonials	Tie to Organizational Goals
Document Review	The advisors were given 5 patient facing documents to review and provide their feedback in terms of content, grammar, etc.	Working Together, Outstanding Care
Personal TVs – New Bedside Terminals	Two advisors attended a demonstration session of the personal TVs new bedside terminal project and provided their feedback into the plan moving forward	Working Together, Outstanding Care
HQO Survey	Advisors were asked to complete a HQO survey on How the Ontario Health System Works project; an initiative of Health Quality Ontario’s Patient, Family and Public Advisors Council and University Health Network OpenLab to create a set of knowledge products that enhance advisors’ understanding of the workings of the Ontario health care system	Working Together, Outstanding Care
Clinical Director Interviews	An advisor participated on the interview panel of 2 interviews for new clinical directors to provide a patient centred perspective	Exceptional People
SAH Patient Handbook	A request came forward from Norfolk General Hospital & NGH Foundation to use SAH’s PFAC as their model. Specially, “a committee looked at several very good examples and it was decided to base the NGH Handbook on the SAH PFAC Handbook. They found it to be clear and concise providing new recruits with the information needed”.	Working Together, Outstanding Care
Nova Scotia PFAC	Staff engagement advisor, Andrea Rose	Working Together, Outstanding

	reached out to SAH for more information on their best practices around PFCC after hearing about their efforts through the National Health Engagement Network	Care
NE LHIN PFAC	Cynthia Stables Director, Communications and Patient Experience North East Local Health Integration Network reached out to SAH for additional information on their PFAC as they are in the process of embarking on their own PFAC	Working Together, Outstanding Care
St. Joseph's General Hospital	SJGH reached out to SAH for their best practices on PFAC	Working Together, Outstanding Care
ED Patient Journey	An exercise is being organized over the summer months to map the patient journey through the ED to MHA	Working Together, Outstanding Care
MAiD Tour	Advisors are invited to tour the room where MAiD will be administered to provide their feedback on the overall esthetics of the room	Working Together, Outstanding Care
Geriatric Network	Two advisors have volunteered to attend the Algoma Geriatric Network meeting effective the fall	Working Together, Outstanding Care
Feature Friday	PFAC co-chairs will be featured in upcoming months on SAH's social media campaign, Feature Friday	Exceptional People

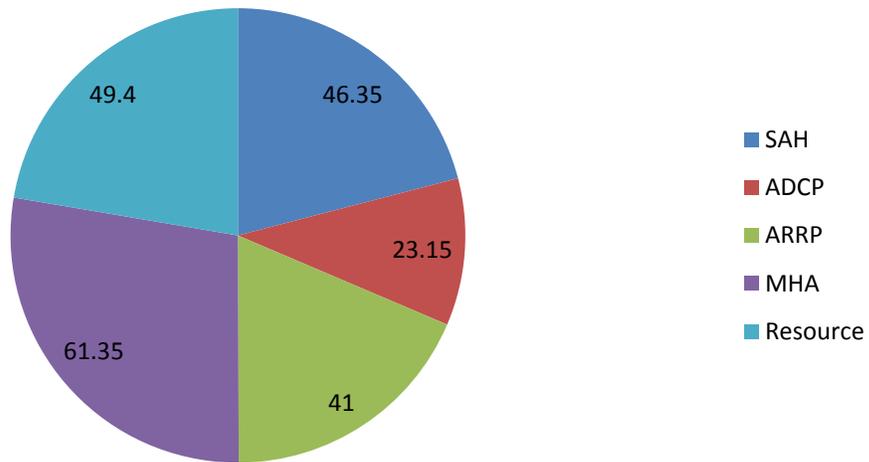
PFAC Hours Contributed - Q1

Hours Contributed Monthly



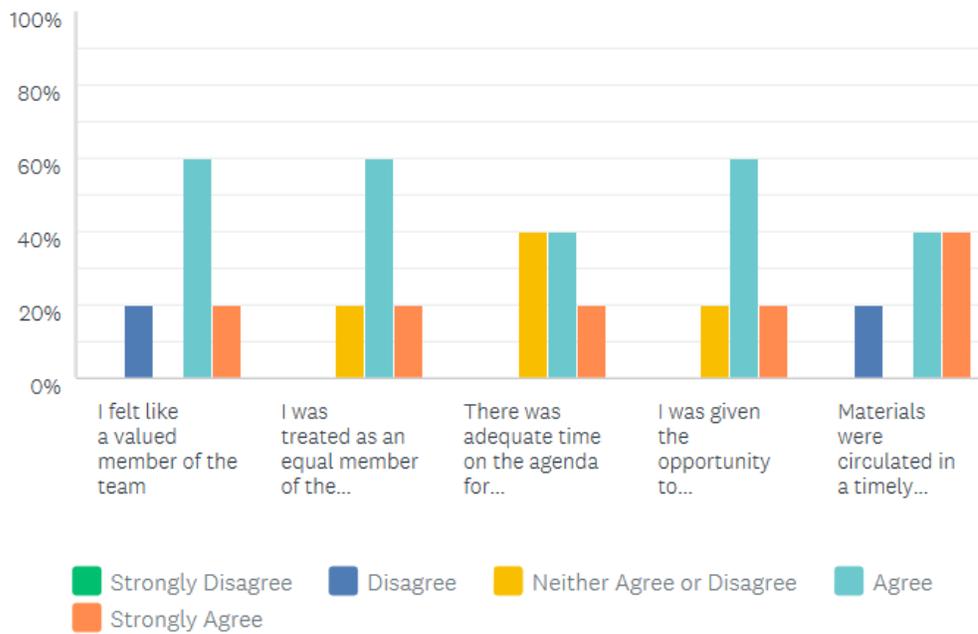
Total Number of Advisor Hours Contributed Q1 = 281.22 (14% increased compared to the previous quarter)

Hours Contributed By Advisor Type

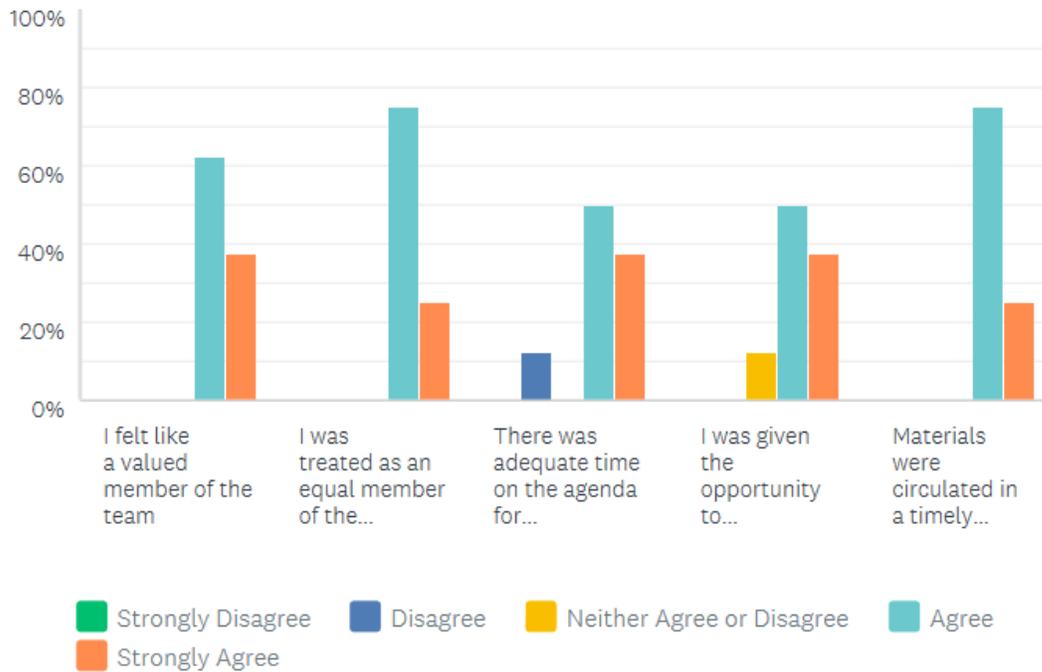


Evaluation Results by Council

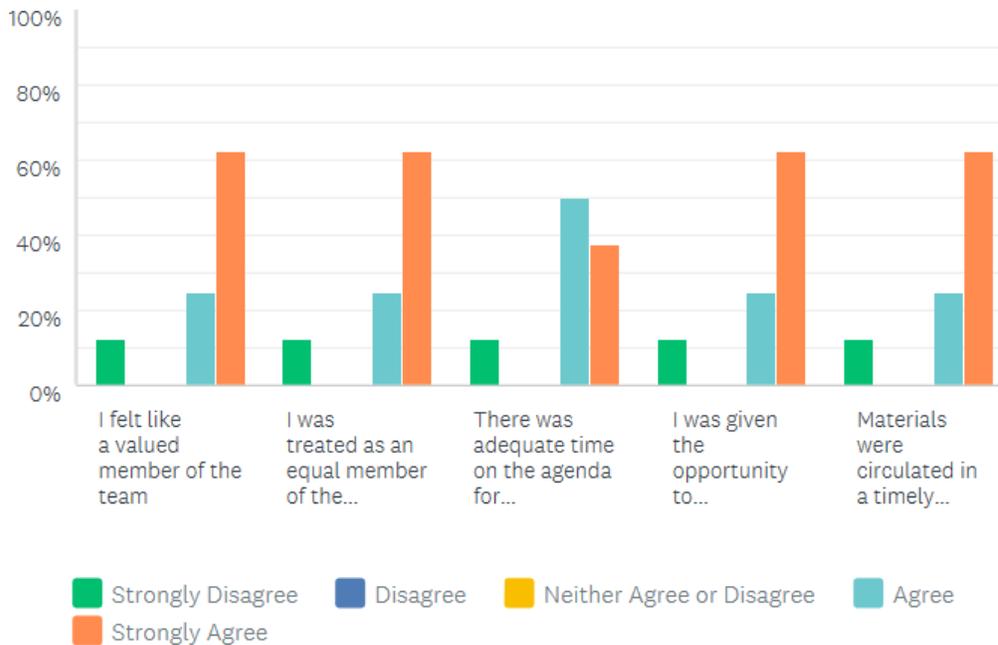
SAH PFAC Meeting Evaluation Results



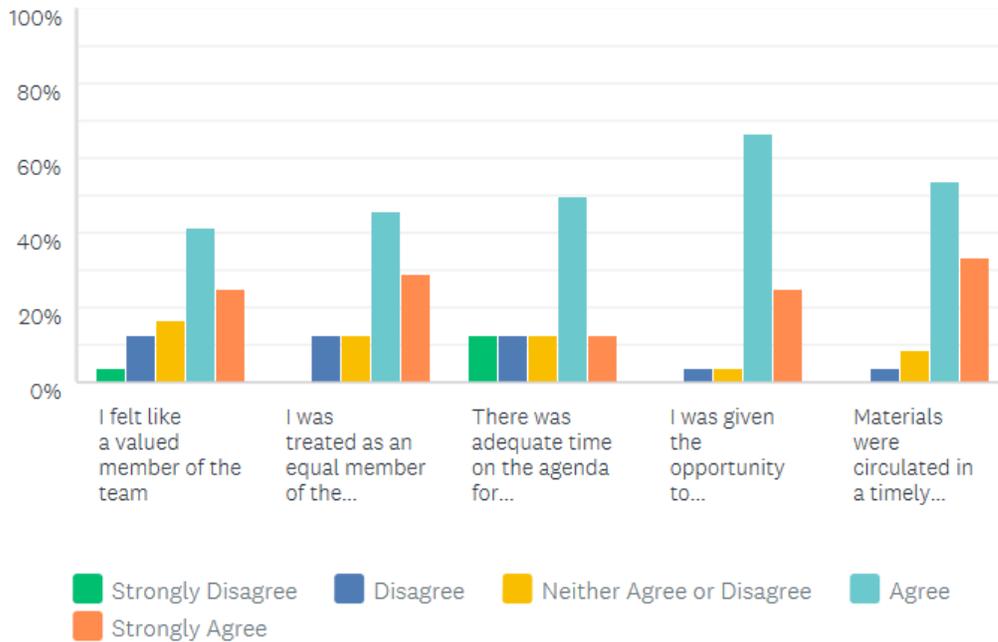
ADCP PFAC Meeting Evaluation Results



Renal PFAC Meeting Evaluation Results



Mental Health and Addictions PFAC Meeting Evaluation Results



Looking Ahead to Q2

- Q2 will provide a small break for the advisory councils as July/August meetings will be combined into one summer session.
- In September, 5 of the 9 SAH advisors will be retiring from their role on the corporate council. A recruitment effort has been initiated and to date has been successful with over 35 applicants expressing their interest. Interviews are expected to take place over the course of July and orientation of the new members to occur in August.
- Much anticipated work will begin with the emergency department through a kickoff event to map the patient journey from presentation in emerge to access to services in the mental health and addictions program
- Additional sub-committee work will take place in regards to Patient Privacy and Consent
- Planning for the inaugural PFAC Report Out will take place over the summer months. The report out will take place in Q3 (October 17th)
- ADCP clinic redesign work will also be a major focus over the summer months

PFAC BY THE NUMBERS **Q1 2017**

Exceptional
PEOPLE 

38 Patient and Family Advisors

4 Advisory Councils

1 Resource Pool of Advisors

Working **TOGETHER**



3 External Organizations

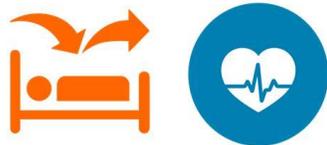
Seek Best Practices from SAH

281.22 Total Hours

Contributed Q1

14% Increase

in Total Hours over Q4



Outstanding **CARE**

8 Suggestion Box

Items Considered

1 Patient Experience Survey

Launched in Renal

43 Engagement Opportunities

Brought Forward



iCare

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