



QUARTERLY REPORT (Q1)

For Period of April 1st – June 30st 2018

Sault Area
Hospital's
Patient and
Family Advisory
Councils

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.

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Q1 - Summary and Highlights

The first quarter has kept the Patient and Family Advisors on their toes with a significant increase (150%) in ad hoc requests and a 43% increase in engagement opportunities compared to the last quarter.

A highlight of the quarter was the May 28th Report Out which brought advisors across all councils together to share their respective program updates and participate in a patient perspective activity. The outcomes from the patient perspective activity provided tangible actions and takeaways that SAH Leaders and PFAC Members can start implementing to bring the Patient Perspective to life.



An exciting Peritoneal Dialysis (PD) video project gained some ground over this quarter. Four individuals were filmed speaking to their personal and/or family member's experience with PD. We are anxiously awaiting the raw footage to be edited for our review. The PD video will provide prospective PD patients with insight on how day-to-day life has changed for current PD patients using this alternative form of treatment.

PFACs welcomed interim PFAC Coordinator Holly Shortall to her new role. Holly has been a SAH employee since 2016 and looks forward to working with the advisors. One of Holly's first tasks, alongside advisors and leaders, will be to conduct interviews for PFACs newest applicants. Recruitment efforts in Q4 brought forward 35 new community applicants with varying interests across all councils. With many current advisors reaching the end of their term on council over the next year, it is a priority to ensure we are prepared for the turnover.

Three councils have welcomed new advisors to their tables this quarter:

- ADCP PFAC - Patti Jo Duggan
- SAH PFAC - Angela Corcoran
- Renal PFAC - Vanessa Grisdale

These new advisors bring their own experience and stories to share with the common goal of improving the patient experience at SAH. Welcome!

Lastly, another highlight this quarter was PFAC Advisors participation in June's Leadership Development Institute (LDI). Advisors Louis Ferron and Stephanie Parniak shared their stories live with SAH staff and leaders on why they chose to be advisors and spoke about the patient perspective to help set the expectations on how leaders can be accountable to meet the expectations of patients and families. Both advisors reported that this was a positive experience and would encourage other advisors to participate in future LDI sessions.



Q1 - Summary of Advisor Activity

A. Corporate Wide Council (SAH PFAC)		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Appointment of Co-Chair	<ul style="list-style-type: none"> The group is happy to appoint Gord Childs to fill the co-chair vacancy. 	Working Together/Exceptional People
2. Standard Engagement	<ul style="list-style-type: none"> Advisors suggest submitting a briefing note to SMT to ensure PFAC advisors are engaged in standard work moving forward in the domains of hospital projects, leadership recruitment, committee participation, and major hospital initiatives. 	Working Together/Outstanding Care / Operational Efficiency
3. Advisor Recruitment	<ul style="list-style-type: none"> A media release was put out to the community in May seeking new advisors. Interviews will take place over the summer. 	Exceptional People
4. Nursing Models of Care	<ul style="list-style-type: none"> Heather Hickey provided the advisors with an overview of the various nursing models of care and the model used by SAH. Advisors provide suggestions on ways to enhance patient care. 	Working Together/Outstanding Care/Exceptional People/Operational Efficiency
5. Accreditation	<ul style="list-style-type: none"> The advisors welcomed Chris Belsito to their meeting to educate the group on accreditation and what roles the advisors will have in the 2019 accreditation. Chris provided the benefits of being an accredited hospital and requested the advisors input on having a patient surveyor for the 2019 accreditation. 	Working Together
6. Suggestion Box	<ul style="list-style-type: none"> A SAH PFAC owned suggestion box has been placed in the lobby. The advisors reviewed the suggestions brought forward and will discuss the best way to communicate the responses to the suggestions to the public. 	Outstanding Care/Operational Efficiency
7. New Advisor	<ul style="list-style-type: none"> The group welcomes Angela Corcoran as a new advisor at the table. Angela shared her story with the group and looks forward to sitting on the SAH PFAC. 	Exceptional People
8. Additional Meetings	<ul style="list-style-type: none"> Advisors held additional offline meetings in the month of May to identify priorities they would like to action over the next year. 	Working Together/Exceptional People/Outstanding Care
9. Advisor Led Rounding	<ul style="list-style-type: none"> Two SAH PFAC advisors sit on the Advisor Led Rounding sub-committee and shared updates on this project with the group. 	Outstanding Care

B. Oncology ADCP PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Oncology Patients in the ED	<ul style="list-style-type: none"> Sarah Dunlop, interim Clinical Educator, attended Aprils meeting to explain the procedure currently in place within the ED regarding treating oncology patients who are presently receiving active cancer treatment. The group brainstormed ways to improve the ED experience for oncology patients. 	Working Together / Outstanding Care / Operational Efficiency
2. Patient Led Rounding	<ul style="list-style-type: none"> ADCP PFAC recommended implementing a position of “patient advocate” to do Patient Led Rounding. A working group is currently meeting to put this to action. 	Outstanding Care / Working together
3. Council improvements	<ul style="list-style-type: none"> ADCP PFAC has recommended areas for improvement within the council to work more effectively as a team moving forward. 	Working Together
4. Advisor Recruitment	<ul style="list-style-type: none"> A media release was put out to the community in May seeking new advisors. Interviews will take place over the summer. 	Exceptional People
5. Appointment of Co-chair	<ul style="list-style-type: none"> Kim Metzen is nominated and appointed to the role of co-chair. 	Exceptional People
6. Patient Transportation	<ul style="list-style-type: none"> The advisors discussed the Canadian Cancer Society Wheels of Hope services not currently meeting the needs of SAH oncology patients. The advisors are looking to create partnerships with local cab companies for patients in need of transportation. 	Outstanding Care/Working Together
7. DI Lean Project	<ul style="list-style-type: none"> Advisor, Kim Metzen, has been participating in an improvement project to enhance the experience of oncology patients requiring diagnostic services. Kim provided the group with an update on the work that has been done to date. 	Outstanding Care / Working Together/ Operational Efficiency
8. Patient Satisfaction Surveys	<ul style="list-style-type: none"> Advisors reviewed Patient Satisfaction Surveys and would like to look at ways to improve the patient experience in the two areas that scored the lowest: Access/Coordination of Care and Information/Education. 	Outstanding Care
9. Survivorship Program	<ul style="list-style-type: none"> The advisors held a lengthy discussion on the survivorship program and how to increase attendance. This is an area that they would like to work on further. 	Outstanding Care / Working Together
10. Website Working Group	<ul style="list-style-type: none"> A sub-committee has been formed to update the SAH Oncology Website and ensure it is user-friendly. Advisor Stephanie Parniak is a 	Outstanding Care / Working Together

	member of this sub-committee and will continue to keep the group updated on its progress.	
11. Resource Room	<ul style="list-style-type: none"> Advisor Christine Zanini has worked hard to create a new oncology resource room on the 2nd floor of the ADCP. 	Exceptional People/ Outstanding Care/ Working Together
12. New Advisor	<ul style="list-style-type: none"> The group welcomed one new advisor to the table in June, Patti Jo Duggan. Patti Jo shared her story with the group and is looking forward to being part of the ADCP PFAC. The council said goodbye to two dedicated advisors this quarter, Rick Wark and Christine Zanini. 	Working Together/ Exceptional People
13. Suggestion Box	<ul style="list-style-type: none"> During their monthly meetings, the advisors reviewed and discussed suggestion box items that were brought forward. Responses to suggestion box items were posted on the TV monitors in the ADCP waiting room. 	Outstanding Care/ Operational Efficiency/

C. Renal PFAC		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. PD Poster	<ul style="list-style-type: none"> Designers provided a draft of the PD poster to be circulated for advisors feedback. Advisors offered observations and suggestions that will be passed on to the designer for consideration. 	Working Together
2. PD Video Project	<ul style="list-style-type: none"> Four patient's stories have been captured for the PD video project. Theo Hendriks, Renal PFAC advisor and spouse of a previous PD patient, shared his positive experience during the filming. 	Exceptional People
3. Kidney Talks	<ul style="list-style-type: none"> Advisor Luca Robibaro shared his experience at the Kidney Talks Conference. He attended the conference alongside Dr. Berry, Kim Fisher, Charles Ann Wardlaw, and Kerry Roy. 	Working Together
4. Consent to Disclose Information Form	<ul style="list-style-type: none"> Kim consulted advisors on suggestions that were brought forward from staff regarding wording on the form. Kim is working on presenting the form to governance at their next meeting. 	Working Together/ Outstanding Care
5. New Advisor Recruitment	<ul style="list-style-type: none"> SAH received 35 interested applicants across all PFACs. Two applicants with ties to the renal program have been interviewed and are 	Exceptional People

	<p>in the process of completed orientation. The group hopes to welcome them to the table in the fall and advocates for additional advisors to join the council once interviews are completed, and renal connections are identified.</p>	
6. Spring/Summer Newsletter	<ul style="list-style-type: none"> The spring/summer newsletter draft was completed and circulated to advisors and staff for feedback before being published. 	Working Together/ Outstanding Care
7. Guest Speaker	<ul style="list-style-type: none"> The group welcomed Shirley Pulkkinen to June's meeting to present results from the research project: The Burden of Out of Pocket Costs on Patients with Kidney Disease. The advisors commend Shirley for her efforts and dedication to this project. 	Exceptional People
8. Your Symptoms Matter	<ul style="list-style-type: none"> Kim Fisher shared on "Your Symptoms Matter" which is a tool for care providers to know if renal patient's symptoms have gotten worse or better. Kim has submitted an application on behalf of SAH to participate in the next research project around this tool. 	Outstanding Care

D. Mental Health and Addictions PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Medical Detox	<ul style="list-style-type: none"> Lisa Case provided the advisors with an update on the current status of the medical detox program. The group offers their support of this work going forward, and they look forward to future opportunities to participate in the work. 	Outstanding Care/Working Together
2. RAAM clinic	<ul style="list-style-type: none"> Lisa Case continues to update advisors on the RAAM clinic and will look for advisor engagement opportunities. 	Outstanding Care/Working Together
3. A Year in Review	<ul style="list-style-type: none"> Advisors take time to reflect on their accomplishments over the past year and review the group's priorities that were initially identified. 	Outstanding Care/Working Together
4. Co-Chair Steps Down	<ul style="list-style-type: none"> Brian Watkins fulfilled the role of co-chair for the past year and would like to provide the opportunity to a new advisor. Brian remains on the council as an advisor and a call out for a new co-chair was put forward. 	Outstanding Care/Working Together
5. PFAC Staff Member	<ul style="list-style-type: none"> Shannen Scott joined the MHA PFAC as a staff member and introduces herself to the group. 	Outstanding Care/Working Together
6. SAH's New Vision	<ul style="list-style-type: none"> The hospital formally launched <u>their</u> new 	Exceptional People

	<p>vision, and two MHA PFAC advisors attended to present <u>on</u> information relating to a patient and family first culture.</p>	
7. Mental Health Week	<ul style="list-style-type: none"> During Mental Health Week in May, a table was set up in SAH's lobby to provide information on mental health services that are available throughout the community. 	Exceptional People
8. Appointment of Co-Chair	<ul style="list-style-type: none"> Rachel Marzetti was appointed to co-chair 	Outstanding Care/Working Together
9. In-Patient Units	<ul style="list-style-type: none"> The advisors discussed a briefing note that was brought forward regarding patients' personal items on in-patient units. The advisors would like to review and revise existing policies to support a consistent approach to the safe handling of patients' personal belongings. 	Outstanding Care/ Working Together/ Operational Efficiency
10. Falling Through the Cracks	<ul style="list-style-type: none"> Rachel Marzetti provided an update on the working group and will continue to provide updates on an ongoing basis at meetings. 	Outstanding Care/ Working Together/
11. Off Unit Passes	<ul style="list-style-type: none"> The advisors welcomed Karen Conforzi to their meeting. Karen shared the current applicable clinical policy on off unit passes. 	Operational Efficiency
12. New Advisor Recruitment	<ul style="list-style-type: none"> A call out was made to the community seeking additional PFAC participation. 35 applicants were received across all PFACs and will be offered interviews over the summer to top up councils including the resource pool. 	Exceptional People

E. Emergency Department PFAC		
Engagement/ Sought Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Physical Space	<ul style="list-style-type: none"> The advisors collectively agreed that ED signage is an area that they would like to make a priority. 	Working Together
2. ED Wait Clock	<ul style="list-style-type: none"> The advisors welcomed Tracy Galizia to their meeting. Tracy provided the group with context and background information associated with the launch of the wait clock in the ED. 	Operational Efficiency
3. Priority Setting	<ul style="list-style-type: none"> The advisors discussed their priorities in more detail and brainstormed ways to action them. These priorities will be used going forward to facilitate advisors project work. 	Working Together/ Outstanding Care
4. ED Funding	<ul style="list-style-type: none"> Mindy Lindstedt and Jack Willet provided the advisors with an overview of ED funding. The 	Operational Efficiency

	advisors found this overview to be very informative.	
5. Discharge Planning	<ul style="list-style-type: none"> The advisors discussed the need to have sufficient information in place when a patient is discharged. The advisors are currently looking at ways to ensure this is happening. 	Working Together/ Outstanding Care/
6. Suggestion Box	<ul style="list-style-type: none"> A suggestion box has been placed in the main triage area. The advisors have reviewed and discussed the suggestions and have started to brainstorm solutions and responses to the suggestions. 	Outstanding Care/ Working Together
7. Accessibility	<ul style="list-style-type: none"> An advisor voiced concerns regarding the triage area patient washroom not having an ambulatory button for patient's use. Jack Willet has brought this forward to the accessibility committee and has added this item as a request to be included in the budget for the next fiscal year. 	Operational Efficiency
8. Senior Friendly Strategy	<ul style="list-style-type: none"> Jack Willet provided an overview of first steps the ED is taking in implementing the Senior Friendly Initiative. The advisors had many questions around the initiative, and whether it truly is Senior Friendly. The advisors would like updates on the initiative as it is a new project that is still a work in progress. 	Working Together
9. ED wait clock and signage working group	<ul style="list-style-type: none"> Collectively the advisors decided to extend the invitation to all PFAC advisors to join a working group to strategize ways to improve concerns around the ED wait clock and ED signage. 	Working Together/ Operational Efficiency
10. ED stats and Patient Experience Survey	<ul style="list-style-type: none"> Jack Willet shared ED stats with the advisors as well as the results from the previous quarter's patient experience survey. The advisors would like to stay updated on ED stats and the patient experience survey to see where improvements and declines are occurring. 	Working Together/ Outstanding Care
11. LDI	<ul style="list-style-type: none"> Louis Ferron shared his positive experience at the most recent SAH LDI session. He encouraged other advisors to take advantage of opportunities such as this one as he found it very insightful and rewarding. 	Working Together

F. Summary of resource/ad-hoc requests

Request	Outcome/Testimonials	Advisors Involved	Tie to Organizational Goals
1. Nursing Awards	<ul style="list-style-type: none"> A request was put forward for an advisor to participate on the 	<ul style="list-style-type: none"> Mary Coulas (Resource) 	

	selection committee to discuss nominees and select winners for the nursing awards.		
2. Patient Bedside Terminal Demo	<ul style="list-style-type: none"> Three advisors participated in a demonstration of a new patient bedside terminal and were asked to review functionality and provide feedback on the new terminals. 	<ul style="list-style-type: none"> Gord Childs (Corporate) Sonia McAuley (Resource) Lillian McDougall (Corporate) 	
3. Histology Yellow Belt Project	<ul style="list-style-type: none"> Advisor participation was requested to partake in a Histology Yellow Belt Project to support a process review 	<ul style="list-style-type: none"> Eric Sillanpaa (Resource) 	
4. Supervisor Recruitment – Medical Units	<ul style="list-style-type: none"> An advisor was sought to participate in the recruitment process for a Supervisor of Medical Units 	<ul style="list-style-type: none"> Rick Wark (ADCP) 	
5. Pacemaker Patient Information Sheet	<ul style="list-style-type: none"> The advisors had the opportunity to provide their feedback on a pacemaker patient information sheet. 	<ul style="list-style-type: none"> Liz Godin (Emerge) Claudette Chevrier (Corporate) Jim Coyle (Emerge) Eric Sillanpaa (Resource) Stephanie Whalen (MH&A) Rose Bruni (Corporate) Gord Childs (Corporate) Louis Ferron (Emerge) 	
12. Ethics Committee	<ul style="list-style-type: none"> The ethics committee sought two advisors to join their table. Three advisors stepped forward, and the committee was happy to welcome all three. 	<ul style="list-style-type: none"> Jim Coyle (Emerge) Rose Cavaliere (Corporate) Stephanie Parniak (ADCP) 	
13. SAH's Vision Launch	<ul style="list-style-type: none"> Advisors were asked to participate in SAH's new vision launch, by delivering key messages to staff members that rotated through the event that was held on May 9th in the auditorium. 	<ul style="list-style-type: none"> Eero Laakso (Emerge) Gord Childs (Corporate) 	
14. Recruitment – Manager of	<ul style="list-style-type: none"> An advisor was sought to 	<ul style="list-style-type: none"> Unfilled 	

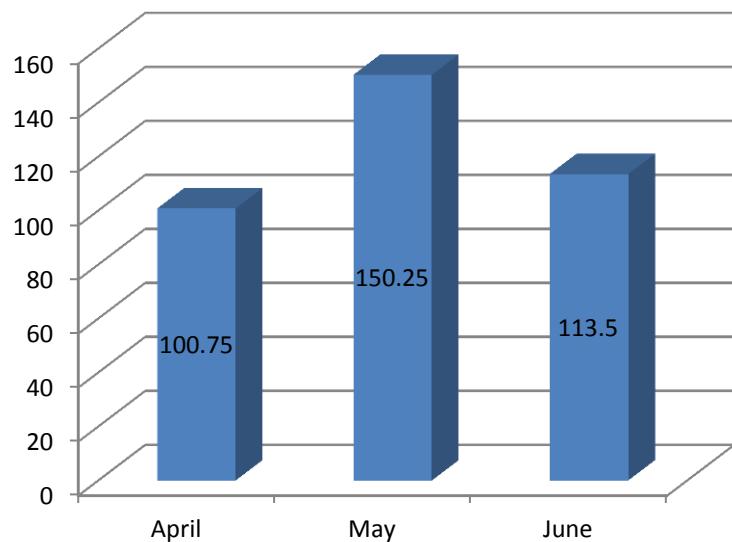
Flow	participate in the recruitment process for a Manager of Flow		
15. Recruitment – Supervisor of Flow	<ul style="list-style-type: none"> An advisor was sought to participate in the recruitment process for a Supervisor of Flow 	<ul style="list-style-type: none"> • Advisor participation omitted 	
16. Collaborative Mental Health Week	<ul style="list-style-type: none"> An advisor suggested a partnership with CMHA to have a table in the lobby during mental health week to distribute information to patients and families around access to services 	<ul style="list-style-type: none"> • Rachel Marzetti (MH&A) • Stephanie Whalen (MH&A) 	
17. Code Stroke	<ul style="list-style-type: none"> Advisor participation was requested in the development of Code Stroke. Code Stroke is a specific team focused care pathway that provides patients who have had a stroke with the necessary interventions as soon as possible. The team wanted an advisor to gain feedback on the patient perspective for this initiative. 	<ul style="list-style-type: none"> • John Stephens (Resource) 	
18. Recruitment – Manager of Mental Health	<ul style="list-style-type: none"> An advisor was sought to participate in the recruitment process for two leadership positions in the Mental Health and Addictions program <ol style="list-style-type: none"> Patient Care Manager – Inpatient Mental Health Patient Care Manager-Community Mental Health & Addictions 	<ul style="list-style-type: none"> • Brian Watkins (MH&A) 	
19. PCI Terminology	<ul style="list-style-type: none"> Advisor feedback was requested on specific terminology that will be used going forward around Stand Alone Percutaneous Coronary Intervention (SA PCI) or cardiac angioplasty. 	<ul style="list-style-type: none"> • 17 advisors responded with feedback using survey monkey. (Across All PFACs) 	
20. Leadership Development Institute	<ul style="list-style-type: none"> During the June LDI, two advisors were invited to share their story of why they had chosen to join PFAC. The advisors were also asked to share the outcomes of the discussion from the May PFAC Report Out Re: the Patient Perspective to bring it to life for all leaders across the organization. 	<ul style="list-style-type: none"> • Louis Ferron (Emerge) • Stephanie Whalen (MH&A) 	
21. Post Op Care	<ul style="list-style-type: none"> Advisors were asked to review a 	<ul style="list-style-type: none"> • Diane Marshall 	

	<p>patient document for post-op care and give feedback.</p>	<ul style="list-style-type: none"> • (Emerge) • Eric Sillanpaa (Resource) • Marion Bentley (ADCP) • Lillian McDougall (Corporate) • Stephanie Parniak (ADCP) • Mary Coulas (Resource) • Vivian DeRosa (Emerge) • Peggy Storey-Inkster (Resource) • Ingrid Atkinson (Resource) 	
22. In Patient Units and Substance Abuse	<ul style="list-style-type: none"> • Advisors were requested to participate on a project team that will look to improve the patient experience on in-patient units for those experiencing substance abuse and/or those who are currently using. 	<ul style="list-style-type: none"> • Brian Watkins (MH&A) 	
23. Yellow Belt Improvement Project	<ul style="list-style-type: none"> • A request was put forward for an advisor to join a yellow belt team looking to make improvements to the current process for food ordering, purchasing and preparation at the Withdrawal Management Clinic (off-site of the main SAH campus). 	<ul style="list-style-type: none"> • Gord Childs (Corporate) 	
24. Yellow Belt Improvement Project	<ul style="list-style-type: none"> • A request was put forward for an advisor to join a yellow belt team looking to make improvements to the current process for patients on precautions. 	<ul style="list-style-type: none"> • Doris Lebel (Resource) • Jim Aquino (Resource) 	
25. Leadership Development Institute	<ul style="list-style-type: none"> • A request for advisor participation in the upcoming September LDI has been sent out. 	<ul style="list-style-type: none"> • Currently recruiting 	
26. Recruitment – PFAC Coordinator	<ul style="list-style-type: none"> • An advisor was sought to participate in the recruitment process for an interim PFAC Coordinator 	<ul style="list-style-type: none"> • Dennis Dinelle (Resource) 	
27. Recruitment – Manager of Patient Billing and Accounts	<ul style="list-style-type: none"> • An advisor was sought to participate in the recruitment process for a Manager of Patient Billing and Accounts 	<ul style="list-style-type: none"> • Louis Ferron (Emerge) 	

28. MH&A Peer Support in ED	<ul style="list-style-type: none"> The NE LHIN is advocating for funding to recruit Peer Support Workers in the ED to help patients presenting with MH&A navigate the emergency. A request was brought forward for a MH&A PFAC advisor to partake in this working group 	<ul style="list-style-type: none"> Stephanie Whalen (MH&A) 	
29. Patient Surveyor	<ul style="list-style-type: none"> Feedback from Corporate PFAC was requested on the opportunity to have a patient surveyor for the 2019 accreditation. 	<ul style="list-style-type: none"> 5 advisors responded with feedback using survey monkey. (Corporate) 	
30. Senior Friendly Care	<ul style="list-style-type: none"> ED PFAC requested an overview of SAH's Senior Friendly Strategy be provided to advisors (global pool) for information and where possible, consultation and engagement. 	<ul style="list-style-type: none"> Louis Ferron (Emerge) Peggy Story-Inkster (Resource) Dominique Ninnes (Emerge) Gord Childs (Corporate) Sonia McAuley (Resource) Eric Sillanpaa (Resource) Danielle LeTang (Emerge) Vivienne Scott (Corporate) 	

PFAC Hours Contributed - Q1

Hours Contributed Monthly

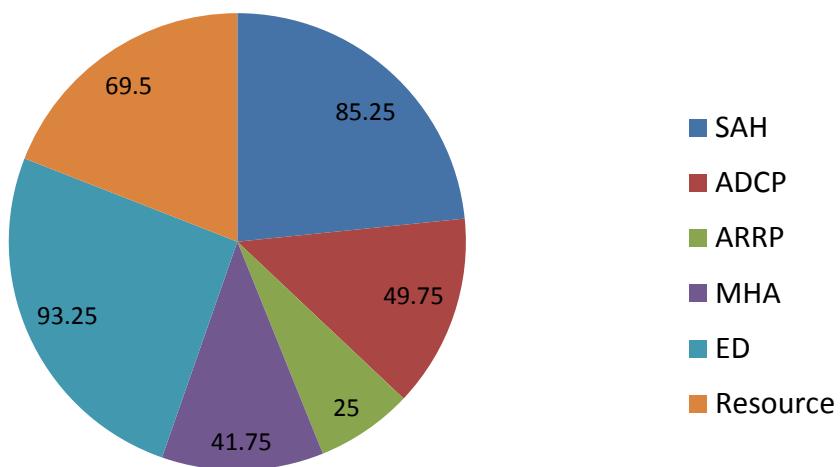


Hours Contributed Monthly

DID YOU KNOW?

The total Number of Advisor Hours Contributed during Q1 was 364.5. This represents an increase of 18% compared to Q4 and a 30% increase over Q1 of 2017

Hours Contributed By Advisor Type



Evaluation Results by Council

Advisors complete evaluations after each of their meetings via survey monkey. This practice is currently on pause while we review the evaluation framework to make improvements. Our hope is to have a new evaluation created for the fall that will better reflect advisors experiences on councils and engagements in ad hoc requests.

Looking Ahead to Q2 - 2018

As SAH continues to move towards and promote a **patient and family first culture**, we are receiving more requests for PFAC advisors to be engaged as part of standard work throughout the organization. We anticipate a continued increase of requests for advisors involvement over the next quarter.

Additional expected highlights for Q2 include:

- The screening of new applicants and appointment to councils
- SMT Strategy Session, a Patient and Family First Culture briefing note will be presented for the SMT to make decisions on
- The Advisor Led Rounding Project is well on its way to coming to fruition

PFAC BY THE NUMBERS Q1 2018

Exceptional **PEOPLE**



68 Patient and Family Advisors
5 Advisory Councils
1 Resource Pool of Advisors
Appointment of 6 new advisors

Working **TOGETHER**



364.5 Total Hours

Contributed Q1

18% ↑ over Q4

6 New Advisors

On-Boarded

(Resource)



Outstanding **CARE**

53 Engagement Opportunities

Brought Forward

(compared to 37 over the previous quarter)

30 Ad-Hoc Opportunities

Brought Forward

(compared to 12 over the previous quarter)



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