QUARTERLY REPORT (Q2)

For Period of July 1st – September 31st 2017

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, and the Renal PFAC.

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Q2 - Summary and Highlights

August was the final SAH-PFAC meeting for 5 patient and family advisors following the conclusion of their three year term on council. The departing advisors included Vanessa Grisdale (co-chair), John Stadnyk, John Stephens, Tammy Zalewski, and Vicki Barber. During their final meeting as a team, the advisors reflected on their impact across the organization and brought forward the following comments:

- *The advisors feel that they have been listened to and appreciate the presence of the executive team at the table. They've observed the shift in thinking to a patient first culture and have noticed that this has permeated throughout the organization*
- *The group is grateful that the council has been created and the emphasis that is place on patients and families as playing an important within the organization*
- *The group recognizes that there is still work to do and not everyone has perfect experiences but that things are moving in the right direction*

Effective September 25th, 6 new advisors will be joining the council including Gordon Childs, Claudette Chevrier-Cachagee, Robert Fex, Rose Cavaliere, Vivienne Scott and Bryan Hayes* (*one year term). In total, 32 applications were received over the month of June with approximately half the group participating in formal interviews. Selection was based on the advisors ability to demonstrate characteristics of a successful advisor including the ability to be respectful of others and their perspectives, being comfortable speaking in a group and interacting with others, demonstrating the ability to use their personal experience constructively and the ability to see beyond their own experience.

A session was held to orient the new advisors to their role as volunteers within SAH and also to the various concepts and principles of patient and family centred care. From those who were not selected to participate on the corporate PFAC, one advisor was appointed to the ADCP-PFAC and an additional 6 advisors were appointed to the resource pool. Sault Area Hospital now has a total of 51 advisors working in various capacities throughout the organization contributing to enhancing the patient experience.

A booth highlighting the efforts of PFACs was set up on Sept 9th at the annual Kidney Walk

ADCP PFAC members pose for a photo to be included in the 2018 calendar used to generate funds for Tracy's Dream

Q2 - Summary of Advisor Activity

A. Corporate Wide Council (SAH PFAC)

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
Reflection and Celebration	August marked the final meeting for 5 PFA's whose three year term came to a conclusion. This event was marked with a celebration, recognition and reflection on the advisors achievements and proudest moments	WT
MAiD Tour	Advisors toured the room where medical assistance in dying will be developed to eligible patients. Overall the advisors appreciated the space and thought that it was appropriate based on its use	OC
Appointment of new advisors/co-chair, etc.	In September, 6 new advisors joined on council and took the opportunity to share their stories with all members on council. A decision was made to appoint two patient and family advisors as co-chairs going forward. Bryan Hayes and Alyson MacLeod have accepted these roles	WT
Strategic Plan/Corporate Goals	Ron provided the group with an overview of organizations strategic plan, corporate goals and the vision for the future from the patient's perspective	WT
Improvement Opportunities	During the interview process, our new advisors identified a number of areas of improvement that they felt would improve the patient experience. During their first monthly meeting, the group brainstormed these ideas to determine appropriate action and identify priorities for the group over the upcoming months	WT
Personal Bedside TV	A update was provided on the personal bedside TVs based on the advisors feedback	WT

B. Oncology ADCP PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
Clinic Redesign	Efforts continue to launch this project by teaming with local businesses. To date, two organizations have come forward with offers to donate materials. In addition to this, Pileria's has toured the facility and has offered design options for the group's consideration. Additional consultation will occur with the advisors and staff before proceeding	OC
Tracy's Dream	The 2018 edition of Tracy's Dream Calendar	WT

Calendar Photo	project is focusing on organizations throughout the community that support cancer patients. Tracy's Dream has defined PFAC as one of those groups and has featured the group in one month of the calendar. All proceeds raised are used to cover parking costs for cancer patients	
ADCP Governance	An update of the monthly governance meeting(s) was provided to the ADCP PFAC	WT
NECC/CCO PFAC(s)	An update on the NECC/CCO PFACs was provided by Mary Coulas	WT
New Member	In September, the ADCP PFAC welcomed a new advisor, Stephanie Parniak to the group. Stephanie took the time to share her story with the group and is keen and edger to participate on council	WT
Blood Work	The group brainstormed a challenge faced by the clinic around missed appointments for bloodwork which is causing increased workload on staff and also the ability to deliver optimal care. The group suggested exploring root cause and also to get a sense of the scope of the problem	OC
Oral Chemotherapy	The group reviewed the results from the patient satisfaction around oral therapy	OC
Patient Satisfaction	The group reviewed the most recent reports from the NCR Patient Satisfaction survey and did not feel that there was opportunities for them to explore	OC
Patient Suggestions	Three suggestions were brought forward during the groups monthly meeting including ensuring wheelchairs were available on the lower level, converting an office into a resource hub for patients and providing tokens for parking at reception. These suggestions were discussed and a response will be posted on the bulletin board which is located in the main waiting room	WT

C. Renal PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
MCKC Survey Results	The group discussed the MCKC project and the most recent results from a survey	
Viscus Equipment Donation	A patient within the renal program is looking to donate viscus equipment. Some background and approval work is ongoing. The advisors support the use of this equipment within the program	OC, WT
Patient Survey	The results from the PFAC led patient survey were reviewed by the committee and owners of priority projects were assigned. In total, 27	OC, WT

	opportunities were identified. Improvement work is already underway including better communication of wait times, collaboration with primary care and reviewing accessible parking throughout the organization	
Video Project	The council discussed the production of a video that would be played within the waiting room. The video would be meant to uplift staff/patients. There is interest from the group to pursue this project	WT, EP
Kidney Walk	On September 9th, advisors and staff participated in the Kidney Foundations annual Kidney Walk. A booth was set up highlighting the work of the advisory councils. Overall, the event was a huge success	WT
Renal Governance	An update of the monthly governance meeting(s) was provided to the ARRP PFAC	WT
ORN PFAC	An update of the monthly ORN PFAC was provided to the ARRP PFAC	WT

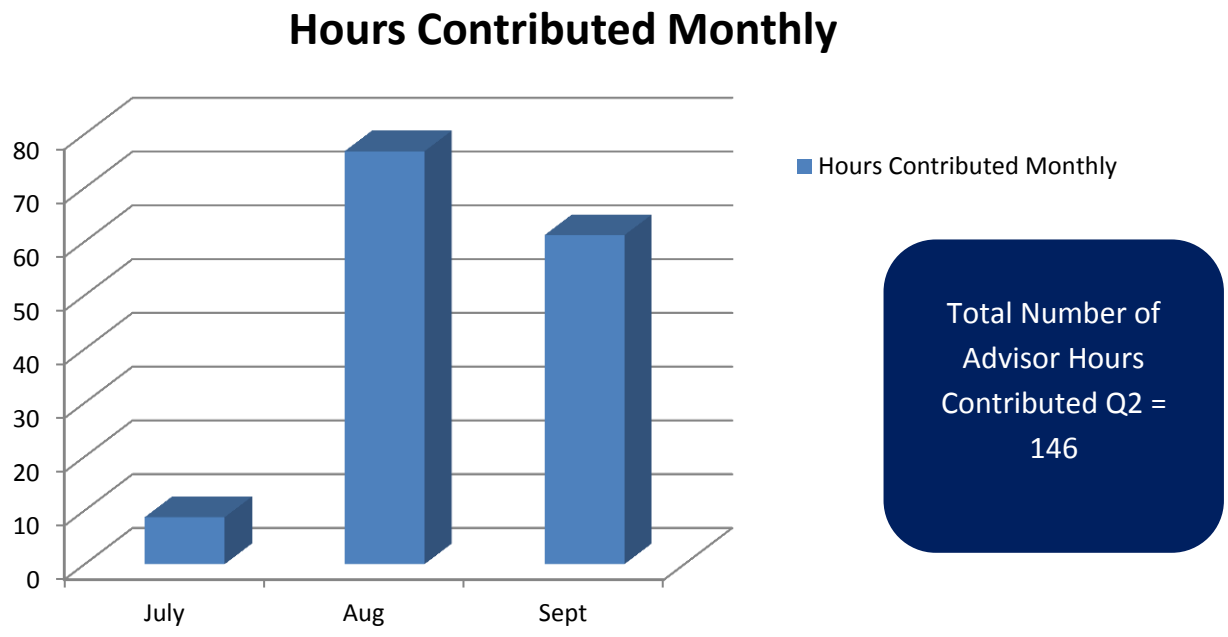
D. Mental Health and Addictions PFAC

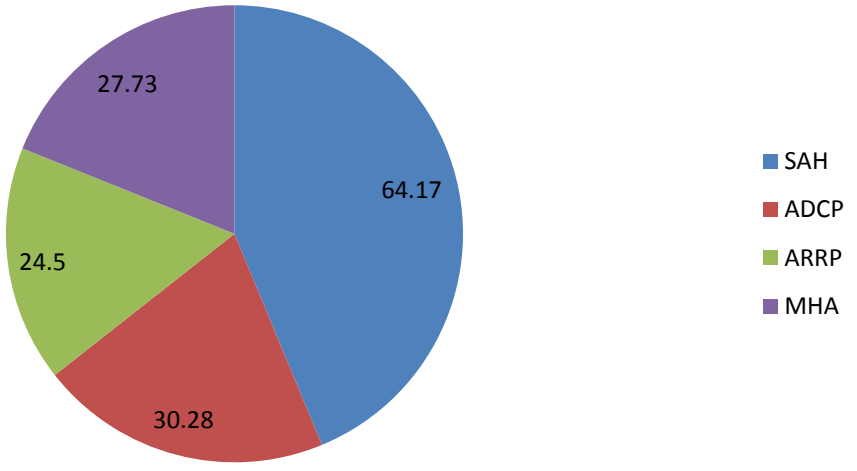
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
ED Experiences	Within their monthly meeting, a number of advisors shared their experiences receiving care within the emergency department. This discussion led to a commitment from the group to make an impact on the patient experience	OC
Withdrawal Management Proposal	The group was provided with an overview of the current proposal which is being submitted for approval to create a new level 3 medical detox facility within our community. The advisors are passionate about moving this work forward and note that the current facility is not meeting the needs of the community	OC, WT
Volunteers in MHA	A proposal was put forward for an advisor to have volunteers placed in mental health program areas to improve their experience. The group endorses this and agree to have it put forward to the program for additional discussion/approval	OC. WT
MHA Strategic Plan	An overview of the mental health and addictions strategic plan was provided by Kelli-Ann Lemieux. The advisors endorse the priorities as currently set out by the program and also bring forward additional considerations	WT
Safe Wards	The nurse educator attended the advisors monthly meeting and provided an overview of the safe wards project to the team	OC, WT

E. Summary of Ad-Hoc Requests

Request	Outcome/Testimonials	Tie to Organizational Goals
PFAC Orientation	Two advisors attended the PFAC orientation session for our new advisors to share their experiences as "seasoned" advisors within the organization. This is always an impactful and highly valued activity	WT
IV Iron	The advisors were given the opportunity to review and comment on patient materials that are used by the renal program. A number of great comments were submitted for the programs consideration	WT, OC
Privacy Working Group	A working group has been launched to look at revising SAH's privacy policy to meet some of the recommendations brought forward during the MHA-PFAC. Approval has been granted for the advisors to embark on this work and it is expected that a revised version will be brought forward within Q3 for review	WT
ED/MHA Mapping	Based on feedback and priority setting completed by the MHA PFAC, an event is being organized through the transformation department to conduct a patient journey map of patients presenting in the ED who have a MHA background. 4 advisors, staff, a physician and volunteer will participate in this work. It is expected that this work will bring to light a number of gaps/priorities that the group can take away	OC, WT
Accessibility Committee	An advisor attended SAH's accessibility committee to bring forward feedback from advisors around accessible parking. This will be on-going as it had not been a planned priority of the organization and no funds are allocated to this work at this time	WT
Stroke Guide	The advisors were given the opportunity review and comment on a stroke guide	WT, OC
Integrated Renal Council	An advisor has been identified to participate on the ORN's integrated renal council within the NE	WT, OC

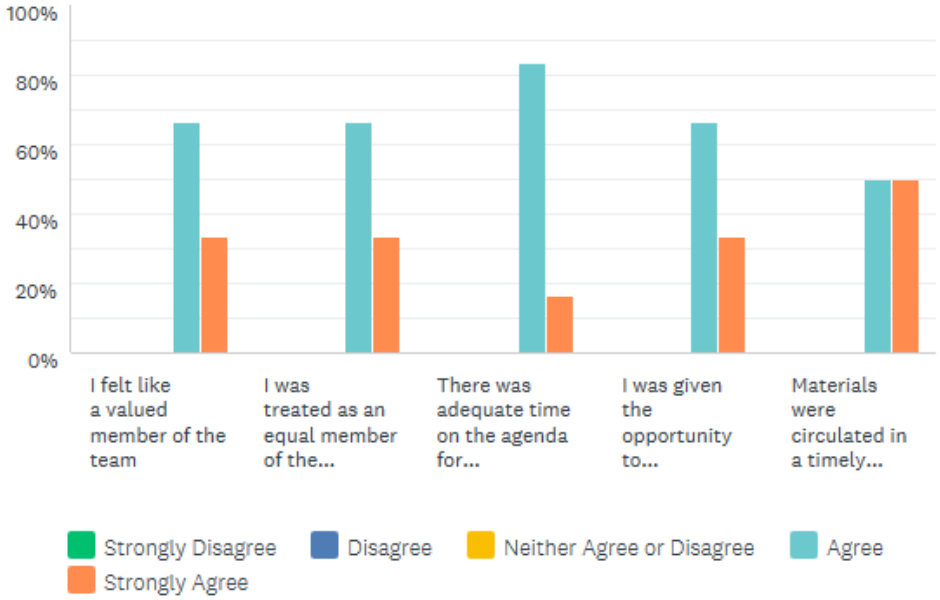
PFAC Hours Contributed – Q2



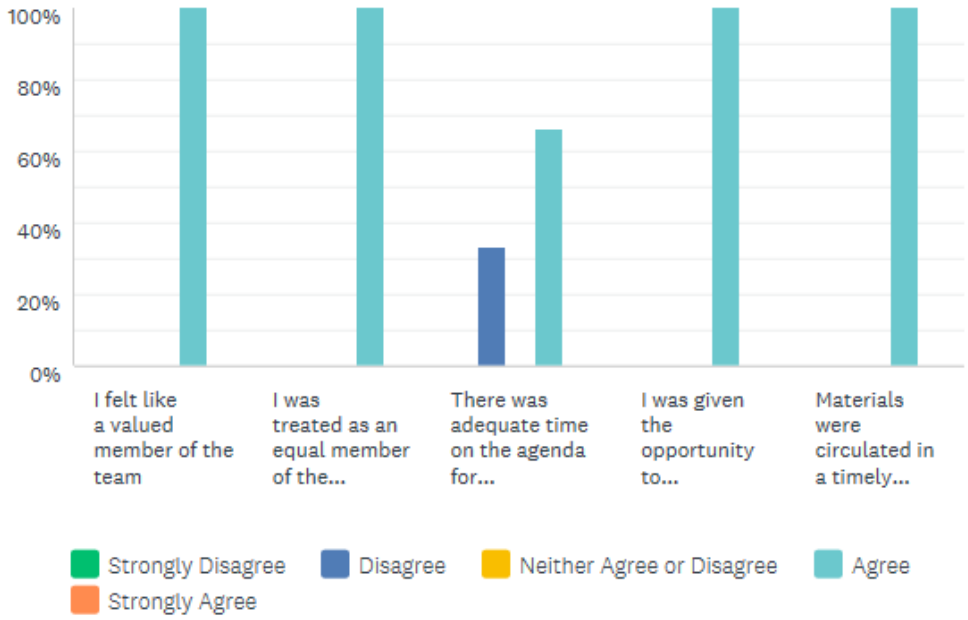


Evaluation Results by Council

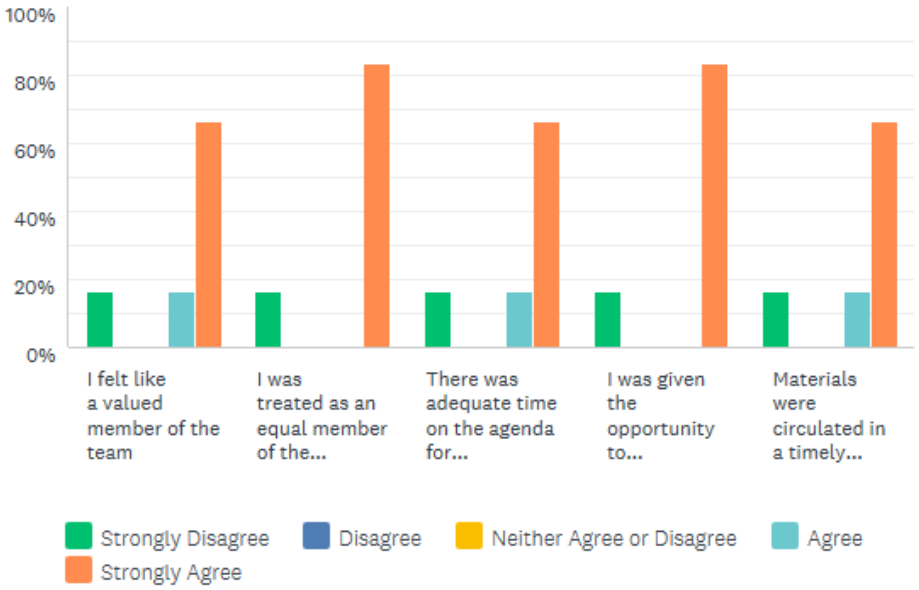
SAH PFAC Meeting Evaluation Results



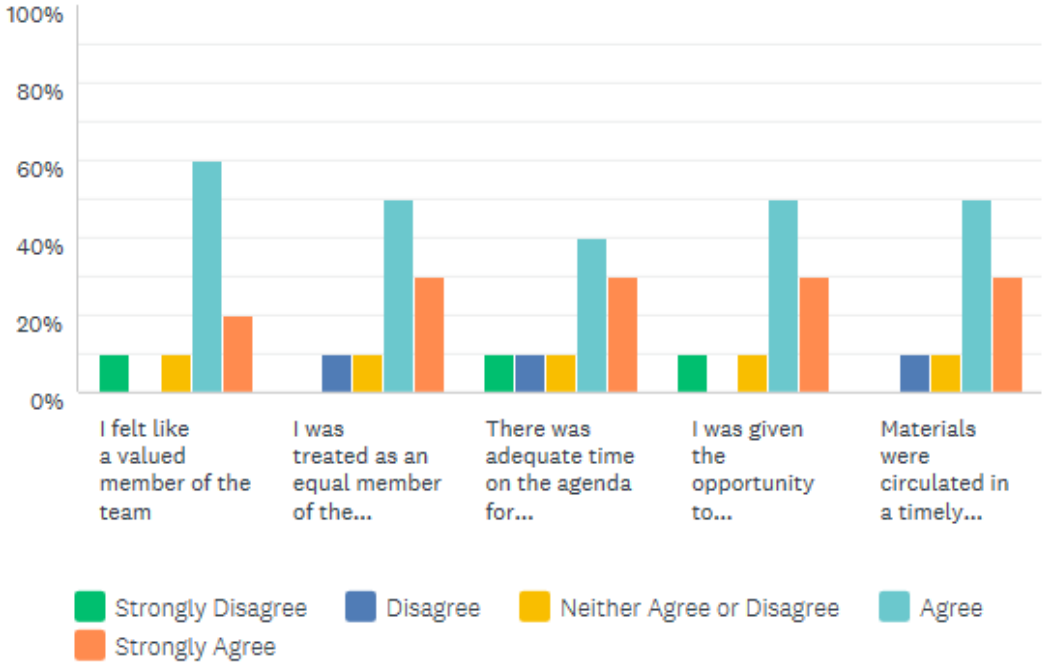
ADCP PFAC Meeting Evaluation Results



Renal PFAC Meeting Evaluation Results



Mental Health and Addictions PFAC Meeting Evaluation Results



Looking Ahead to Q3

Q3 is sure to bring a flurry of activity for our patient and family advisors.

In October, we will be holding our first Report Out where we will welcome all 50+ advisors working throughout the organization to attend alongside hospital leaders. The intent of this session is to focus on information sharing, highlighting successes to date and focusing on education to support our advisors in their various. In October, we will be specifically looking at our Strategic Plan with the group.

As we have on boarded 12 new advisors this quarter, we are looking forward to exploring their priorities and vision for improved patient and family experience at Sault Area Hospital.

We also expect that the ED/MHA flow mapping activity will occur this quarter which has been a highly anticipated project.

We will continue to work to explore additional opportunities for advisor engagement given the additional growth of the program.

PFAC BY THE NUMBERS Q2 2017

Exceptional PEOPLE

51 Patient and Family Advisors

4 Advisory Councils

1 Resource Pool of Advisors

Working TOGETHER

146 Total Hours

Contributed Q2

12 New Advisors On-Boarded

(6 Corporate)

(1 ADCP)

(5 Resource)

Outstanding CARE

4 Suggestion Box

Items Considered (August/Sept)

6 Ad-Hoc Opportunities

Brought Forward

20 Engagement Opportunities

Brought Forward