



# QUARTERLY REPORT (Q2)

For Period of July 1st – Sept 30st 2018

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.

Sault Area  
Hospital's  
Patient and  
Family Advisory  
Councils

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## Q2 - Summary and Highlights



All councils took a well-deserved month (or two) off over the summer. Although our standing meetings were on a summer hiatus, advisors continued to show their dedication to SAH by being meaningfully engaged all summer long fulfilling many ad hoc requests. Although there were fewer meeting this quarter, advisors participated in more engagements and participated in nearly as many ad hoc requests as the previous quarter.

During Q2 we provided orientation sessions to 17 of our new applicants who are now active advisors on councils or in our resource pool. These individuals were chosen based on their 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. We want to welcome all new advisors to SAH!

During September SAH hosted Learn @Work week. One of the events available to staff and advisors was **Walk in My Shoes**. This event allowed the participants an opportunity to learn about the wide variety of important roles performed every day at SAH by shadowing a staff member. ED PFAC advisor Vivian DeRosa and PFAC Coordinator Holly Shortall participated in this event shadowing an ED nurse and ED ward clerk respectfully. Vivian shared her experience with her fellow ED PFAC advisors and strongly encouraged them to participate in this event in the future!



PFAC would also like to recognize Louis Ferron and Alex Mantha who were nominated and featured as SAH Friday Features during Q2. Both advisors are dedicated to improving the patient experience and show a strong commitment to SAH and their respective PFACs.

## Q2 - Summary of Advisor Activity

A. Corporate Wide Council (SAH PFAC)		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Recognition of Advisor	<ul style="list-style-type: none"> <li>Lillian McDougall was recognized for completing her three-year term on corporate council. Lillian will remain in the resource pool and actively involved as an advisor.</li> </ul>	Exceptional People
2. Patient Surveyor	<ul style="list-style-type: none"> <li>The group is informed that the patient surveyor that they advocated for, for the 2019 accreditation has been requested by SAH.</li> </ul>	Outstanding Care
3. Walk About	<ul style="list-style-type: none"> <li>The group held a lengthy discussion around the desired outcomes for their walkabout project and discussed their next steps</li> </ul>	Working Together Outstanding Care Exceptional People Operational Efficiency
4. Planning for the Year	<ul style="list-style-type: none"> <li>The group agreed on a new SAH PFAC schedule going forward where executives would attend meetings bi-monthly, and the group would partake in working meetings in the off months</li> </ul>	Working Together
5. Suggestion box items	<ul style="list-style-type: none"> <li>Two suggestion box items were brought forward for discussion. The group would like to have further discussion on the one suggestion item re the number of metered parking spots available at SAH</li> </ul>	Outstanding Care Operational Efficiency
6. Advisor Led Rounding	<ul style="list-style-type: none"> <li>The Advisor Led Rounding Committee held a meeting in July, and an advisor who sits on that committee provided the group with an update</li> </ul>	Working Together Outstanding Care Exceptional People
7. Advisor leaving	<ul style="list-style-type: none"> <li>Rose Bruni stepped back from her role on SAH PFAC but will remain an active advisor in the resource pool</li> </ul>	Exceptional People
8. Guest Speaker	<ul style="list-style-type: none"> <li>Kim Lemay joined September's council meeting to provide updates on the Healthy, Well and Safe at Work initiative. She spoke with the group about collaborating on this initiative with them as this project aligned with their WalkAbout project. The group agreed to collaborate on the work and will be working on engagement opportunities for advisors to participate in going forward.</li> </ul>	Working Together Outstanding Care
9. Subcommittees	<ul style="list-style-type: none"> <li>Advisors provided updates on the Quality Care Committee and the ED Working Group meetings.</li> </ul>	Working Together
10. Prioritizing Themes	<ul style="list-style-type: none"> <li>The group reviewed priorities and decided on next steps for outstanding priorities.</li> </ul>	Working Together
11. New Evaluation	<ul style="list-style-type: none"> <li>PFAC Coordinator proposed a new advisor evaluation tool that will be completed on a quarterly basis</li> </ul>	Working Together Exceptional People

## B. Oncology ADCP PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Guest Speaker	<ul style="list-style-type: none"> <li>Doug D'Agostini, ONE project lead, attended the meeting to provide an update and answer questions on the ONE initiative</li> </ul>	Working Together
2. Transportation	<ul style="list-style-type: none"> <li>Advisors continued efforts in partnering with local cab companies to assist with patient transportation.</li> </ul>	Exceptional People Working Together Outstanding Care
3. ADCP Website Redesign	<ul style="list-style-type: none"> <li>An advisor provided updates on the website redesign. The website group has passed their work on to department staff for feedback and approval</li> </ul>	Operational Efficiency Working Together
4. Patient Privacy Concerns Work	<ul style="list-style-type: none"> <li>The group provided feedback on a patient privacy concern item. Leaders took all feedback back to staff for collaboration and a new process for patient privacy will be implemented going forward with a reassessment at a later date</li> </ul>	Working Together Outstanding Care
5. Fundraising & Wheels of Hope	<ul style="list-style-type: none"> <li>An advisor reached out to a local business that does annual fundraising for Wheels of Hope to discuss their contributions.</li> </ul>	Exceptional People Working Together
6. New Advisor Handbook	<ul style="list-style-type: none"> <li>The advisors advocated for a New Advisor Handbook to be given to advisors who are appointed to the ADCP PFAC. The group worked together to develop the handbook</li> </ul>	Exceptional People
7. Suggestion box items	<ul style="list-style-type: none"> <li>Four suggestion box items were brought forward for the group to discuss this quarter</li> </ul>	Working Together Outstanding Care
8. Subcommittees	<ul style="list-style-type: none"> <li>Advisors provided updates on the subcommittees that they sit on</li> </ul>	Exceptional People Outstanding Care Working Together
9. New Advisor	<ul style="list-style-type: none"> <li>ADCP welcomed Linda Lewis as a new advisor</li> </ul>	Exceptional People
10. Wheels of Hope	<ul style="list-style-type: none"> <li>A staff advisor has been in close communication with Wheels of Hope in hopes of being better able to use their service</li> </ul>	Exceptional People Outstanding Care
12. New Evaluation	<ul style="list-style-type: none"> <li>PFAC Coordinator proposed a new advisor evaluation tool that will be completed on a quarterly basis</li> </ul>	Working Together Exceptional People
11. Survivorship/Peer Support	<ul style="list-style-type: none"> <li>Advisors advocated for and made suggestions to improve communication to patients around survivorship and peer support programs</li> </ul>	Outstanding Care Working Together Exceptional People

C. Renal PFAC		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. New Advisors	<ul style="list-style-type: none"> <li>The group welcomed two new advisors to the table: Judy Bentham and Vanessa Grisdale</li> </ul>	Exceptional People
2. Consent to Disclose Form	<ul style="list-style-type: none"> <li>This patient form will be going to document management in hopes of nearing approval</li> </ul>	Outstanding Care
3. New Advisor Orientation	<ul style="list-style-type: none"> <li>PFAC Coordinator confirmed that an additional advisor has been fully on-boarded and will be welcomed to the table in October, with two more potential advisors for Renal PFAC that are in the process of onboarding</li> </ul>	Exceptional People
4. PD Video	<ul style="list-style-type: none"> <li>The PD Video project is nearing completion. The video has been sent back and forth between the videographer and SAH for edits and feedback.</li> </ul>	Working Together Outstanding Care
5. Your Symptoms Matter	<ul style="list-style-type: none"> <li>Your Symptoms Matter is a new assessment tool being piloted that renal patients will fill out in regards to the symptoms they are experiencing. SAH was selected to participate in phase 2 of this project</li> </ul>	Working Together Outstanding Care
6. ORN Leadership Meeting	<ul style="list-style-type: none"> <li>Kim Fisher attending the Ontario Renal Network Leadership Meeting and provided the group with updates</li> </ul>	Operational Efficiency Outstanding Care Working Together
7. Subcommittees	<ul style="list-style-type: none"> <li>An advisor who sits on the ORN PFAC provided the group with updates</li> </ul>	Exceptional People Outstanding Care Working Together
8. Patient Parking	<ul style="list-style-type: none"> <li>Kim Fisher asked the council for feedback and suggestions on solutions for families who drop-off and pick-up renal patients multiple times a week. The group brainstormed solutions so that families would not have to pay 2x day 3x week for parking. Kim will take their feedback back to security for further discussion</li> </ul>	Outstanding Care Working Together
9. New Evaluation	<ul style="list-style-type: none"> <li>PFAC Coordinator proposed a new advisor evaluation tool that will be completed on a quarterly basis</li> </ul>	Working Together Exceptional People
10. Suggestion Box	<ul style="list-style-type: none"> <li>The Renal PFAC did not have any suggestion box items brought forward for discussion this quarter</li> </ul>	Working Together
11. Viscus Machine	<ul style="list-style-type: none"> <li>An advisor, through fundraising efforts at her workplace, has raised funds towards a Viscus Machine. She advocated for education around this piece of equipment so that patients are knowledgeable about its benefits</li> </ul>	Exceptional People Outstanding Care

## D. Mental Health and Addictions PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. New Advisor	<ul style="list-style-type: none"> <li>A new advisor is welcomed to the table at August's meeting</li> </ul>	Exceptional People
2. Crisis Services	<ul style="list-style-type: none"> <li>An advisor brought forward a briefing note on crisis services for discussion. The group hopes to have the new manager to a future meeting for further discussion and process review</li> </ul>	Outstanding Care Working Together
3. Peer Support Working Group	<ul style="list-style-type: none"> <li>An advisor is participating in a working group that is run by the NE LHIN. The advisor provided the group with an initial update on the project and will keep the group updated as the project moves forward.</li> </ul>	Working Together
4. New Advisor	<ul style="list-style-type: none"> <li>A new advisor is welcomed to the table at September's meeting</li> </ul>	Exceptional People
5. Guest Speakers/ Meet and Greet	<ul style="list-style-type: none"> <li>Tara Farkas, Patient Care Manager for Inpatient Psychiatry &amp; Crisis, and Marsha Ledyit, Manager for CAP &amp; Community Mental Health &amp; Addictions, are welcomed to the table and asked to introduce themselves the group</li> </ul>	Exceptional People Working Together
6. Cell Phones/Pay Phones	<ul style="list-style-type: none"> <li>It is advocated that the briefing note on cell phones and the pay phone be brought back up with the new manager now in position. The group would like to resume discussion on this topic and brainstorm suggestions for solutions to this item at a future meeting</li> </ul>	Working Together Outstanding Care Operational Efficiency
7. MH&A Garden	<ul style="list-style-type: none"> <li>Advisors brought forward a briefing note to the group proposing that the enclosed outdoor space for MH&amp;A patients be increased to allow for more recreational activities. Advisors are working on a SAH briefing note to submit to leaders</li> </ul>	Working Together Outstanding Care
8. New Evaluation	<ul style="list-style-type: none"> <li>PFAC Coordinator proposed a new advisor evaluation tool that will be completed on a quarterly basis</li> </ul>	Working Together Exceptional People
9. Sub Committees	<ul style="list-style-type: none"> <li>PFAC Coordinator has reached out to Yellow Belt Project Leads for updates on project status as may committees have been on hiatus over the summer months</li> </ul>	Exceptional People Outstanding Care Working Together
10. Stigma Working Group	<ul style="list-style-type: none"> <li>The council has advocated continuing this working group. The next meeting will be held in October to discuss next steps</li> </ul>	Outstanding Care Working Together Exceptional People
11. Learn @ Work Week	<ul style="list-style-type: none"> <li>A MH&amp;A advisor paired with a social work student to walk about the hospital providing information to SAH staff on MH&amp;A</li> </ul>	Working Together Exceptional People Outstanding Care

## E. Emergency Department PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. ED Accreditation Update	<ul style="list-style-type: none"> <li>Jack continues to update the council on the ED's status with accreditation and recognizes an advisor for assisting with accreditation</li> </ul>	Working Together
2. Water Fountain in the ED	<ul style="list-style-type: none"> <li>The group discussed the addition of a water fountain in the ED. After receiving a quote, the group agreed that the use of those funds would be better used elsewhere and advocated for digital signage to be added to the communication monitors as an alternative to direct patients to the closest water options</li> </ul>	Working Together
3. Washroom Ambulatory Button	<ul style="list-style-type: none"> <li>Advisors advocated for an ambulatory button to be installed in the washroom in the ED waiting room. This button has now been installed.</li> </ul>	Working Together Outstanding Care
4. Wait Time Clock	<ul style="list-style-type: none"> <li>The group has held lengthy discussions around the wait time clock and recommended that an ED working group be developed to focus on this item</li> </ul>	Working Together
5. Signage in the ED	<ul style="list-style-type: none"> <li>The group has advocated reducing the amount of paper signage in the ED and adding important messaging to the communication monitors. The group has recommended that the ED working group also focus on this item</li> </ul>	Working Together
6. Discharge Papers	<ul style="list-style-type: none"> <li>Advisors performed research on the availability of discharge instructions from other hospital websites and advocated for discharge instructions to be added to SAH's website. This work tied into the conversation around the patient's circle of care and ensuring care providers of patients also have access to discharge instructions.</li> </ul>	Outstanding Care Working Together
7. Triage/Pre-triage	<ul style="list-style-type: none"> <li>A discussion around triage and pre-triage was brought forward through a briefing note that an advisor presented. The group is passionate about working towards solutions to their concerns around triage. Advisors were invited to join a Triage Yellow Belt Project</li> </ul>	Operational Efficiency Working Together Outstanding Care
8. New Evaluation	<ul style="list-style-type: none"> <li>PFAC Coordinator proposed a new advisor evaluation tool that will be completed on a quarterly basis</li> </ul>	Working Together Exceptional People
9. Suggestion Box Items	<ul style="list-style-type: none"> <li>Four items were brought forward this quarter. The group discussed each item and were satisfied with resulting outcomes and actions</li> </ul>	Working Together Operational Efficiency Outstanding Care
10. ED Working Group	<ul style="list-style-type: none"> <li>An ED advisor that attended all ED working Group sessions brought back a consolidated list of all suggestions and recommendations in regards to the ED Wait Clock and ED signage. Jack will be reviewing the list and will loop back with the council and working group with decisions.</li> </ul>	Working Together Outstanding Care

11. Walk in My Shoes	<ul style="list-style-type: none"> <li>An Advisor and PFAC Coordinator spent a day in the ED shadowing a nurse and ED clerk respectfully. Their experiences were shared with the group.</li> </ul>	Working Together Exceptional People
12. Priority Setting	<ul style="list-style-type: none"> <li>The group relooked at their priorities and chose their top three priorities going forward.</li> </ul>	Exceptional People Working Together Outstanding Care Operational Efficiency

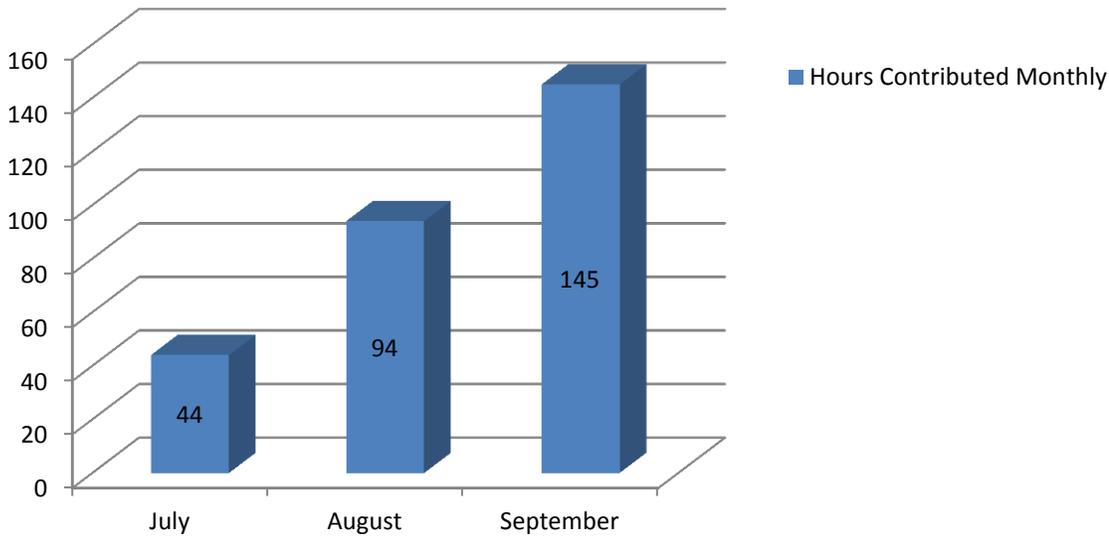
#### Ad Hoc Requests

Request	Outcome/Testimonials	Advisors Involved
1. Accessibility Committee	<ul style="list-style-type: none"> <li>There is interest from an advisor to participate on the accessibility committee going forward. This brings our total count to two advisors on this committee</li> </ul>	<ul style="list-style-type: none"> <li>Peggy Storey-Inkster</li> <li>John Stephens</li> </ul>
2. Recruitment- 3A Supervisor	<ul style="list-style-type: none"> <li>An advisor was sought to participate on the interview panel for the 3A Supervisor position</li> </ul>	<ul style="list-style-type: none"> <li>Stephanie Parniak</li> </ul>
3. Emergency Measures Committee	<ul style="list-style-type: none"> <li>There is interest from an advisor to participate on the Emergency Measures Committee going forward.</li> </ul>	<ul style="list-style-type: none"> <li>Peggy Storey-Inkster</li> </ul>
4. Questions for ONE Project Lead	<ul style="list-style-type: none"> <li>A project lead attended the August ADCP meeting. Before the meeting, an email was distributed to all advisors seeking a list of questions they would like asked/answered.</li> </ul>	<ul style="list-style-type: none"> <li>Various advisors</li> </ul>
5. OTN Relocation	<ul style="list-style-type: none"> <li>A request was brought forward seeking advisor's feedback on the proposed relocation of OTN from its current location to the first floor in ADCP</li> </ul>	<ul style="list-style-type: none"> <li>Ten advisors responded to a survey monkey survey</li> </ul>
6. Recruitment- VPCFO	<ul style="list-style-type: none"> <li>Advisors were sought to participate on the interview panel for the 3A Supervisor. One advisor was selected for the first round of interviews and a second was selected for the second round of interviews</li> </ul>	<ul style="list-style-type: none"> <li>Diane Marshall (round 1)</li> <li>Rose Cavaliere (round 2)</li> </ul>
7. ED Dept. Accreditation	<ul style="list-style-type: none"> <li>A request was sent out to ED PFAC requesting one advisor to participate in the accreditation process</li> </ul>	<ul style="list-style-type: none"> <li>Vivian DeRosa</li> </ul>
8. PFAC Interviews	<ul style="list-style-type: none"> <li>36 community members sent in applications. From those applications: 25 applicants were interviewed, two interviews are outstanding, seven advisors are on hold, and three advisors withdrew.</li> <li>17 of the interviewed applicants are now fully on board as active advisors; seven are in process with their onboarding, one applicant withdrew</li> </ul>	<ul style="list-style-type: none"> <li>Stephanie Parniak</li> <li>Rose Cavaliere</li> <li>Angela Corcoran</li> <li>Gord Childs</li> <li>Norbert Burgdorf</li> <li>Ingrid Atkinson</li> <li>Steve Robinson</li> </ul>
9. Mother Infant Manual Review	<ul style="list-style-type: none"> <li>The Mother Infant Manual is a document that is handed out in the Mat Child to new families. The advisors were asked to perform a thorough review of the document</li> </ul>	<ul style="list-style-type: none"> <li>Liz Godin</li> <li>Gord Childs</li> <li>David Mazzuca</li> <li>Mary Coulas</li> <li>Vivian DeRosa</li> <li>Jessica Ward-Portelli</li> <li>Peggy Storey-Inkster</li> </ul>

<b>10. Post Needle Biopsy</b>	<ul style="list-style-type: none"> <li>A request was put forward for advisors to review a patient information sheet for clarity and thoroughness of information</li> </ul>	<ul style="list-style-type: none"> <li>Patti Duggan</li> <li>Ingrid Atkinson</li> <li>Rose Cavaliere</li> <li>Gord Childs</li> <li>Dominique Ninnes</li> <li>Angela Corcoran</li> <li>Mary Coulas</li> <li>Lillian McDougall</li> <li>Wahnita Lato</li> <li>Rose Bruni</li> <li>Peggy Storey-Inkster</li> <li>Marion Bentley</li> <li>Jessica Ward-Portelli</li> <li>Vanessa Grisdale</li> </ul>
<b>11. Recruitment- In-Patient MH Supervisor</b>	<ul style="list-style-type: none"> <li>An advisor was sought to participate on the interview panel for the In-Patient Mental Health Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Steve Robinson</li> </ul>
<b>12. Recruitment- Med Supervisor</b>	<ul style="list-style-type: none"> <li>An advisor was sought to participate on the interview panel for the Medical Program Temporary Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>Kate Allcock</li> </ul>
<b>13. Renal Emergency Management Plan</b>	<ul style="list-style-type: none"> <li>A request was brought forward seeking a Renal PFAC advisor to participate in 1-3 meetings for the Renal Emergency Management Plan</li> </ul>	<ul style="list-style-type: none"> <li>unfilled</li> </ul>
<b>14. Renal Governance</b>	<ul style="list-style-type: none"> <li>A request has been brought forward seeking a Renal PFAC advisor to participate on the Renal Governance Committee.</li> </ul>	<ul style="list-style-type: none"> <li>Currently Recruiting</li> </ul>
<b>15. PFAC Start-Up</b>	<ul style="list-style-type: none"> <li>All Nation`s Healing Hospital contacted SAH to seek advice on how to start a PFAC at their hospital. SAH worked with them to offer support and guidance.</li> </ul>	<ul style="list-style-type: none"> <li>PFAC Coordinator</li> </ul>
<b>16. Facilities Focus Group</b>	<ul style="list-style-type: none"> <li>A request was sent out to all advisors seeking interest in participating in a focus group that would be discussing smoking on SAH property and litter.</li> </ul>	<ul style="list-style-type: none"> <li>Steve Robinson</li> <li>Vanessa Grisdale</li> <li>Brian Watkins</li> <li>Jim Aquino</li> <li>Stephanie Parniak</li> <li>Kate Allcock</li> </ul>
<b>17. HSO Standards</b>	<ul style="list-style-type: none"> <li>A request from NHEN was sent out to advisors seeking their participation in a review of HSO standards</li> </ul>	<ul style="list-style-type: none"> <li>Multiple advisors</li> </ul>
<b>18. iCare Way Video</b>	<ul style="list-style-type: none"> <li>A request was put forward seeking participation in a script review for a proposed iCare Way video</li> </ul>	<ul style="list-style-type: none"> <li>PFAC Coordinator</li> </ul>
<b>19. Patient Information Sheet</b>	<ul style="list-style-type: none"> <li>A request was put forward for advisors to review a patient information sheet for clarity and thoroughness of information</li> </ul>	<ul style="list-style-type: none"> <li>Marion Bentley</li> <li>Eric Sillanpaa</li> <li>Angela Corcoran</li> <li>Wahnita Lato</li> <li>Peggy Storey-Inkster</li> <li>Gord Childs</li> <li>Kim Metzen</li> <li>Judy Bentham</li> <li>Jessica Ward-Portelli</li> </ul>

<b>20. PCI Document Review</b>	<ul style="list-style-type: none"> <li>• A request was put forward for advisors to review a patient document for clarity and thoroughness of information</li> </ul>	<ul style="list-style-type: none"> <li>• Gord Childs</li> <li>• Judy Bentham</li> <li>• Mary Coulas</li> <li>• Lillian McDougall</li> <li>• Peggy Storey-Inkster</li> <li>• Eric Sillanpaa</li> <li>• Wahnita Lato</li> </ul>
<b>21. Saskatchewan Health Authority</b>	<ul style="list-style-type: none"> <li>• A national request was sent through the NHEN to support a fellow hospital with their ED PFAC</li> </ul>	<ul style="list-style-type: none"> <li>• PFAC Coordinator</li> </ul>
<b>22. Walk In My Shoes</b>	<ul style="list-style-type: none"> <li>• Advisors were given the opportunity to participate in a SAH event during Learn @ Work Week where they were able to shadow an SAH Employee. An ED PFAC Advisor shadowed an ED Nurse during the event, and the PFAC Coordinator shadowed an ED Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• Vivian DeRosa</li> <li>• PFAC Coordinator</li> </ul>
<b>23. Triage Yellow Belt</b>	<ul style="list-style-type: none"> <li>• ED PFAC received a second call out for participation on the Triage Yellow Belt Project</li> </ul>	<ul style="list-style-type: none"> <li>• Vivian DeRosa</li> <li>• Louis Ferron</li> </ul>
<b>24. RFQ Review</b>	<ul style="list-style-type: none"> <li>• SAH PFAC was asked to review the RFQ for the Healthy, Well and Safe Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Rose Cavaliere</li> </ul>

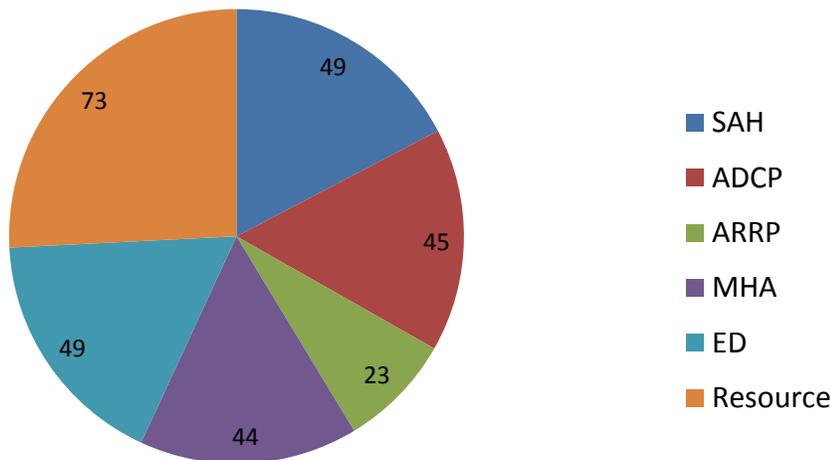
### Hours Contributed Monthly



#### DID YOU KNOW?

The total Number of Advisor Hours Contributed during Q2 2018 was 283. This represents an increase of 94% compared to Q2 in 2017

### Hours Contributed By Advisor Type



## Evaluation Results by Council

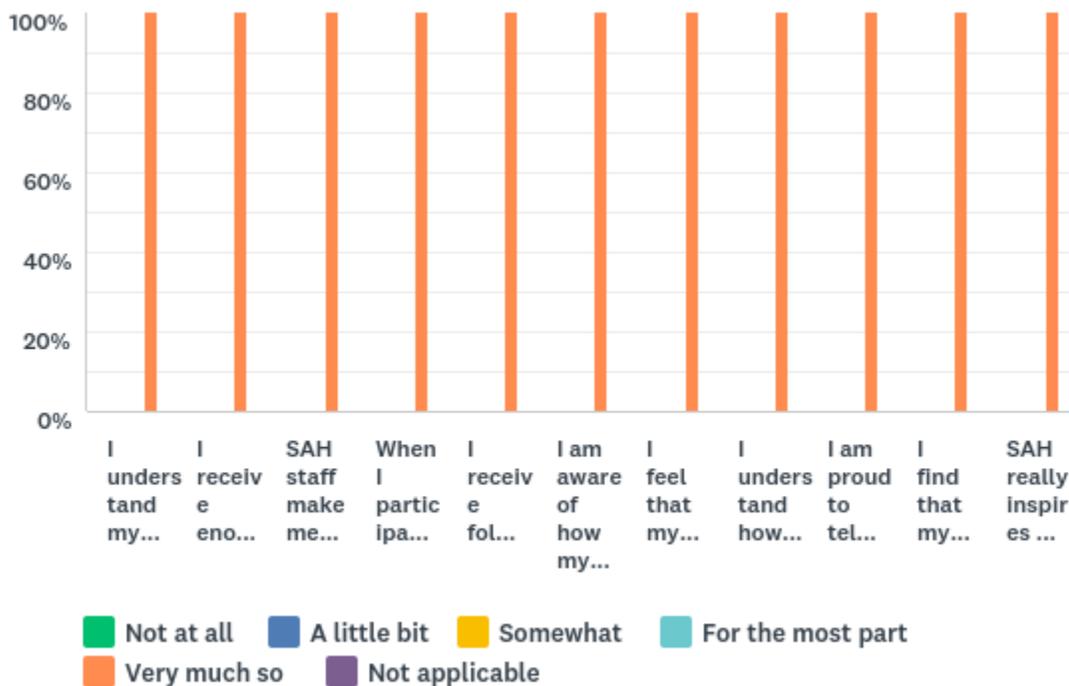
Advisors complete quarterly evaluations every three months after their meeting via survey monkey. Advisors rate the following items on a scale of “not at all” to “very much so.”

- I understand my role and responsibilities as a Patient and Family Advisor
- I receive enough information to participate as an Advisor
- SAH Staff make me feel that I am a valuable partner in the organization
- When I participate as an Advisor, I feel that my suggestions are valued
- I receive follow-up information after I participate in advisory activities
- I am aware of how my involvement as an Advisor has influences programs, policies and projects at SAH
- I feel that my work as an Advisor improves the patient and family experience at SAH
- I understand how my input as an Advisor will be used
- I am proud to tell other I volunteer at SAH
- I find that my values and SAH’s values are similar
- SAH really inspires the very best in me in the way I perform in my Advisor role

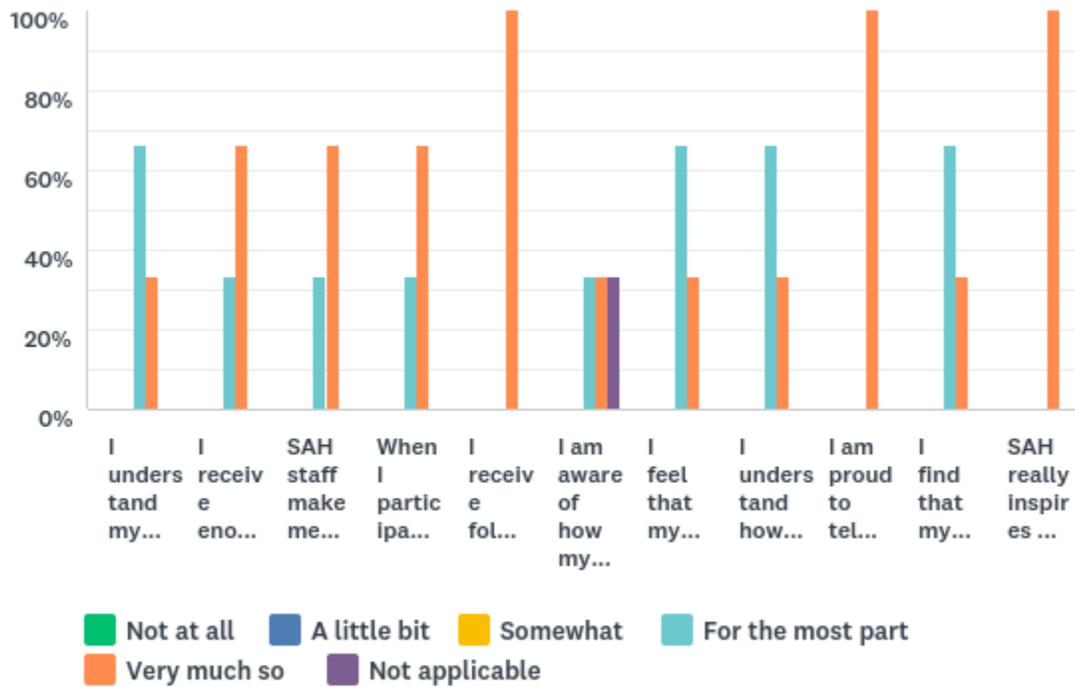
## PFAC Meeting Evaluations

Below is a breakdown of the evaluations for each council over the previous quarter.

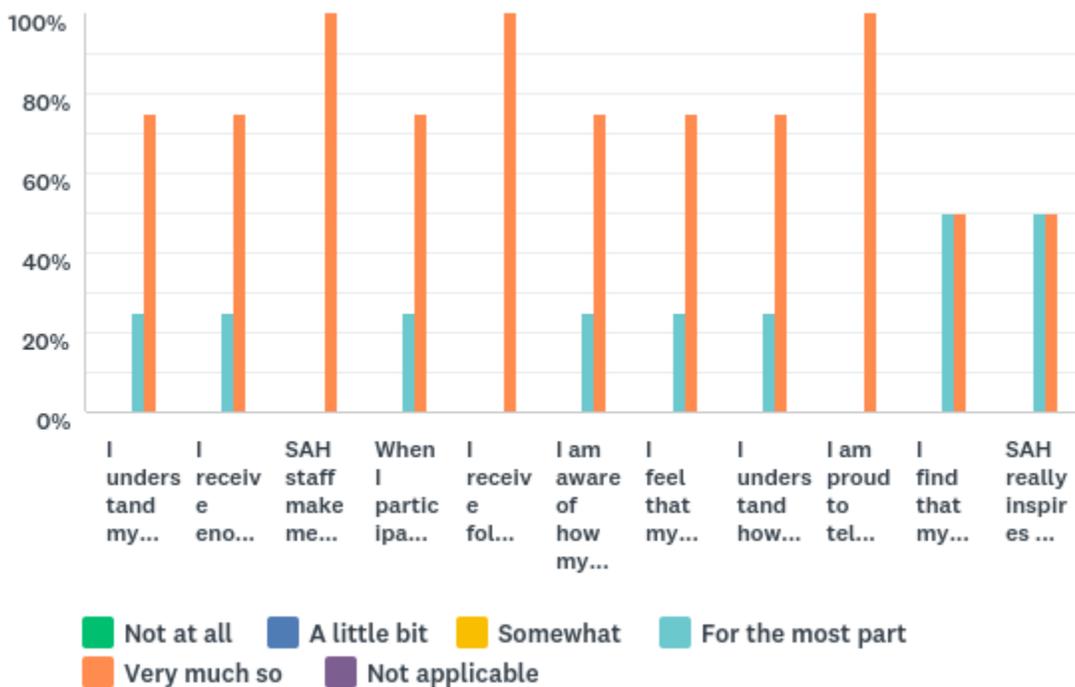
### SAH PFAC Meeting Evaluation Results



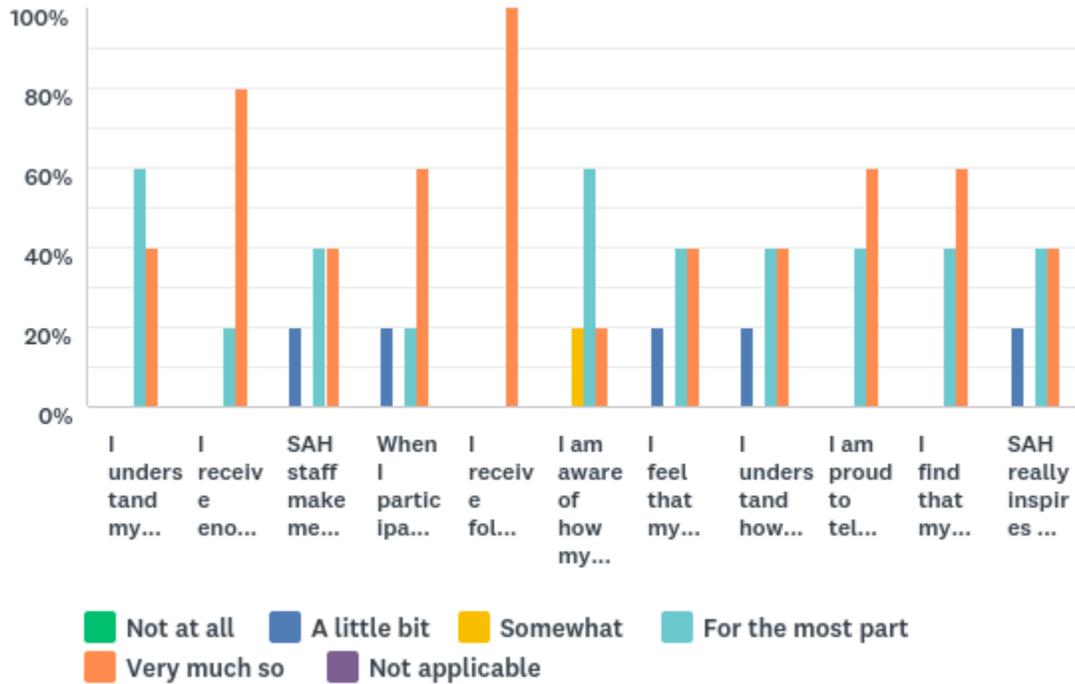
## ADCP PFAC Meeting Evaluation Results



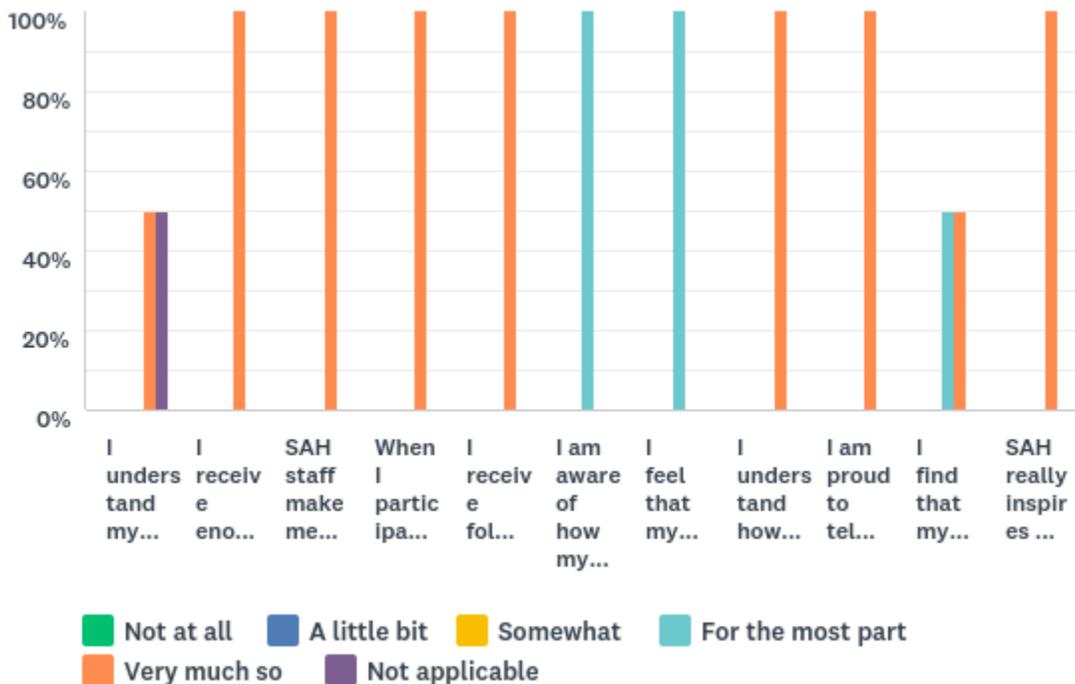
## Renal PFAC Meeting Evaluation Results



## Mental Health and Addictions PFAC Meeting Evaluation Results



## Emergency Department PFAC Meeting Evaluation Results



## Looking Ahead to Q3 - 2018

Q3 is sure to be a busy quarter for our patient and family advisors.

In November, we will be holding our Fall Report Out where we will welcome all 70+ advisors working throughout the organization to attend alongside hospital leaders. Our Report Outs intend to focus on information sharing, highlighting successes to date and focusing on education to support our advisors in their various roles. The concentration for the Fall Report Out will be on Accreditation 2019. Advisors will have the opportunity to be hands-on with department leaders to provide suggestions and feedback on specific accreditation items.

As we have on-boarded 17 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 will continue to work to explore additional opportunities for advisor engagement given the additional growth of the program.

# PFAC BY THE NUMBERS **Q2 2018**

Exceptional  
**PEOPLE**



76 Patient and Family Advisors  
5 Advisory Councils  
1 Resource Pool of Advisors  
Appointment of 6 new advisors to councils

Working **TOGETHER**



**283 Total Hours**

Contributed Q2

94 % ↑ over Q2, 2017

**17 New Advisors**

**On-Boarded**



Outstanding **CARE**

**55 Engagement Opportunities**

Brought Forward

**24 Ad-Hoc Opportunities**

Brought Forward

