



QUARTERLY REPORT (Q4)

For Period of January 1st – March 31st 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, and the Renal PFAC. Also highlighted is the work of the resource pool.

Sault Area
Hospital's
Patient and
Family Advisory
Councils

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Q4 - Summary and Highlights

The fourth quarter has been exciting and eventful for our Patient and Family Advisors. A highlight of the quarter has been the launch of the Emergency Department's Patient and Family Advisory Council that had their first meeting on March 28th. The group defined their top priorities moving forward and had the opportunity to network and share their stories. The staff members participating on the council are also extremely engaged and looking forward to supporting the advisors in their future success of improving the patient experience.

This quarter we also held the second Patient and Family Advisory Report Out on Feb. 28th in the Auditorium. A number of advisors participated in the event alongside the leaders who support the work of the advisors. The event focused on reports made by each of the councils highlighting their major projects and also provided an engagement platform for the ONE Initiative where advisors provided their feedback on:

1. How we can ensure you are engaged in this work? What can we do to facilitate your participation?
2. How we should talk to patients and families (community) about this initiative; in a way they will resonate and be meaningful to them?
3. During the transition and learning period, how can staff best communicate with patients to allow them to understand the impact the ONE Initiative is having on their work?

Feedback from the advisors in terms of the highlights of the event included:

"I liked the opportunity to meet others that are serving on various committees, plus being introduced to the staff that have leadership roles in the various initiatives"

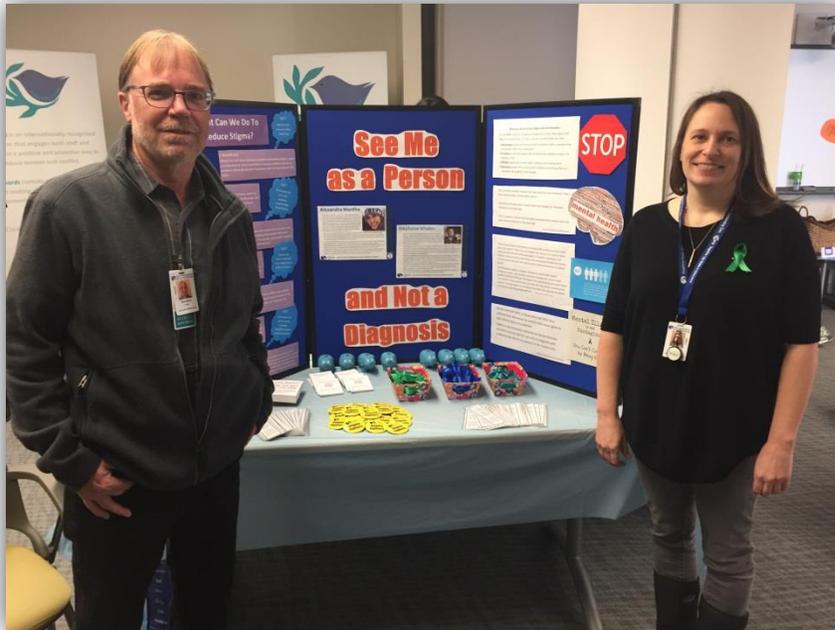
"I liked the updates on the councils, meeting new people, having an SAH leader with us at our table, updates on key initiatives such as ONE"

"I liked all the reports from the various PFAC committees, especially the videos which shared personal stories"



The next Report Out session will take place in the spring.

Lastly, another highlight this quarter was the advisors participation in the Joint Health and Safety Fair. Three advisors attended to share their personal stories as well as to highlight the philosophy of “See Me as a Person and Not a Diagnosis” in an effort to reduce the stigma experienced by patients and their families.



Q4 - Summary of Advisor Activity

A. Corporate Wide Council (SAH PFAC)		
Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Quality Improvement Plan	<ul style="list-style-type: none"> Advisors welcomed Rebecca Keown and Wendy Doda to their meeting to engage in discussion on the organizations Quality Improvement plan for the 2018/19 year 	Outstanding Care
2. ED Triage Project Update	<ul style="list-style-type: none"> Advisor Bryan Hayes participated in an improvement project that dealt with the triage process within the emergency department. During the regular monthly meeting, Bryan updated the council on the status of the work and the recommendations that were put forward 	Outstanding Care/Working Together
3. DocuShare	<ul style="list-style-type: none"> During their monthly meeting, the advisors agreed to move forward with the use of DocuShare across all patient and family advisory councils 	Working Together
4. OTN Overview	<ul style="list-style-type: none"> Laura Adams and Melanie Ingram provided the advisors with an overview of the OTN services that are provided through Sault Area Hospital and engaged with the advisors on how to improve services for patients in the future. The advisors suggested education be provided to spread awareness that these options are available to patients and their families 	Outstanding Care/Working Together
5. Healthy, Safe and Well Strategic Initiative	<ul style="list-style-type: none"> Kim Lemay provided the advisors with a detailed overview of a number of hospital statistics as they relate staffing including overtime, sick time, workplace violence, etc. This was in response to a request by the advisors to ensure the hospital is creating a healthy environment for staff to be able to effectively care for patients. Going forward, the advisors will be engaged in the development of the healthy, safe and well strategic initiative 	Exceptional People/Working Together

B. Oncology ADCP PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. New Advisors	<ul style="list-style-type: none"> With the ending of the term in the previous quarter, the council welcomed one additional advisor to the group, Sue Morgan. Sue took the time to introduce herself to the group and share what brought her to become involved with the council 	Working Together
2. New Staff Members	<ul style="list-style-type: none"> Two new staff members, Debbie Collins-Maskell and Michelle Hunter joined the council in place of two other staff members that had concluded their term on council 	Exceptional People
3. 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
4. Dedicated Parking Lot	<ul style="list-style-type: none"> Advisor, Dennis Dinelle brought forward the idea of using funds from Tracy's Dream to build a dedicated parking lot for oncology patients. A meeting took place with the Director of Facilities to explore this option moving forward, and work was done to explore the costs associated with this. At this time, these costs are with Dennis for his consideration 	Operational Efficiency/Outstanding Care
5. Patient Resources	<ul style="list-style-type: none"> A working group of patient and family advisors continues to meet review and make recommendations on the Oncology programs public website. The group is engaging with staff such as palliative care to ensure the appropriate information is available 	Working Together
6. After Hours Support/ED Diversions	<ul style="list-style-type: none"> The advisors questioned the level of support that is available to patients and their families outside of the regular work hours of the cancer program. Ideas included a call in line or on-call access to clinical support. The group learned that the majority of afterhour care is provided by the emergency department. Work will be done in April with the ED nurse educator to ensure the oncology patients are receiving the appropriate care when they do present to emerge. The group also reviewed statistics of the number of patients that are diverted 	Outstanding Care/Working Together

	<p>from the emergency department to receive their care within the clinic. Work will be done to explore a program that is in place by Bay Shore health to provide after-hours call in support as outlined by CCO's person-centred report</p>	
7. Patient Privacy	<ul style="list-style-type: none"> The group explored various ways to address concerns by patients of having their first and last names called for their appointments. The group discussed the option of assigning patients with numbers rather than names. Overall, the group has agreed to park this item at this time as it appears that concerns are being brought forward by a small number of patients (1-2) 	Outstanding Care/Working Together
8. Appointment Bookings – Blood Work	<ul style="list-style-type: none"> The group discussed the finding that many patients are missing appointments for blood work and a report was prepared by a student to explore the root cause of this. This report was presented back to the advisors in March, and the group also reviewed recommendations. These recommendations will be reviewed with staff to determine how to limit the number of these occurrences in the future. The group advocates for more flexibility around the location where patients can have their blood work done to avoid them having to come to hospital for this service 	Outstanding Care/Working Together
9. New Patient Information Sheet	<ul style="list-style-type: none"> The group reviewed and suggested improvements on the new patient information sheet 	Outstanding Care/Working Together
10. Patient Satisfaction Surveys	<ul style="list-style-type: none"> The group reviewed all the comments stemming from the fiscal year patient satisfaction surveys. Next month, the group will take an even more detailed look at these comments to determine if there are any areas that they can make improvements on as a group 	Outstanding Care/Working Together
11. Suggestion Box	<ul style="list-style-type: none"> During their monthly meetings, the group reviewed and discussed a number of suggestions that were brought forward including; the increased availability of parking tokens and having larger puzzle boards in the waiting areas 	Outstanding Care/Working Together

C. Renal PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. PD Video Project	<ul style="list-style-type: none"> The advisory group is engaged in a project to create a video outlining the experiences of patients on peritoneal dialysis. This is in an effort to promote PD as an option for patients. The video will highlight the stories of a number of patients and will be created with the support of Janssen 	Outstanding Care/Working Together
2. PD Poster Project	<ul style="list-style-type: none"> A poster project is underway to highlight the various options available to kidney care patients that show the least invasive option to more aggressive treatment approaches. The intent is for this poster to assist in patient education to ensure they are aware of the various options and the associated outcomes. The poster will be created through support by Janssen 	Outstanding Care/Working Together
3. ORN Survey Results	<ul style="list-style-type: none"> The results from a recent ORN patient satisfaction survey were reviewed with the group 	Outstanding Care/Working Together
4. World Kidney Day	<ul style="list-style-type: none"> An event was held in the lobby of the renal program 	Outstanding Care/Working Together
5. ORPIII Engagement (ORN Guests)	<ul style="list-style-type: none"> During March's monthly meeting, the PFAC was joined by four members of the Ontario Renal Network to engage in the development of the Ontario Renal Plan III. Advisors were asked, what is going well, what you would like to see continued and how can we make the system more patient/person-centred. The advisor's comments will help inform the plan going forward for 2019-2022 	Outstanding Care/Working Together
6. Advisor Recruitment	<ul style="list-style-type: none"> The two-year term is coming up for the renal advisors. Many of them have agreed to continue for a third year. However, work will be done to stagger advisor involvement on the council. This will involve recruiting up to 4 new advisors to participate on council. To date, two new applicants have come forward that will be reviewed by the group during April's meeting 	Working Together
7. Suggestion Box	<ul style="list-style-type: none"> During their monthly meeting, the group took the time to review and discuss any suggestions that were put forward through the PFAC suggestion box 	Outstanding Care/Working Together

D. Mental Health and Addictions PFAC

Engagement Sought/Activity	Outcome/Testimonials	Tie to Organizational Goals
1. Falling through the Cracks	<ul style="list-style-type: none"> A briefing note is submitted by one of the advisors to discuss patients that fall through the cracks regarding the care that is available to them between appointments/between psychiatrists. A working group was established with advisors across the organization, and key recommendations were made. Another working group meeting will take place create a tool for patients regarding what is available to be accessed throughout the community 	Outstanding Care/Working Together
2. ED Triage	<ul style="list-style-type: none"> An advisor who is engaged in the ED triage provided an update on the work that has been underway to the other members of the council 	Outstanding Care/Working Together
3. RAAM Clinic	<ul style="list-style-type: none"> The group was provided with an opportunity to provide their feedback on the development of the Rapid Access Addictions Management Clinic during their monthly meeting 	Outstanding Care/Working Together
4. Health link MH&A	<ul style="list-style-type: none"> Lisa provides the group with an update on the Health Link Project 	Outstanding Care/Working Together
5. Mental Health First Aid	<ul style="list-style-type: none"> An advisor brings forward training around mental health first aid for discussion by the group. As an outcome of this, the group puts forward the idea of a simple business card template to contain key information re appointment/contact info 	Outstanding Care/Working Together
6. iCare Awards/ Dr. William Hutchinson Award	<ul style="list-style-type: none"> The group is engaged in a discussion on anyone that they would like to nominate for an iCare/Dr. Hutchinson Award 	Exceptional People
7. MHCC Online Course	<ul style="list-style-type: none"> An advisor brings forward free education that is available for staff in terms of reducing stigma. This is provided by the Mental Health Commission of Canada 	Exceptional People
8. Improving Care for Admitted Patients	<ul style="list-style-type: none"> Monique Kevill attended March's meeting to engage with the advisors on improving the care that is currently provided to patients admitted to a medical unit who have underlying addictions 	Outstanding Care/Working Together

E. Emergency Department PFAC

Request	Outcome/Testimonials	Tie to Organizational Goals
1. Orientation and Onboarding	<ul style="list-style-type: none"> Over the course of February, the newly appointed advisors for the Emergency Department's Patient and Family Advisory Council completed the necessary components to orient themselves to the role and to formally become a hospital volunteer 	Working Together
2. Terms of Reference Approval	<ul style="list-style-type: none"> During their first monthly meeting, the advisors reviewed and approved the terms of reference for the council 	Working Together
3. Appointment of Co-Chair	<ul style="list-style-type: none"> During their first monthly meeting, the advisors formally appointed Dominique Eckhart-Ninnes to the role of co-chair alongside Jack Willet 	Working Together
4. Priority Setting	<ul style="list-style-type: none"> The group took the time to review a number of comments and themes that emerged from the application and interview process around potential improvements to be made to the emergency department. The group reviewed the list of themes and added/grouped/removed themes where it was required. At the end of the meeting, the group voted on their top five themes which resulted in the following top themes coming forward as priority work for the group; <ul style="list-style-type: none"> Communication/Partnership/Flow of Information/Values Stigma Consistency in care Reduced Wait times Discharge and Follow up Physical Environment (space, noise, lighting) Bed Capacity Self-Care for Staff Going forward, the group will work to define what specific action can be taken by the group to make improvements to the patient experience in these areas 	Outstanding Care/Working Together
5. Patient Relations/Patient Satisfaction	<ul style="list-style-type: none"> The group reviewed aspects of the current process for submitting feedback to the hospital either via the patient relations process or through patient satisfaction surveys. Going forward, the group will have the opportunity to review patient satisfaction surveys for the ED and will be engaged on any common 	Outstanding Care/Working Together

	themes that emerge from complaints submitted through the patient relations process. A suggestion box will also be added to the waiting areas and will be monitored by PFAC during their monthly meetings	
6. The move of hospital admitting to the ED	<ul style="list-style-type: none"> An advisor questions the recent communication that was circulated in regards to moving admitting from the lobby area to the emergency department. The group is provided some background information associated with this decision and are informed that going forward, these types of decisions should come to the group for their feedback prior to rolling out the work as “no major decision should be made without consultation from our patient and family advisors.” 	Outstanding Care/Working Together

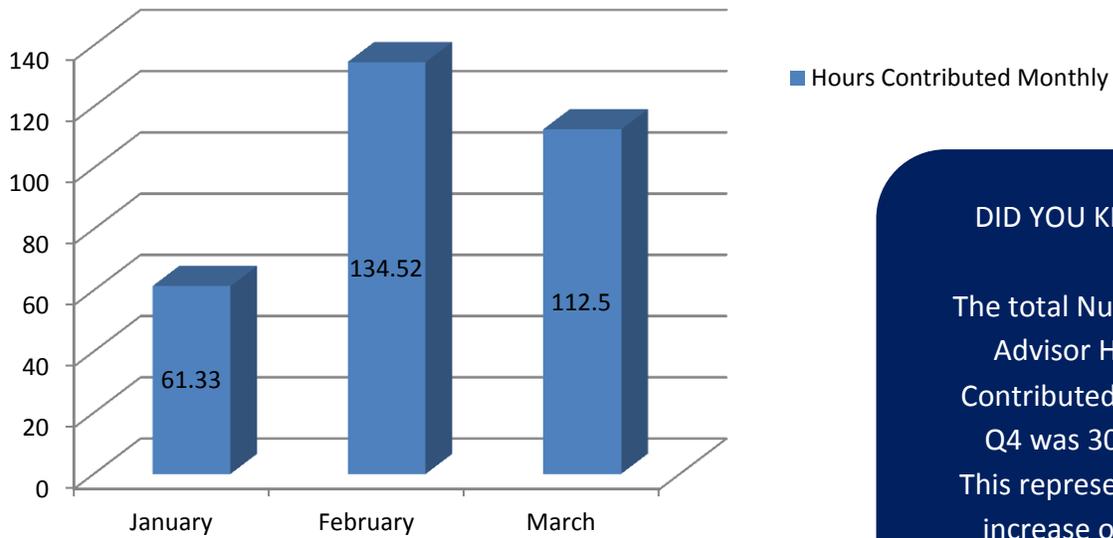
F. Summary of resource/ad-hoc requests			
Request	Outcome/Testimonials	Advisors Involved	Tie to Organizational Goals
1. HSN Regional Consultation – Strategic Planning	<ul style="list-style-type: none"> A request was put forward seeking advisor input into HSN’s regional consultation on their strategic plan. This activity will take place at the end of May 	<ul style="list-style-type: none"> Stephanie Parniak (ADCP) Vanessa Grisdale (Resource) 	Outstanding Care/Working Together
2. Quality Care Committee	<ul style="list-style-type: none"> The current advisor on the QCC is stepping down for the role following the term. Two new advisors have come forward to participate and are currently meeting with Dr. Webb for orientation to the role 	<ul style="list-style-type: none"> Louis Ferron (Emerge) Vivianne Scott (Corporate) 	Outstanding Care/Working Together
3. Ethics Committee	<ul style="list-style-type: none"> There is interest from one advisor to participate on the Ethics Committee going forward. At this time, we are waiting on the formal request to be circulated to allow other interested advisors to also express their interest 	<ul style="list-style-type: none"> Jim Coyle (Emerge) - TBC Others – TBD 	Outstanding Care/Working Together
4. Joint Health and Safety Fair	<ul style="list-style-type: none"> Patient and family advisors participated in the SAH joint health and safety fair by creating a booth and discussing their experiences with Stigma and the overall philosophy of “See Me as a Person and Not a Diagnosis.” 	<ul style="list-style-type: none"> Gord Childs (Corporate) Stephanie Whalen (MHA) Rachel Marzetti (MHA) 	Exceptional People/Working Together

5. Report Out	<ul style="list-style-type: none"> The second report out took place on Feb 26th where advisors had the opportunity to showcase major projects currently underway and also had the chance to engage in the ONE Initiative. The event was well received with positive evaluations from the group 	<ul style="list-style-type: none"> All 	Outstanding Care/Working Together
7. RAAM Advisor Consultation Session	<ul style="list-style-type: none"> On March 8th, a special consultation session occurred with Patient and Family Advisors who were interested in in-depth engagement on the RAAM project 	<ul style="list-style-type: none"> Rose Cavaliere (Corporate) Rachel Marzetti (MHA) Gord Childs (Corporate) Diane Marshall (Emerge) Brian Watkins (MHA) Eero Laasko (Emerge) 	Outstanding Care/Working Together
8. Falling Through the Cracks Working Group	<ul style="list-style-type: none"> The Falling Through the Cracks working group met and brought forward 5 key recommendations for the consideration of SAH accountable leaders <ul style="list-style-type: none"> Ensure there is a standard/consistent process for MHA patients presenting in emerge (we discuss the safe housing of medication, harm reduction practices, continued support beyond the visit, accountability for prescribing medication and clear follow-up instructions if/when side effects present) Implement seamless transition planning for patients that are between psychiatrists (i.e. issuing a letter to the patient informing them of who will now be responsible for their care) Provide information to patients on community services that are available to them between appointments and/or to avoid unnecessary visits to the hospital Ensure clear discharge planning is in place so patients are aware of the next steps in their care Create a general call line for MHA at the hospital where patients 	<ul style="list-style-type: none"> Jennifer Keenan (MHA) Lillian McDougall (Corporate) Rachel Marzetti (MHA) Sonia McAuley (Resource) Alex Mantha (MHA) 	Outstanding Care/Working Together

	can have simple questions answered/be directed for assistance		
9. ONE Initiative Working Group	<ul style="list-style-type: none"> A request was put forward seeking advisors who are interested in participating in ongoing group level work for the ONE initiative Advisors will be engaged in this work over the upcoming weeks 	<ul style="list-style-type: none"> Gordon Childs (Corporate) Eric Sillanpaa (Resource) Rose Cavaliere (Corporate) 	Outstanding Care/Working Together
10. Accessibility Policy	<ul style="list-style-type: none"> Significant revisions were made to the SAH accessibility policy which was circulated to the advisors by email for their review and feedback 	<ul style="list-style-type: none"> Angela Volpe (Resource) Dennis Dinelle (Resource) Louis Ferron (Emerge) Eero Laasko (Emerge) 	Outstanding Care/Working Together
11. QIP Survey	<ul style="list-style-type: none"> The advisors had the opportunity to provide their feedback by a survey on the Quality Improvement Plan 	<ul style="list-style-type: none"> ALL (12 Responses collected) 	Outstanding Care/Working Together
12. Requests from External Organizations	<ul style="list-style-type: none"> Health Quality Ontario Seeks Patient and Family Advisors Health Quality Ontario seeks advisor participation in the completion of a survey, "Transitions Home." Canadian Partnership Against Cancer seeks advisor engagement 	<ul style="list-style-type: none"> ALL 	Outstanding Care/Working Together

PFAC Hours Contributed - Q4

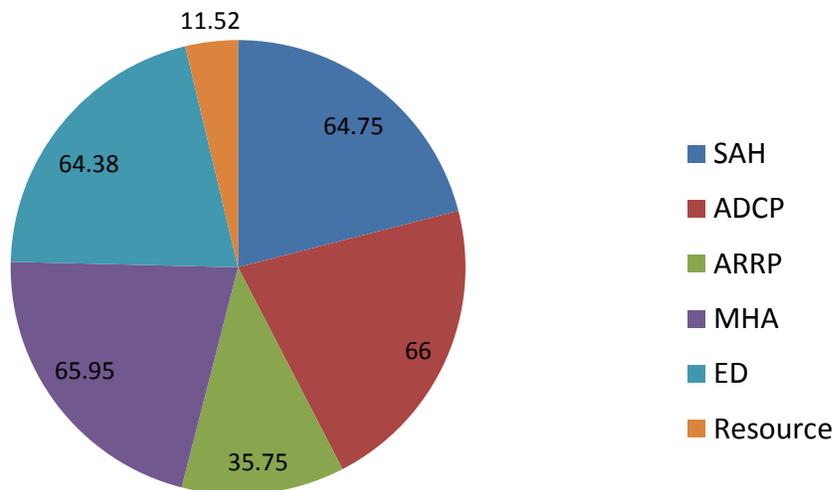
Hours Contributed Monthly



DID YOU KNOW?

The total Number of Advisor Hours Contributed during Q4 was 308.35. This represents a % increase of 34% compared to Q3 and a 25% increase over Q4 of 2017

Hours Contributed By Advisor Type



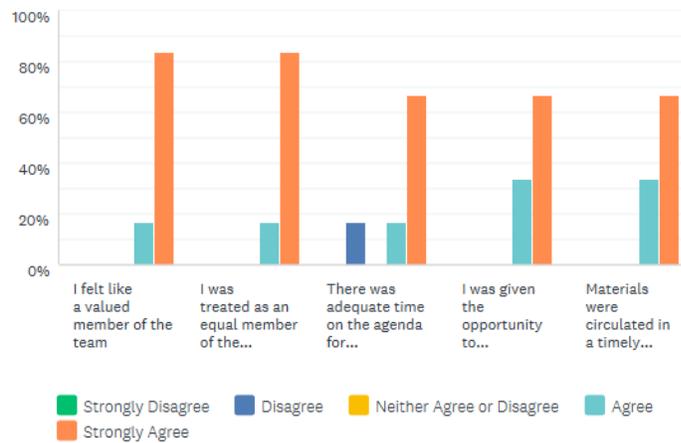
Evaluation Results by Council

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

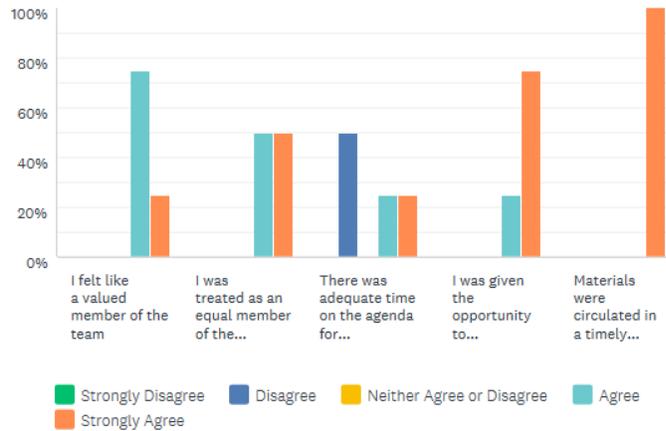
- Meeting materials were circulated well enough in advance to allow me adequate time to prepare
- There was adequate time on the agenda for discussion
- I was given the opportunity to participate in discussion
- I was treated as an equal member of the council
- I felt like a valued member of the team

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

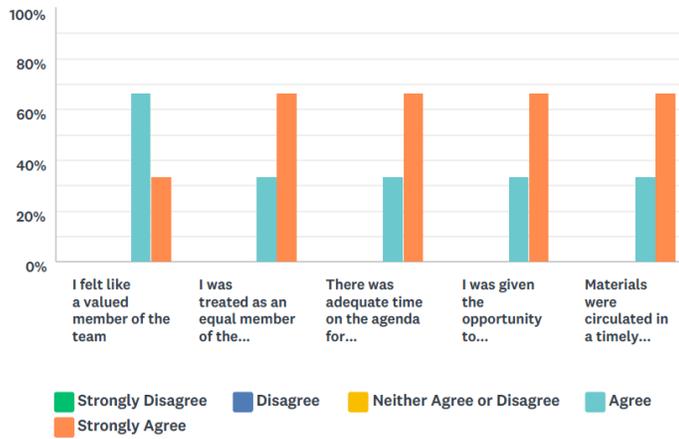
SAH PFAC Meeting Evaluation Results



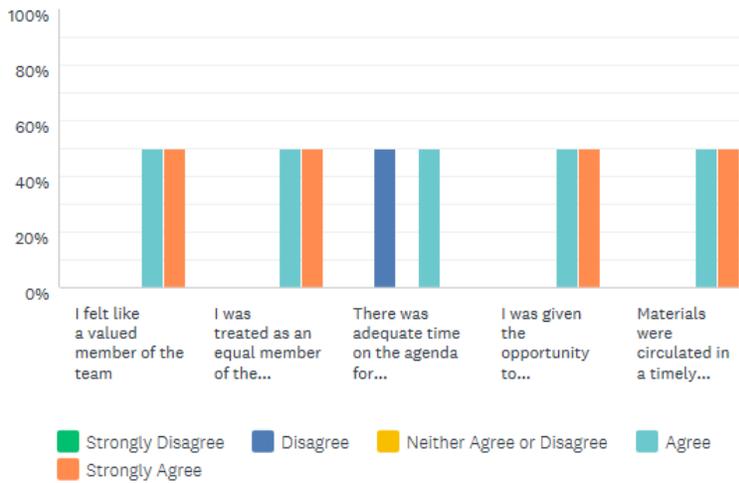
ADCP PFAC Meeting Evaluation Results



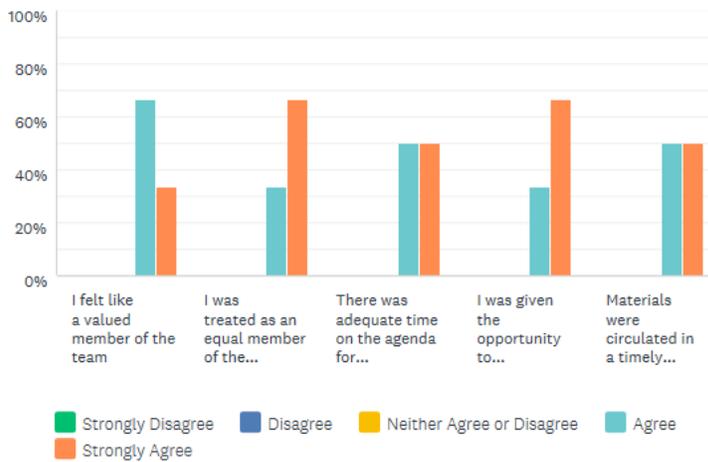
Renal PFAC Meeting Evaluation Results



Mental Health and Addictions PFAC Meeting Evaluation Results



Emergency Department PFAC Meeting Evaluation Results



Looking Ahead to Q1 - 2018

The advisors will continue to be engaged as we move into the first quarter of 2018. Expected highlights include:

- The third report out session (May 28th)
- Preliminary engagement on the SAH Accreditation process
- A focus on embedding PFAC involvement as part of standard work across SAH
- PFAC will be represented in a best practices panel presentation at the Canadian College of Health Leaders Northeast chapter AGM in May

We expect meaningful monthly meetings to continue and for our advisors to remain engaged in a variety of important project work throughout the organization in an effort to ultimately improve the patient and family experience at Sault Area Hospital.

PFAC BY THE NUMBERS **Q42018**

Exceptional **PEOPLE**



61 Patient and Family Advisors

5 Advisory Councils

1 Resource Pool of Advisors

Appointment of 9 new advisors (ED)

Working **TOGETHER**



308 Total Hours

Contributed Q4

34% ↑ over Q3

12 New Advisors

On-Boarded

(ED and Resource)



Outstanding **CARE**

37 Engagement Opportunities

Brought Forward

(compared to 31 over the previous quarter)

12 Ad-Hoc Opportunities

Brought Forward

(compared to 8 over the previous quarter)



750 Great Northern Road, Sault Ste. Marie, Ontario P6B 0A8 • 705-759-3434 • sah.on.ca