



QUARTERLY REPORT

For the period of January 1st, 2017- March 31st, 2017

This report highlights the Patient and Family Advisory Councils at Sault Area Hospital. These include the Corporate (SAH) PFAC, Algoma District Cancer Program (ADCP) PFAC, the Renal PFAC, and the Mental Health and Addictions (MHA) PFAC

Sault Area
Hospital's
Patient and
Family Advisory
Councils

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Q4 Summary and Highlights

The year began with interviews for Mental Health and Addictions Patient and Family Advisory Council applicants being booked. From a pool of 25 applicants, 19 were interviewed for a position on the MHA PFAC. A total of 10 Advisors were selected to sit on the council. Applicants were offered a position in the Resource Pool of advisors as well.

MHA PFAC Make-up

- 5 Patient Advisors
- 5 Family Advisors
- Medical Director, MHA
- Patient Care Manager, MHA
- 2-3 staff (various positions and areas within MHA)

Orientation was held for the Mental Health and Addictions Patient and Family Advisory Council, and soon after, their initial meeting occurred. The newest PFAC at Sault Area Hospital is very excited to get started and do what they can to help improve mental health and addictions services at SAH and beyond.



Renal PFAC celebrated its one year anniversary by looking back over the past year's accomplishments, and looking forward to future projects and initiatives.

Advisors enjoyed a special dessert for the one year anniversary celebration baked by Staff Renal PFAC Member, Karen Brunetta.

A Patient Advisor on the ADCP PFAC brought forward an initiative in Q3 regarding a course she was taking on Wellbeing after Cancer. She felt it was important to offer supports to patients even after they have completed their treatments. Staff agreed and began planning and creating a Wellbeing after Cancer Treatment education session for patients. An update was brought to council regarding the Wellbeing after Cancer Treatment education sessions were ready to go, and included input from the ADCP Patient Advisor throughout their planning process.

The Ontario Patient Ombudsman, Christine Elliot paid a visit to Sault Area Hospital on March 29, 2017. PFAC Advisors and Co-chairs on their respective councils, Vanessa Grisdale and Ron Walker shared their own journey to becoming an advisor at SAH, as well as some of the successes they have experienced while sitting on the SAH PFAC and Renal PFAC. They did a great job representing Sault Area Hospital's commitment to Patient and Family Centred Care.



L to R:

Greg Peres, SAH Board Chair

Marie-Claire Muamba, Senior Investigator with the Patient Ombudsman's office

Cynthia Stables, NE LHIN Senior Director

Vanessa Grisdale, SAH Patient Advisor, Corporate Council

Ron Walker, SAH Patient Advisor, Renal Program Council

Christine Elliott, Patient Ombudsman

Ron Gagnon, SAH President and CEO

PFAC Activities Q4

SAH PFAC

Engagement Sought/Activity	Outcomes	Ties to Organizational Roles
Bedded Level of Care	Advisors were provided with an update on the changes to beds in the hospital, including the movement of patients to the appropriate bed for their care needs. This included an update on the changes to the second floor and how patients are pulled from the Emergency Department to the appropriate bed.	<i>Operational Efficiency</i>
Patient Satisfaction Survey	Advisors asked for their perspective on changes to the Patient Satisfaction Surveys that are distributed through NRC.	ALL
Mental Health and Addictions PFAC	Advisors were updated on the progress being made in starting up a MH&A PFAC at SAH.	<i>Exceptional People, Working Together, Outstanding Care</i>
ICU Education	Mary Runde, Manager ICU shared information about the ICU and how the department functions. This was the result of an advisor request to learn more about the department.	<i>Working Together</i>
SAH Retail Pharmacy	A briefing note about naming the new specialty retail pharmacy was presented to council. Advisors were asked to provide feedback on logos and naming of the new retail pharmacy.	<i>Working together, Outstanding Care</i>
LHIN Sub-Region Update	Ron provided council with an update on the sub-regions within the NELHIN. Council had discussion about important aspects of the new planning around sub-regions.	ALL
MAiD Update	Dr. O'Brien updated advisors on the work being done around Medical Assistance in Dying. She informed advisors that their input will be asked for as policies and procedures are developed, to ensure they are patient and family focused.	ALL
Code Orange and SAH	A briefing note was brought forward outlining the response to a code orange called due to	ALL

	carbon monoxide poisoning at a community arena. Advisors were made aware of how staff, physicians and volunteers all worked together for a positive outcome.	
2017/18 Corporate Goals	Advisors were brought up to speed on the key initiatives the organization will be focusing on in the upcoming fiscal year.	<i>ALL</i>
Quality Improvement Plan & Patient Satisfaction Survey Update	Advisors are updated on the QIP and Patient Satisfaction Survey Changes. Their input was taken into consideration and integrated with both the QIP and Survey.	<i>ALL</i>
Corporate PFAC 2017/2018 Planning Session	Advisors were presented with a new way of engaging and providing their patient and family experience at SAH. The new proposal focuses on advisors going where the work is being done, by joining committees across the organization and having their voices integrated in the decisions before they are made. A follow-up discussion with Corporate PFAC will occur in May.	<i>Exceptional People, Working Together, Outstanding Care</i>

ADCP PFAC

Engagement Sought/Activity	Outcomes	Ties to Organizational Roles
Tracy's Dream Update	Dennis provides the group with an update on Calendar sales as well as the number of people Tracy's Dream has assisted with parking at SAH.	<i>Exceptional People, Working Together</i>
Voicemail Update	Voicemail changes were implemented, ADCP was still working with IT to come up with an ideal solution to ensure patients do not get frustrated with the system in place for when the clerk is on their break/lunch and is unable to be replaced.	<i>Outstanding Care, Operational Efficiency</i>
Patient Flow & 2A Redesign	Advisors are updated on Patient Flow initiatives in the hospital as well as the 2A redesign and how the transition has gone thus far. Advisors agree this will benefit patients presenting in the Emergency Department.	ALL
2017/18 Project Plans	Lise reviews the 2017/18 Project Plans for the ADCP and outlines some of the projects that have already begun.	ALL
Rooms that Rock for Chemo	Christine brings forward an initiative from the US called Rooms that Rock for Chemo. Advisors have time to look at the link and what the project entails. There is interest from around the table to do something similar in the Chemo Suite. Advisors would like to look into it further at a later date.	<i>Working Together, Outstanding Care</i>
Rounding with Patients	Advisors would like to see staff rounding with patients when they have the opportunity to do so. Staff took this suggestion to account and have increased their efforts in rounding with patients while they are in the waiting room or receiving treatment.	<i>Exceptional People, Outstanding Care</i>
Patient Satisfaction Results Review	Patient Satisfaction results are reviewed with the group. Advisors provide their input on where they see opportunities for improvement; their suggestions mirror some of the patient	ALL

	<p>comments. Advisors can also see that many of the comments made by patients have resulted in work being done in the clinic and at the PFAC table to improve patient care.</p>	
<p>New Patient Referral Process – Radiation Oncology</p>	<p>ADCP is taking over the referral and scheduling of their radiation oncology. Previously, Health Sciences North would contact patients to schedule their referrals and treatment in the Sault. A committee is being set up to create a formal process; Marion has agreed to be part of this group as the patient voice at the table.</p>	<p><i>ALL</i></p>
<p>SAH Monthly Watch List</p>	<p>The monthly watch list is explained to advisors as a way to track how the ADCP is doing across the province.</p>	<p><i>ALL</i></p>
<p>2017/18 Budget and Operational Plans</p>	<p>Advisors are presented with the Operational Plans as well as the updated Budget for the 2017/18 Fiscal year for the ADCP. Advisors discuss with staff some of the challenges the ADCP faces.</p>	<p><i>ALL</i></p>
<p>ADCP Governance Update</p>	<p>Dennis provides an update from the ADCP Governance meetings he attends as a Family Advisor. He updates the group on some of the topics Governance discusses at their monthly meetings.</p>	<p><i>ALL</i></p>
<p>Retail Pharmacy at SAH</p>	<p>Lise brings an update to the Advisors about the Retail Pharmacy coming to SAH. This pharmacy will help by providing expert care when dispensing Oral Chemotherapy drugs to ADCP Patients.</p>	<p><i>Working Together, Outstanding Care</i></p>
<p>iCcare Award Nomination</p>	<p>One of the Advisors is pulling together a nomination for this year's iCcare award. ADCP PFAC is asked to support the nomination and provide information to be submitted along with the nomination.</p>	<p><i>Exceptional People</i></p>

Renal PFAC

Engagement Sought/Activity	Outcomes	Ties to Organizational Roles
Renal Governance Update	Updates from the Renal Governance meetings are brought to each council meeting.	<i>ALL</i>
Renal Patient Survey Initiative	Advisors review the draft patient experience survey. Staff and advisors provide suggestions to improve the language used in the survey to make it user friendly.	<i>Outstanding Care</i>
NE ORN Update	Information from the latest North Eastern Ontario Renal Network meeting is brought forward. Renal PFAC at SAH is recognized as the first Renal PFAC in the NE ORN.	<i>Working Together</i>
ORN Update	Advisors are updated on the Ontario Renal Network and what is being worked on across the province.	<i>Working Together</i>
ORN KCC Patient Survey	Advisors are made aware of an ORN Kidney Care Clinic patient survey that will be distributed across Kidney Care Clinics in the province. Feedback will be provided to Kidney Care Clinics once the survey is completed; this will allow for Best Practices standards to emerge.	<i>Working Together, Outstanding Care, Operational Efficiency</i>
Human Touch Awards	Advisors are informed about the Human Touch Awards (Offered through the ORN and CCO) and that the Renal team will be submitting a nomination. Information about where additional information about the Human Touch Awards can be found is shared with Advisors.	<i>Exceptional People, Working Together</i>
Education AARP Departmental Structure	An education session to Advisors focuses on the Algoma Regional Renal Program and how it is structured. This session includes information on the types of staff in the unit, and how the program is broken down into smaller areas.	<i>Exceptional People, Working Together, Outstanding Care</i>
LifeLabs & SAH Meeting Updates	Several updates from meetings between SAH and LifeLabs are	<i>Outstanding Care, Operational Efficiency</i>

	<p>brought to the Advisors attention. These meetings are to solve issues around accessing patient information (bloodwork) in a meaningful and helpful way. Many areas are included in discussions to come to the best solution. A solution will hopefully allow patients to have their bloodwork done at any LifeLabs location, while still allowing physicians to access the results in the meaningful way.</p>	
Lean Project Summary	<p>The Lean Project focused on scheduling process and flow of patients in the department final summary was reviewed by council. An advisor helped with this project. The results were great and allow for a better quality of care for patients while reducing wait times.</p>	ALL
Policy on Missing/Shortening Treatment	<p>A new policy for staff to follow was brought to council for Patient and Family Advisor feedback. The policy focuses on what to do if a patient misses or shortens their treatment. Advisors provided feedback and generated discussion about education materials on the consequences of missing or shortening treatments.</p>	<i>Exceptional People, Working Together, Operational Efficiency</i>
Document Feedback	<p>Documents created for patients accessing services in the Renal Program were brought forward for advisors to provide their feedback.</p>	<i>Outstanding Care</i>
One Year Anniversary	<p>Renal PFAC celebrated their one year anniversary as a council. This included a look back on some of the projects accomplished in the first year, as well as a celebration with cake made a staff PFAC member.</p>	<i>Exceptional People, Working Together, Outstanding Care</i>
World Kidney Day Update	<p>Advisors were made aware of World Kidney Day and were invited to participate in the information table set up in the lobby of SAH.</p>	<i>Exceptional People, Working Together</i>
NE Regional Director ORN Visit Prep	<p>Advisors were made aware of an upcoming visit by the North</p>	<i>Working Together</i>

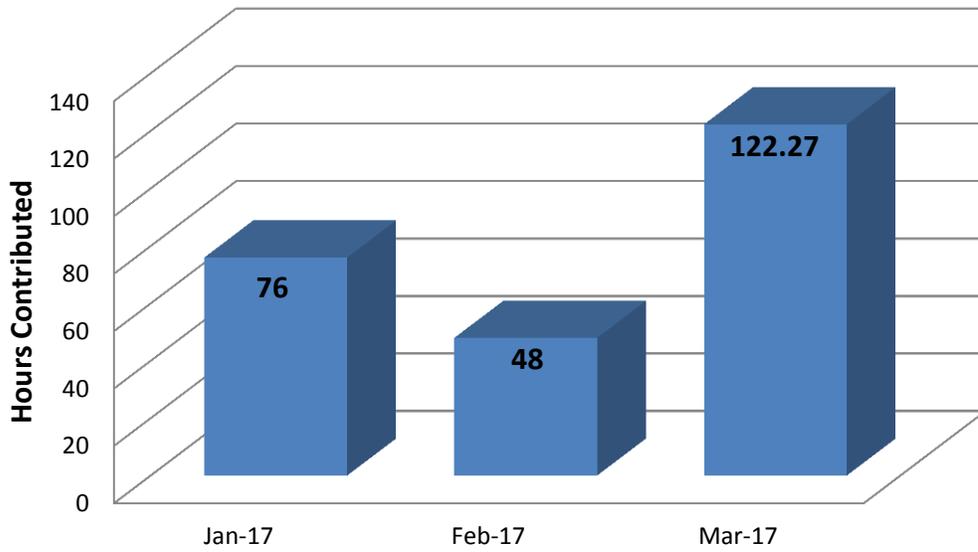
	Eastern Director of the ORN to a future PFAC Meeting, tentatively scheduled for Q1 of 2017/18	
Emergency Management Planning – Draft Patient Information Tool	A draft version of the Patient Information Tool created by the Emergency Management Planning committee was brought to council for advisor feedback. Advisors provided patient and family insight into additional information to add to the document.	<i>Exceptional People, Working Together, Outstanding Care</i>

MHA PFAC

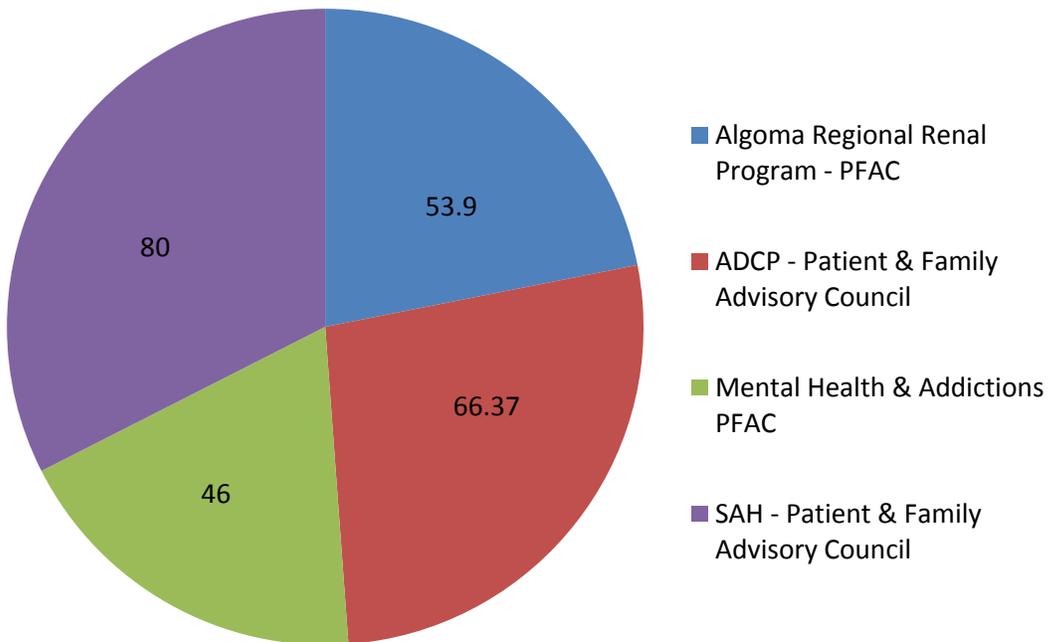
Engagement Sought/Activity	Outcomes	Ties to Organizational Roles
Orientation	Advisors participated in their orientation session, welcoming them to SAH as Patient and Family Advisors	<i>Exceptional People, Working Together, Outstanding Care</i>
Magic Wand Exercise	Advisors participated in a magic wand exercise, where they see the most need for improvements in Mental Health and Addictions Services.	<i>Exceptional People, Working Together, Outstanding Care</i>
Terms of Reference	Advisors review the Terms of Reference for the Mental Health and Addictions PFAC. Advisors provide suggestions on what to add in the document.	<i>Exceptional People, Working Together, Outstanding Care</i>

All PFACs Hours Contributed - Q4

PFAC Hours Contributed Q4



Total Hours Contributed Q4



Evaluation Results by Council

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

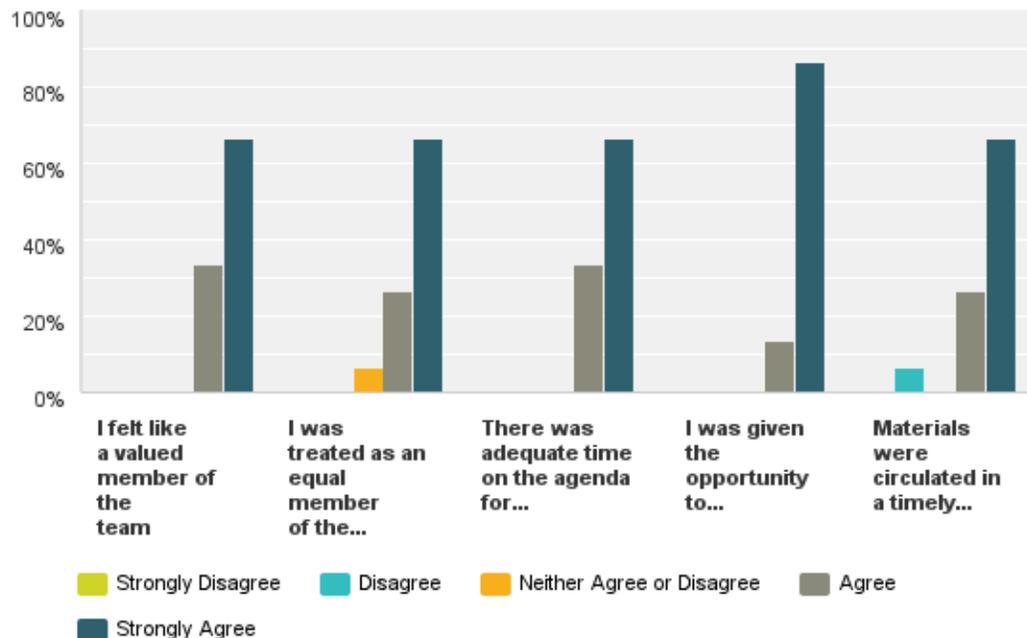
- Meeting materials were circulated well enough in advance to allow me adequate time to prepare
- There was adequate time on the agenda for discussion
- I was given the opportunity to participate in discussion
- I was treated as an equal member of the council

I felt like a valued member of the team

SAH PFAC

Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

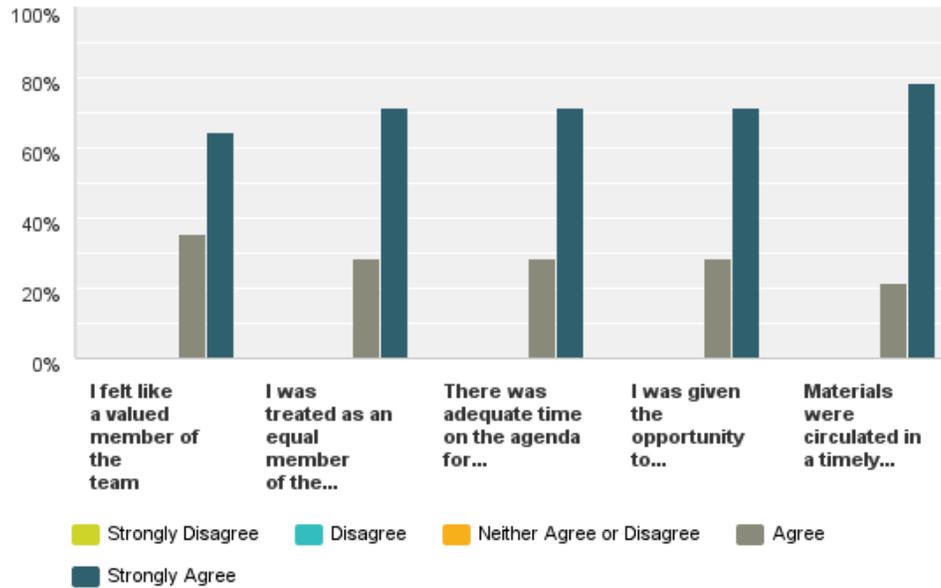
Answered: 15 Skipped: 0



Renal PFAC

Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

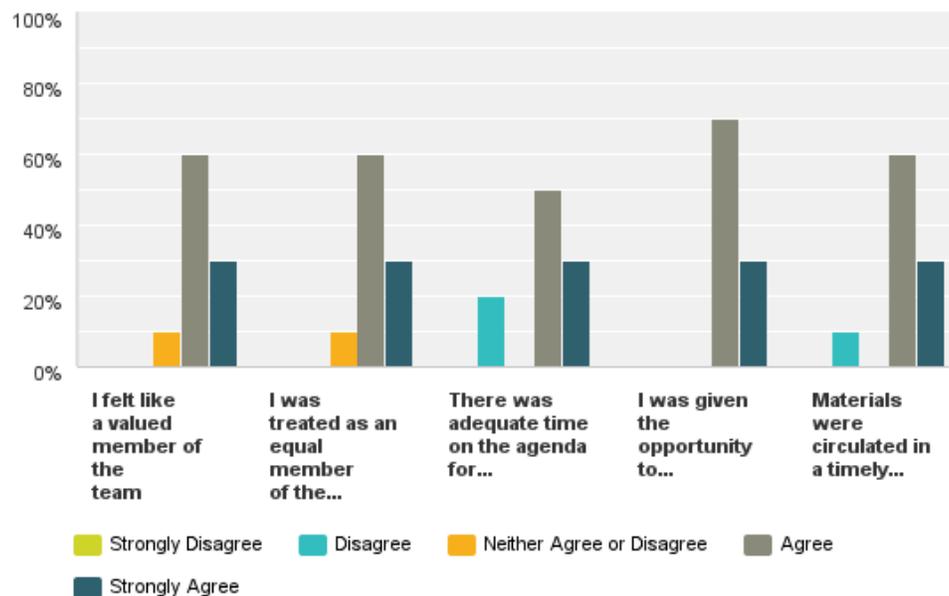
Answered: 14 Skipped: 0



ADCP PFAC

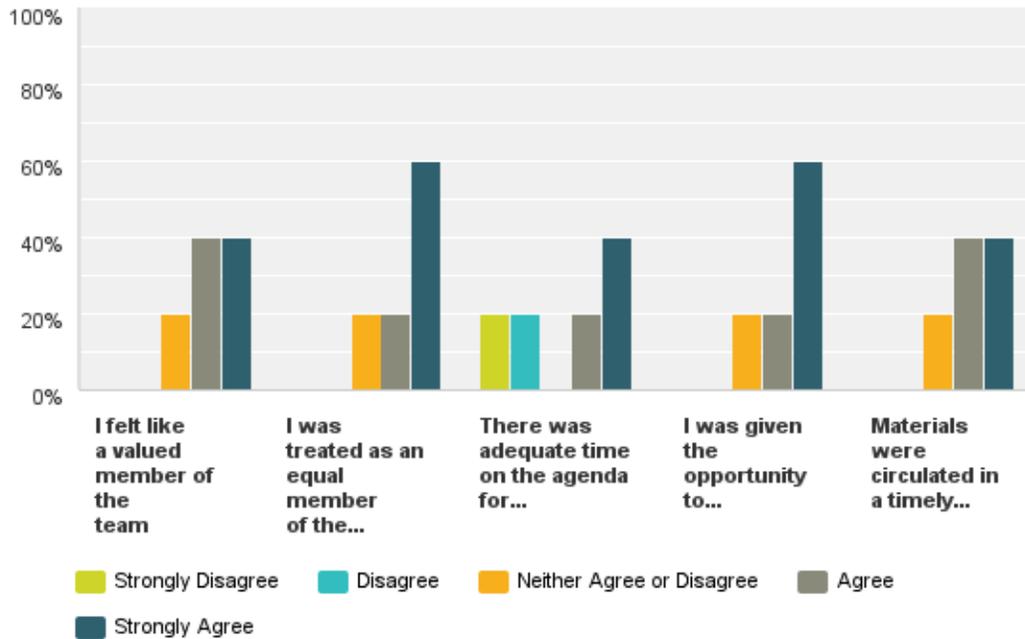
Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

Answered: 10 Skipped: 0



Q2 Please, share your feedback regarding your experience at the latest Patient and Family Advisory Council Meeting.

Answered: 5 Skipped: 0



Looking Ahead 2017/18

Advisors contributed 750 hours in the 2016/17 year. We look to continue to grow our advisor hours by incorporating advisors into committees across the organization. This will also ensure the patient and family voice is involved throughout the process of implementing change.

Mental Health and Addictions PFAC will focus on setting their priorities and creating a work plan, while providing input to staff initiatives that come forward. They will see their first briefing note at the first meeting in Q1.

A second SAH PFAC planning session will be held in May, taking into account advisor feedback from the March session. Throughout Q1, additional opportunities for advisors will be sought, such as advisors becoming members of working committees throughout SAH. They will continue to meet and provide feedback on items pertaining to the entire organization.

Renal PFAC will launch their Patient Experience Survey in Q1 of 2017. They will also host a visit of the NE ORN Regional Director in May. Throughout Q1, Renal PFAC will also begin gathering stories and items for their Summer Edition of their newsletter the Renal Review, due to launch before Q2.

ADCP PFAC will create a planning committee for BRA Day in Sault Ste. Marie (Breast Reconstructive Awareness). They will also look further into Rooms that Rock for Chemo to see what options would be available to implement at SAH, and potentially create a sub-committee to begin planning. ADCP PFAC will also receive an update from Mary Coulas (Resource Pool Advisor at SAH) about the North Eastern Cancer Care PFAC, as well as the Cancer Care Ontario PFAC.