



SAULT AREA HOSPITAL

Patient and Family Advisory Program

Q1-Q2 Report Out

**APRIL 2021 - SEPTEMBER 2021
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This photo was taken prior to the COVID-19 pandemic



WHAT IS THE PATIENT AND FAMILY ADVISORY PROGRAM?

SUMMARY

This report serves to summarize the engagement of Patient and Family Advisors across Sault Area Hospital.

ADVISORY COUNCILS

Our advisors participate across 5 councils in the following program areas; oncology, renal, mental health and addictions, emergency and hospital-wide engagement. Councils meet on a monthly basis and reduce their meetings over the summer to accommodate our advisors schedules.

AD HOC ENGAGEMENT

In addition to the councils, advisors participate in a wide variety of ad-hoc work including projects, process improvements, committees, panels, etc.



Summary of Engagement

The SAH PFAC welcomed four new staff leaders to the council. Portfolio's now represented on the council include the following:

- Transformation and Partnerships
- Quality and Risk
- Ambulatory Care
- Ophthalmology
- Medical Programs

The new leader voices will enable a more responsive approach to the feedback from our advisors.

During the monthly council meetings the group discussed important topics such as Employee Engagement. The council has discussed areas on supporting new tools for monitoring employee engagement and improved moral. The group has also discussed the hospital's work on Health Equity and Indigenous Health. Lastly the group took a close look at patient experience data as presented by the Quality and Risk department in an attempt to find areas for improvement.

Moving forward, the council plans on receiving a presentation on the Algoma Ontario Health Team to determine how they can support system level work.



ÉQUIPE SANTÉ
ALGOMA ONTARIO
HEALTH TEAM

Hello's and Goodbye's

**Welcome to
Shauna Hynna,
Donelda Chartrand,
Lee Marcoux, and
Monique Kevill!**

**We are very excited to
work with you going
forward! Thank you for
championing patient
and family-centered
care at SAH!**

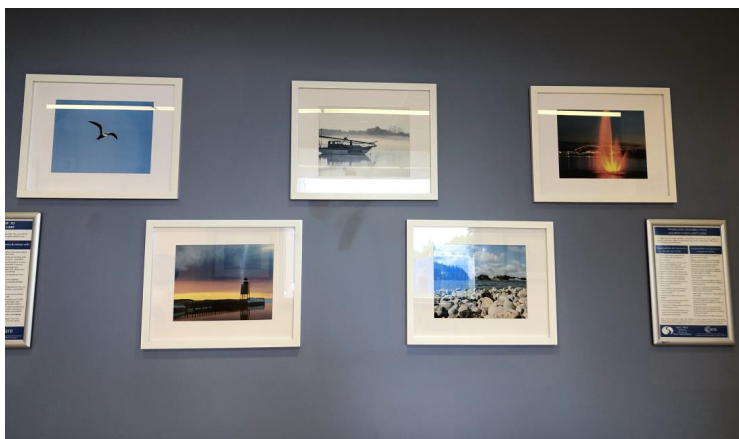


Summary of Engagement

The council has recently launched a new biannual ADCP PFAC Newsletter which has been printed and distributed to patients over the summer months. Topics included virtual care, grief/social supports, nutrition, journaling, and other department highlights to inform patients. The inaugural newsletter was well-received by patients and will be published on an on-going basis.

The advisors have also been reviewing patient facing documents, such as the welcome letters and other information sheets. The group has also had a focus on improving the communications through the TV screens in the department.

To improve the patient experience in the waiting room, ADCP PFAC has initiated a rotating schedule for the radiation waiting room photos to better reflect the current seasons to rejuvenate the space more frequently



Hello's and Goodbye's

Special Tribute to Valerie Uchmanowicz

The ADCP PFAC would like to express their condolences to Valerie's family on her passing. Her insights and warm spirit will be missed dearly.

Thank you Patti Jo Duggan and Brent Ralph!

We would like to thank you for your commitment over the years and look forward to working with you again in the future.



Summary of Engagement

Renal PFAC has also recently launched their biannual newsletter for patients to enjoy while in the clinic. The newsletter contains a number of resources provided by Advisors and SAH staff with articles related to nutrition, living donations, virtual care, as well as some fun recipes and activities! The newsletter was well-received by patients and will be released again in the winter.

Renal PFAC advisors have also been crucial to the revision and implementation of various patient facing documents including patient welcome letters for those receiving transplants and emergency preparedness information.

Peer support groups continue to be researched by the group. Posters highlighting the peer support sessions through the Kidney Foundation have been posted in waiting areas to initiate this work.

The Kidney Foundation continues to be a strong partner of the Renal PFAC and would like to be more heavily involved going forward.

Renal PFAC will begin to focus on updating the Renal section of the SAH website to highlight new information for patients. They will also work to develop a staff survey to help inform their priority work going forward. Additionally, Patient Relations trends will be reviewed as they become available to the Renal program to identify any opportunities for improvement.

Hello's and Goodbye's

Thank you Judy Bentham, Valerie Behnke, and Steve Robinson!

We would like to thank you for your commitment over the years and look forward to working with you again in the future.

Welcome Tami Nicholas and Susan Woods!

We look forward to your insights and are excited to work with you.



Summary of Engagement

The ED PFAC continued to make a number of improvements to the ED based on results of their staff survey. This survey focuses on assistance for ward clerks, violence prevention, food in the ED, public transportation, and the visitor policy.

ED PFAC reviewed results of the Patient Experience Data and discussed potential solutions to trends in the department. Through this, strong advocacy for the return of the ED wait clock has resulted in its reimplementation.

Violence prevention, as well as patient and staff safety, is a major priority for the ED PFAC and they continue to brainstorm ideas to improve this in the department. Many concerns were brought forward about after-hours transportation and this has now been improved.

The council also created an activity booklet for patients in the waiting room which was well-received by patients and staff.

The ED PFAC recently revised its priorities and identified the following as areas of focus:

- Communication to patients
- Improving patient safety
- Improving staff morale

Hello's and Goodbye's

Thank you Jack Willet!

You have been a champion for patient-centered care and we wish you well in your new position!

Welcome Sharon Abrams!

Congratulations on your new position as Patient Care Manager, we are excited to bring a new face to council and brand-new ideas!

Thank you Diane Marshall!

We would like to thank you for your commitment over the years and look forward to working with you again in the future.



Summary of Engagement

Over the past two quarters the Mental Health Patient and Family Advisors have been hard at work.

The Canadian Mental Health Association marks Mental Health Week from May 3-9, 2021. During that time, the advisors supported activities such as development of "I am not a label" posters. Thank you to Jim, Amanda and Stephanie for your contributions to that work.

The group also supported the programs initiative to run a Snack Cart from Ventures to offer increased food options for patients.

Discussions are ongoing on the best use of TV screen content in various waiting areas throughout the hospital. Advisors continue to see this as an opportunity to improve communications to patients and families.

In June, the advisors welcomed a guest speaker to update the group on process improvements for Transitional Care planning.

Over the past two quarters, the advisors have also had the opportunity to review a number of patient facing forms in order to ensure they are clear, concise, informative and appropriate for patients. In total 5 forms were reviewed and one infographic.

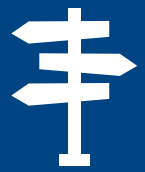
Hello's and Goodbye's

Thank you Kathleen McLean!

You have been a champion for patient-centered care and we wish you well in retirement!

Welcome Katherine George!

Congratulations on your new position, we are excited to bring a new face to council and brand-new ideas!



During Q2, the advisory councils took some time to reflect on various elements of their work that they should start, stop, and/or continue.

Highlights include:

Start

- Consider meeting in person
- Clinic Tours
- Sharing stories
- Setting up information booths, sharing PFAC work
- Expand Advisor Led Rounding
- Inviting guests to meetings (staff and advisors)
- Define short and long term priorities



Stop

- Hearing from the same voices and implement round table to hear from everyone.



Continue

- Patient newsletters in ADCP and Renal
- Exploring the use of TV screens as a communication tool
- Buddy Program/Peer Support (ADCP/Renal)
- Reviewing reports/trends from Patient Relations
- Quarterly Reports and Report Outs





Ad-hoc engagement stems from all patient and family advisor activity that occurs outside of the regular council meeting format. By embedding advisors in the work, at the ground level, their perspectives are easily integrated into the work, where it happens.

A summary of the ad-hoc activities over the two previous quarters include:

Student Yellow Belt Projects - Two student volunteers have begun yellow belt projects in the hopes to advance the advisory program. These projects include the 1) implementation of a robust evaluation framework and 2) An educational program for patient and family advisors. We look forward to working closely with the students as they work to obtain their yellow belt certifications.

Declaration of Values - A working group of advisors have been meeting to develop a Patient, Family and Caregiver Declaration of Values document. This work aligns both to the Minister's PFAC and also the expectations for Ontario Health Teams.

Branding Project - Ally Blunt, professional designer and Patient and Family Advisor is leading a group of PFAC member's to develop a brand strategy for the advisory program. The group has been meeting monthly with hopes of developing a strategy by December and a visual identity including a logo in the new year.

Recruitment - Patient and Family Advisors have been involved as interview panelists in the recruitment for the following leadership positions:

- Quality Improvement Specialist
- Shift manager
- Clinical Director
- Quality and Risk Consultant



Document Review - Patient and Family Advisors had the opportunity to review the Neonatal Abstinence Syndrome on Pediatrics to suggest improvements.

Virtual Suggestion Box - Suggestion boxes are placed in various waiting areas throughout the hospital and suggestions are read during monthly PFAC meetings. The suggestion boxes have been difficult to both maintain and monitor. It was recommended that the boxes be moved to a virtual platform launched from the SAH website. The new suggestion box can be accessed via the following link:

<https://sah.on.ca/patients/patient-and-family-advisory-program/patient-and-family-suggestions/>

New Advisor Recruitment - The advisory program is in an active phase of recruitment for new advisors to join the program. We have met with many new advisors and over the upcoming months we will be working to onboard them across councils and the resource pool. Welcome new advisors!

Land Acknowledgement Framework - Sault Area Hospital developed a land acknowledgement framework to use at the beginning of meetings and hospital events. This was developed as a yellow belt project and this work was informed by two Patient and Family Advisors. See the final guiding script below:

We would like to begin by acknowledging that Sault Area Hospital is situated upon the traditional territory of the Anishnaabeg, specifically Garden River First Nation and Batchewana First Nation, as well as the Métis People. This land, Bawating, is the historic meeting place for Indigenous people across North America. This territory is included in the Robinson Huron Treaty of 1850. We say miigwech to all of the Indigenous partners for sharing this land and recognize their enduring presence.

To request advisor engagement in your work, please complete the form using the link below:

<https://app.smartsheet.com/b/form/1f8ed9ea3f45490385fae31346e5c250>



Feature Project - SeamlessMD

SeamlessMD is a new virtual care system is currently being piloted at Sault Area Hospital to assist surgical patients stay connected during treatment and recovery and limit in-person visits during the COVID-19 pandemic. SeamlessMD is a surgical remote monitoring platform that allows patients to share vital health information with medical staff, including self-reported pain levels, mobility, images, and symptoms. SAH is one of the first hospitals in Northeastern Ontario to use SeamlessMD as part of Ontario Health's latest Remote Patient Monitoring initiative to empower patients at home and minimize in-person surgery related visits during the pandemic and beyond. Patient and Family Advisors have been actively involved in this work as team members.

Of her experience as a project team members, advisor Peggy Storey-Inkster says, *"I have learned so much during my involvement with SAH's SeamlessMD projects and am excited to know that this tool will be available to provide guidance to our patients and their caregivers as they prepare for and recover from elective surgeries in the future. I've been involved with the SeamlessMD project since its inception at SAH in March when it kicked off with Hip and Knee Surgeries. New teams are created for each elective surgery including physicians, nurses, staff involved in the process and patient and family advisors. Following the initial kick off of Hip and Knee, teams worked through the Spring and Summer to bring Thyroid, Colorectal, Ortho and Shoulder through to implementation. We're actively working on TURP, Hernia, Breast and C-section! If you're interested we could use your assistance and insight. Typically its ½ hour of meeting per week (between 7am-8am) and about ½ hour per week reviewing educational materials and demos of the system for approximately 8 weeks".*

**Thank you advisors for using your voice and experiences
to improve this work!**



Accessibility Committee

Advisors: Guido Caputo & Don Calvert

Frequency: Monthly



Ethics Committee

Advisors: Stephanie Parniak, Rose Cavaliere & Rebecca Keown

Frequency: Monthly, and an as-needed basis



Emergency Measures Committee

Advisors: Peggy Storey-Inkster & Wendy Doda

Frequency: Monthly



Infection Prevention and Control Committee

Advisors: Patti Jo Duggan, Guido Caputo & Jim Aquino

Frequency: Monthly



Operations Committee

Advisors: Louis Ferron & Brent Ralph

Frequency: Monthly



Joint Health and Safety Committee

Advisors: Eric Sillanpaa & Don Calvert

Frequency: Monthly





Over the next few months, the Patient and Family Advisory Program will be finalizing the new recruitment from both an advisor and staff perspective. Councils will welcome fresh faces and new ideas to the table and set priorities for the next year.

The PFAC program will also be looking to expand its use of ad-hoc engagement to embed the patient voice into every decision made at the hospital. We continue to advance patient-centered care and drive the SAH mission of providing outstanding care in Algoma.



**Thank you advisors for your on-going
contributions to advancing Patient, Family
and Caregiver experience at SAH!**