



Sault Area Hospital

Patient & Family Advisory Program

Report Out Q3-Q4 2021/22

Transformation and Partnerships

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Overview

This report serves to highlight the work of our Patient and Family Advisory Program over the course of Q3 and Q4 of 2021-22. The program consists of five departmental councils (Algoma District Cancer Program, Algoma Regional Renal Program, Emergency Department, Mental Health & Addictions, and SAH Corporate), as well as our resource pool of advisors, who are engaged in ad-hoc engagement (project teams, committee memberships, leadership interviews, document reviews, etc.).

Patient and Family Advisory Councils (PFACs)

Algoma District Cancer Program (ADCP) PFAC

Who's Here:

Co-Chairs: Kelly Andresen & Linda Lewis

Members: Linda Ricker, Pina Paluzzi, Michelle Hunter, Mindy Lindstedt, Rob Rawn, Tammy Fetterly

Recent Additions: Roberta Thornton

Recent Goodbyes: Linda Jach

Recent Achievements:

Over the past few months, the council has worked on a number of initiatives. The second bi-annual newsletter was released with contributions from staff and advisors. Staff were also surveyed to identify priorities for the council to work on. We were able to organize a tour of the department, led by the program manager, in an effort to look for improvements to the environment.

What's Next?

The council will begin to focus on strong recruitment efforts to amplify the number of patient, family, and caregiver voices at the table. There will also be a focus on enhancing patient-facing communications and education as well as providing platforms for sharing patient stories.

Algoma Regional Renal Program (ARRP) PFAC

Who's Here:

Co-Chairs: Michelle Rosso & Paula Thompson

Members: Ryan Walker, Vanessa Grisdale, Susan Woods, Tami Nicholas, Mindy Lindstedt, Marci Oliverio, Holly Davis

Recent Additions: Tannis McMillan (Kidney Foundation)

Recent Goodbyes: Paula Thompson

Recent Achievements:

A number of initiatives were worked on by the council over the last few months. Improved peer support resources were received from the Kidney Foundation to foster collaboration and partnership. There were

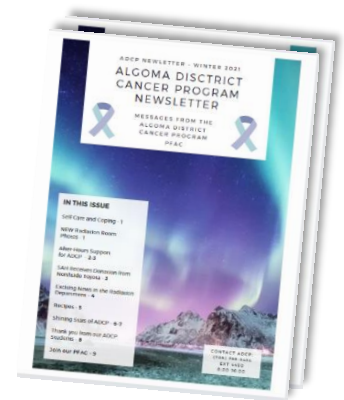


Figure 1. The winter 2021 edition of the ADCP PFAC Newsletter.

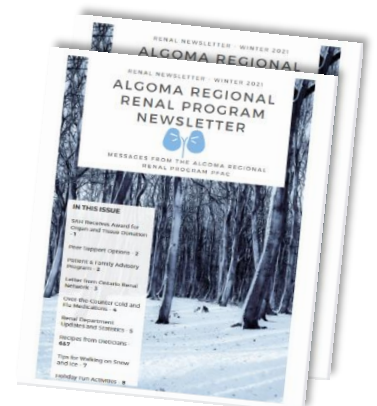


Figure 2. The winter 2021 edition of the Renal PFAC

previously no peer support resources available in Northern Ontario for patients. The Kidney Foundation has recently launched virtual groups which has increased overall access to care for patients. The Winter edition of the Renal PFAC Newsletter was also released for patients to enjoy while in clinic.

Advocacy for the inclusion of patient experience survey data for the Renal program continues to be a focal point for the council, as the hospital explores other vendors. Renal PFAC turned to staff to highlight opportunities for patients through a survey. A number of changes to improve the patient experience have been driven from this including changes to the clinic environment.

What's Next?

Renal PFAC will be looking to focus on recruitment efforts over the summer months to refresh the membership and increase the patient representation at the table. The council will continue to focus on actions to improve the patient experience based on the staff survey results which include revamping the patient areas and advocating for improved internet services for those in outpatient treatment.

Other News:

Huge congratulations to one of our advisors, Vanessa Grisdale, for the birth of her baby Seth! Seth arrived early on April 29th. Seth was born weighing 3lb 12oz at 17" and graduated from the NICU on May 25th.



Figure 3. PFAC Advisor, Vanessa Grisdale, and family

Emergency Department PFAC

Who's Here:

Co-Chairs: *Dominique Ninnes & Sharon Abrams*

Members: *Louis Ferron, Mary Petrocco, Peggy Storey-Inkster, Don Calvert, Alexandra Mantha, Mindy Lindstedt, Derek Garniss Sr., Vivian DeRosa, Tracey DeVuono*

Recent Additions: *Patricia Ciaschini*

Recent Achievements:

The Emergency Department PFAC has been working to advocate for patient discharge summaries to be printed upon discharge. Advisors noted that many times a patient will leave the emergency department with little memory of the visit which can result in readmission. The cleaning protocol was reviewed for the waiting room and work was done to improve availability of hand sanitizer for patients. Advisors also worked to implement a staff survey to help identify priority areas for improvement for the upcoming term.

What's Next?

The council will continue to advocate for the development and implementation of patient discharge summaries in the emergency department. ED PFAC will focus on actionable items based on the staff survey which include: improved community education surrounding triage; return of volunteers to the ED; more phones for patients to contact loved ones; and improved staff safety.

The Emergency Department also has two projects underway which include a focus on Patient & Staff Safety and Patient Flow. This will be a focus for the councils moving forward to ensure patients are involved in the decision-making process to foster co-design.

Mental Health and Addictions PFAC

Who's Here:

Co-Chairs: *Jim Corelli & Stephanie Whalen*

Members: *Lillian McDougall, Dawn Moore, Lisa Case, Katherine George, Shannen Scott, May Brooks, Alan Elliot, Wahnito Lato, Olivia Mitchell, Dr. Umesh Jain*

Recent Additions: *Ron Ambeault*

Recent Goodbyes: *Linda Farrah Barnard, Amanda Lambert*

Recent Achievements:

The Mental Health and Addictions PFAC (MH&A PFAC) has recently worked on a number of initiatives. SeamlessMD offers a new virtual remote care monitoring service for patients, the project team attended council to gain insight into the patient perspective of the app to develop the care pathways. A staff survey was also circulated to gain insight into priority initiatives for the upcoming term.

A group of advisors recently attended Mental Health First Aid (MHFA) training facilitated by a certified instructor, Heather Lutes, Registered Nurse in Outpatient Mental Health. The MHFA training course was developed to help people provide initial support to someone who may be developing a mental health problem or is experiencing a mental health crisis.

A working group of advisors also was developed to plan for the Human Library event. This event was held on May 16-20th with staff, physicians, and volunteers where peers were able to share their personal journeys with mental health to break down structural stigma in the organization. The event was well received by attendees and the council will look to host future events and incorporate patient stories into other avenues of staff education as well.

What's Next?

The council will be working to advocate for improved staff psychological safety and a larger focus on holistic models of health. MH&A PFAC will also look to develop a work-plan to action items from the staff survey for the upcoming term.



Figure 4. PFAC Advisor, Lillian McDougall, attending the Human Library sessions in the Spirit Room at SAH.



Figure 5. MHA PFAC Advisors attend Mental Health First Aid training.



Figure 6. Dr. Lorraine Sharpe shares her journey to attendees at the Human Library sessions.



Figure 5. MHA PFAC advisor, Jim Corelli, with spiritual support volunteer, Robert (Big Bob) Legris, following the Human Library sessions. Thank you Bob for opening the sessions with a smudging ceremony.

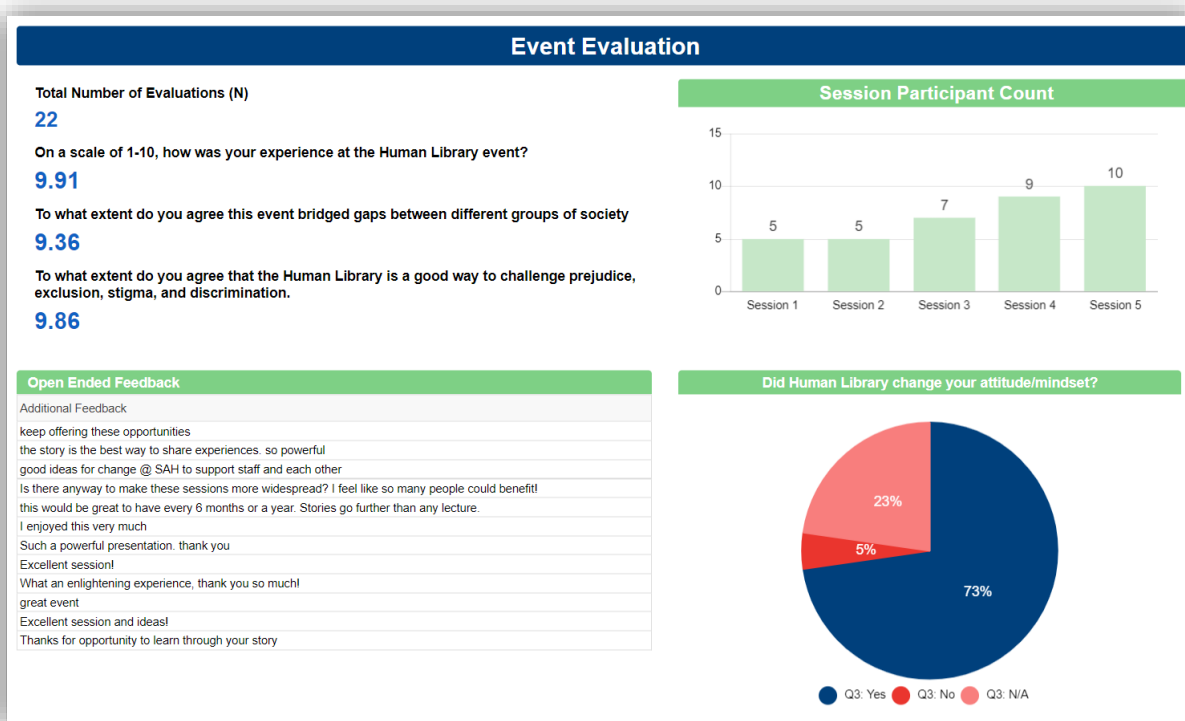


Figure 6. Event evaluation results for the Human Library sessions.

SAH Corporate PFAC

Who's Here:

Co-Chairs: Karen Gillgrass & Ingrid Atkinson

Members: Allan McDonald, Carol Kennedy, Gail Disano, Donelda Chartrand, Shauna Hynna, Monique Kevill, Lee Marcoux, Abigail Obenchain

Recent Additions: Shelli Ubriaco

Recent Goodbyes: Guido Caputo, Ann Ficociello

Recent Achievements:

Over the last few months, the Corporate PFAC has been working on a number of initiatives. Advisors reviewed the Enhancing Patient Experience report and learned more about the operations of patient relations. An advisor also brought forward an experience which the council reviewed and discussed.

There was also a strong concern for staff safety which resulted in a presentation on Workplace Violence and how SAH handles incidents. Employee engagement and recognition were also expressed as concerns by PFAC. SAH PFAC recently launched the PFAC Gratitude Program, which looks to recognize a random department each month.

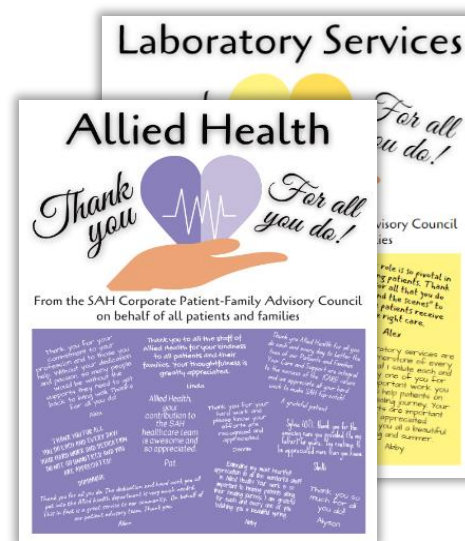


Figure 7. The first two PFAC Gratitude Program cards sent to departments.

Prior to the launch of the 2022-25 SAH Strategic Plan, SAH PFAC had the opportunity to develop the Patient Perspective. Advisors also had the opportunity to review and co-develop the Quality Improvement Plan narrative.

What's Next?

Corporate PFAC will be reviewing employee engagement results in the upcoming term and will be identifying potential opportunities to improve. PFAC will also be looking to implement the Patient, Family, and Caregiver Declaration of Values.

An idea was also brought forward to consider a donation program for patient items. Over the coming months, SAH PFAC will be looking at an environmental scan to determine the need within the organization and potential ways to implement this program.



Figure 8. Ontario's Patient, Family, and Caregiver Declaration of Values.

Resource Pool

SAH Committee Membership

The SAH Patient and Family Advisory Program currently has advisors represented on the following committees at SAH:

- **Accessibility**
- **Diversity, Equity, and Inclusion (DEI)**
- **Emergency Measures**
- **Ethics**
- **Infection Prevention and Control**
- **Joint Health and Safety**
- **Operations**
- **Quality Improvement**



Figure 9. Pride Month iCare Wear, developed by Abby Obenchain, Advisor representative of the DEI Working Group.

Ad Hoc Engagement

1. Diversity, Equity, and Inclusion Patient Registration
2. Patient Experience Survey
3. Violence Education
4. Human Library
5. Parents Like Us Handbook
6. Congestive Heart Failure – AOHT Focus Group
7. Mental Health Week
8. Canadian Institute for Health Information – Focus Group
9. Caregiver ID Community Rollout
10. Mental Health First Aid Training
11. Algoma Ontario Health Team – Community Partnership Toolkit
12. Patient Navigation – AOHT Working Group
13. Remote Care Monitoring
14. Accreditation 2023
15. Radiation Electronic Patient Education
16. Emergency Department Patient Flow Project
17. Length of Stay Reduction Project
18. Patient, Family, and Caregiver Declaration of Values Video
19. Document Reviews (5)
20. Leadership Interviews (9)

How to Engage Advisors:

“Nothing about me, without me.”

You will often hear this phrase when working with Patient and Family Advisors. This philosophy is about working **with** individuals rather than **doing things to** or **for** individuals. In essence, if patients or families are affected by decisions being made, they should be at the table.

If you are interested in engaging advisors in your work, please click the button to complete a request form:



[Click here to access Ad-Hoc Request Form](#)