

Q4 | JAN 1 - MAR 31 2021

## SAH PATIENT & FAMILY

# ADVISORY PROGRAM - QUARTERLY REPORT



### Q4 - Summary and Highlights

Over the past few months, our Patient and Family Advisors have been hard at work. This report outline the hard work completed by each of the five unit councils (ADCP, Renal, ED, MH&A, and SAH Corporate), as well as the broader resource pool of advisors. Our advisors are integral to advancing patient and family-centred care at SAH.



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## Virtual Report Out April 20th, 2021

On April 20th, 2021, Patient and Family Advisors gathered together via Cisco WebEx to participate in the second Virtual Report Outs. This is held 2-3 times per year and allow all advisors in our PFA Program which includes our 5 councils and resource pool to come together and share their work. By facilitating these events, a community of engagement is promoted within our advisory program. Although these events normally take place in the auditorium at SAH, the advisors have quickly adapted to virtual formats, due to restrictions. This allows the PFA Program to be able to continue to share the amazing work of all our advisors!

The main focus of the report out was to exhibit the current and future work of the Patient and Family Advisory Program. Additionally, the Advisors were engaged in preliminary work to create a new guiding document which will replace the current Patient Perspective within the 2018-2022 Strategic Plan. This document

will serve multiple purposes including: the PFAC Mission and Vision, SAH Patient Declaration of Values, and the Excellent Care for All Act. To gather preliminary feedback on this document, a breakout activity was facilitated by the Transformation and Partnerships team to discuss each component with groups of 4-5 advisors. Following the breakout activity, each facilitator reported back to highlight some key ideas and common themes with all advisors.

Overall, the Report Out was well-received by our 43 attendees who represented a mix of advisors and SAH staff. The PFA Program will continue to host Report Outs twice a year based on the success of this virtual event.



## Highlights from Report Out Evaluation

Following the Report Out Event, an evaluation was circulated to all attendees to gather feedback on strengths and weaknesses of the events. The following comments reflect what respondents found the biggest strengths of the event:

- Ability to engage with advisors and learn of the work of other councils
- Transparency associated with project work and successes/failures
- Staff engagement with the advisors to emphasize commitment to Patient & Family-Centred Care
- Enthusiasm of the staff and advisors about project work



## Algoma District Cancer Program PFAC

The ADCP PFAC welcomes Patti Jo Duggan as the new co-chair of the council. Over the past few months, the Council has had a number of projects one of which includes working on the review of patient information sheets to ensure ADCP patients are provided with the proper resources to guide their journey. In addition, ADCP PFAC has been advocating for parking privileges for patients during their cancer journey.

Recently, the Council has begun working on two resources for patients: the updated SAH website and a monthly ADCP PFAC newsletter. The SAH website is currently in the process of being updated, through consultation with PFAC, we will be sure that patients have the proper information available. The ADCP PFAC will provide patients of the department with monthly articles to provide supplemental resources to support their care.



**Ontario Health**  
OTN

Recently, ADCP has shifted to a Virtual Care format. Through consultation with ADCP PFAC it was decided that patients would prefer virtual face-to-face visits as opposed to telephone visits. This prompted ADCP to develop Virtual Visits through Ontario Telehealth Network (OTN).



## Terry Fox Portrait Donation

The Sault Area Hospital Foundation has recently received a donation of a portrait (see left) of Canadian hero, Terry Fox. Famously, Terry ran across Canada to spread awareness and raise money for Cancer Research. As of 2021, it has been 40 years since Terry's passing, but his legacy remains strong.

Through consultation with the ADCP PFAC, it was decided that the portrait will be placed in the department to serve as a beacon of hope for all patients currently on their own journeys.

To read Terry's Story, click the picture of the portrait donation above!

## Algoma Regional Renal Program PFAC

The Renal PFAC welcomes Susan Woods and Michelle Rosso, Patient Care Manager of the Renal Program, as new members of the council! Within the last quarter, the council has been hard at work reviewing patient information sheets, assisting with SAH website redesign, and a number of other projects.

Advisors were presented with patient information documents regarding peritoneal dialysis and asked to review for accuracy and clarity. Upon consultation with the advisors, the information was updated within the documents to ensure patients have accurate and easily understood information to improve the accessibility of resources in the Renal department.

The Renal PFAC has also been discussing potential solutions to the current procedures in place surrounding lab services. As local services have recently been unable to process specimens due to increased workload, this has caused backups in appointments due to rescheduling. This is a current issue which the council continues to brainstorm and explore.



This will aim to improve efficiencies in the Renal Program and allow patients to attend appointments without rescheduling.

In celebration of World Kidney Day, co-chair Steve Robinson shared a story about his experience as the recipient of a kidney donation from his sister. This story is available in the March 2021 edition of VitalLinks.

To improve after-hours safety for patients and staff, the Renal PFAC has been working on implementing a door-bell and appropriate signage for the department. The council has also been reviewing the Patient Survey to highlight any areas of improvement and to mitigate any concerns surrounding the program.

Renal PFAC continues to research opportunities for peer support groups. They recently received a presentation from The Kidney Foundation of Canada to identify current resources in place.

## Ontario Renal Network: Virtual Care Patient Resource

With a rapid shift to virtual care during the COVID-19 Pandemic, it's important that patients have accurate and up-to-date resources available to ensure ease of access.

Members of the Renal PFAC have worked collaboratively with the Ontario Renal Network (ORN) to create a resource for patients to outline expectations for Virtual Care with their Kidney Care Team. This resource will help patients ahead of their



To access the "Virtual Visits with Your Kidney Care Team During COVID-19: What to Expect and How to Prepare" Resource, click the logo above to access the ORN website!

appointment to improve patient outcomes and accessibility for these new virtual opportunities as patients navigate the new interfaces and adapt to changing situations.

## Emergency Department PFAC

ED PFAC has recently welcomed Derrick Garniss Sr., Mary Petrocco, and Alex Mantha to the council. In the last few months, ED PFAC has celebrated their 3-year anniversary (see below), this has allowed for a time to reflect on all the great work that has been done in the past and aim to the future!

Following a staff survey, a number of process improvement opportunities were identified. One of which was that patients lacked resources to keep them busy while waiting. This was especially important for parents with children since wait times can cause children to become agitated. To respond to this concern, the ED PFAC created an activity booklet to provide children with something to occupy their time. This has been well-received by staff and patients as it has improved the comfort of the environment.

Concern was also raised over transportation after-hours for patients accessing the ED. The council has looked into local vendors and logistics surrounding services to reduce the load on emergency medical services. This an ongoing action in the PFAC and continues to



develop. The council will also be looking into promoting alternative community services to reduce admissions in the ED.

The ED PFAC has also been highly concerned about staff and patient safety surrounding incidents with police handoffs. The ED Staff have been communicating with OPP and local police to draft a memorandum of understanding to standardize handoffs and risk assessment to ensure patients are safely admitted to the hospital and staff are protected in all scenarios.

ED PFAC is currently in the process of developing a survey to highlight feedback from patients, families, and caregivers accessing the Emergency Department. The intent is to review the survey results at the monthly meetings to provide guidance on areas of improvements.



Dominique Ninnes, Advisor Co-Chair  
of the ED PFAC

## Happy 3-Year Anniversary to ED PFAC!

Since the launch in March 2018, the Emergency Department has been vital to a number of changes made at SAH to promote Patient and Family-Centred Care.

### Key Highlights (not limited to!):

- Enhancing social media communication to public
- Reviewing Patient Experience Improvement Plan
- Enhancing Crisis Services
- Promoting alternative urgent care locations
- Participating in Leadership Development training
- Continuous review of Patient Experience Surveys

Thank you all for your amazing and continued contributions to advancing Patient & Family- Centred Care at Sault Area Hospital.

## Mental Health & Addictions PFAC

The MH&A PFAC has recently been working on a number of initiatives, including the identification of opportunities to support the LGBTQ2+ community and promote diversity and inclusion. Additionally, they have been working on supports for families and patients affected by eating disorders.

The Council has also been consulted and remains highly engaged in the planning and implementation of the Community Wellness Bus and Addictions Services Proposal (see below). They have also provided their voice and support work associated with the Rapid Access Addictions Medicine (RAAM) Clinic and the Algoma Treatment Centre.

SAH has also been working on the re-development of the website. MH&A PFAC has been assisting in compiling information to ensure patients accessing the website has the resources they need. Advisors wanted to ensure that resources would be easily accessible for all patients seeking treatment.



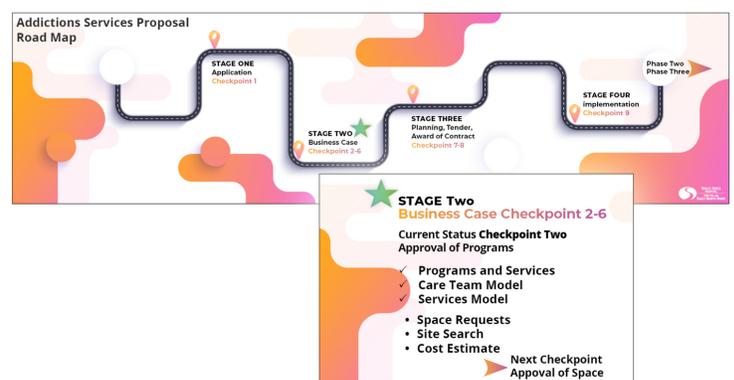
MH&A PFAC has also been advocating for the incorporation of cultural competency training for staff within the department. This prompted the implementation of training and invitation to the advisors to attend the training. Advisors have promoted diversity and inclusion within the department to ensure all patients receive excellent care when accessing mental health services.

The council has also advocated for virtual support groups to improve continuity of care during lockdown. They have also compiled words of encouragement for staff to promote a positive workspace and morale during these challenging times.

## Addiction Services Proposal

A team of 6 Advisors is currently hard-at-work collaborating with the MH&A department and project team to assist with the proposal for a new Addiction Services facility. The team meets bi-weekly to discuss expectations and specifications required for the facility.

With the closure of the Queen Street facility, SAH is currently one of the only available resource for patients seeking withdrawal management. Recent community initiatives have mitigated this impact such as, the Rapid Access Addictions Medicine Clinic and the Community Well Bus.



To read more about the Addiction Services Proposal and to view the Roadmap in full size click the picture above!

Through consultation with our PFAC advisors, it can be assured that the patient and family voice is involved in the planning and co-design of the facility. As a commitment to Patient and Family Centred-Care, the advisors are given updates and consulted through the entire process to ensure transparency and co-design of the facility.

## SAH Corporate PFAC

The SAH PFAC has recently undergone a major transformation, with new membership among advisors and staff. The council welcomes Ingrid Atkinson and Karen Killgrass as new co-chairs of SAH PFAC. The council would also like to recognize the entire refreshed membership: Carol Kennedy, Abby Obechain, Guido Caputo, Allan McDonald, Gail Disano, Tina Bastos-Lake, Jessica Portelli-Ward, and Ann Ficociello.

Over the past few months, members have been gaining insight into a number of departments within Sault Area Hospital. Staff members were excited to present to advisors to provide valuable information to guide future meetings.

Dr. Karen Booth presented on End of Life Planning, as a guest speaker to the council. This was following a request from council members to learn more about the processes in place at Sault Area Hospital.

Rhonda Hurley presented the Quality Improvement Plan to SAH PFAC for a final approval. The plan was co-developed with advisors on the planning committee.



Victoria Aceti-Chlebus also presented to the council about the Senior Friendly Committee, as there was a strong interest in Geriatric Services at SAH. The council continues to advocate for patient and family voices in this work.

SAH PFAC also completed a renewal of the PFAC's Mission and Values to solidify and guide their direction as a new council. This was the first refresh since 2014 and reflects the advisors commitment to improving the patient experience at Sault Area Hospital.

The council has since recruited new staff members to sit on the committee and would like to welcome them SAH PFAC:

- Shauna Hynna, Director of Transformation and Partnerships
- Lee Marcoux, Manager of Quality & Risk, Patient Relations
- Monique Kevill, Patient Care Manager of 3B
- Donelda Chartrand, Patient Care Manager of Ambulatory Care



## Patient Declaration of Values

Following the recent revision of the PFAC Mission and Values, advisors will be collaborating to formulate a Patient Declaration of Values to emphasize the importance of patient and family-centred care at SAH. This work is in line with the Excellent Care for All Act and the Minister of Health's Patient and Family Advisory Council.

Through defining a mission, set of values, and goals, the PFA program will strive to advocate for patient, family, and caregiver's voices throughout Sault Area Hospital to improve the patient experience and achieve outstanding care.

To review the MOH Patient Declaration of Values, click the picture above

## SAH Committee Memberships

The Patient Family Advisory Program currently has advisors on multiple different hospital-wide committees. When a committee requests advisors, PFA appoints a minimum of 2 advisors to ensure that a patient/family voice is present at all times.

### 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

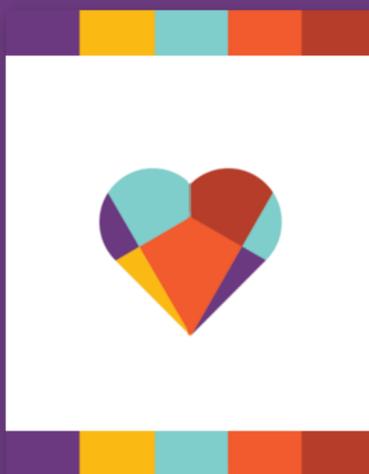
Frequency: Monthly



## Ad-Hoc Engagement

The Patient Family Advisory Program also has a Resource Pool of 90+ advisors who are contacted for engagement from various departments.

- Leadership Interviews (6)
- Review of Sault Area Hospital's iCcare Values
- Patient Information sheets - information received during discharge to ensure language is appropriate
- Rapid Access Addictions Medicine (RAAM) Clinic – Process Improvements
- SAH Website consultations
- Words of Encouragement for Staff
- Remote Care Pilot Project - to help patients with their surgical transition and app use
- Care Teams Project
- Volunteer Resources Focus Groups and review
- Falls Prevention document review
- Policy Review – Burning of Sweet Grass + Traditional Medicines
- Spiritual Services Working Group participation
- Addictions Services Proposal Project Team
- Caregiver ID project (see below)
- Algoma Ontario Health Team Patient, Family, Caregiver, Session



For more information on the Caregiver ID Project and to view the resources, click the picture above.

### Caregiver ID Project

Sault Area Hospital has recently partnered with the Algoma Ontario Health Team to create the Caregiver ID Project. The goal of this project is recognize and empower Caregivers to welcome them as members of the care team. This project provides resources and education for new Caregivers to ensure they are able to effectively transition to their role as a Caregiver.

PFAC Advisors have been closely engaged throughout the project and are instrumental to the current success of the program. In the near future, this program will be rolled out to other community organizations and departments at SAH to ensure patients, families, and caregivers achieve continuity of care across Algoma!