



iCare

Sault Area Hospital

## **Patient & Family Advisory Program**

End of Term Report Out

2023-24



**Transformation and Partnerships**

PREPARED BY: Margaret Gardner

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## Overview

During the 2023-2024 term of our Patient and Family Advisory (PFA) Program, our almost 90 Advisors have accomplished great work. This report outlines their involvement in various projects, activities, and events completed by our overall pool of Advisors, as well as by each of the five Patient and Family Advisory Councils (PFACs), representing the following areas:

- **The Algoma District Cancer Program (ADCP)**
- **The Algoma Regional Renal Program (RENAL)**
- **The Emergency Department (ED)**
- **The Sault Area Hospital-Wide Corporate Council (SAH)**
- **The Mental Health and Addictions (MHA)**

Our Advisors are integral to advancing patient and family-centered care, ensuring that we constantly strive to provide the best possible care for all our patients in the Algoma District and beyond.

## Recruitment

Over the course of the summer, staff participated in various recruitment efforts to expand and broaden our representation of the patient and family perspective. These efforts included media releases, social media posts, active on-site recruitment, and attendance at the Garden River Health Fair.

Through these efforts, we successfully recruited 10 new advisors to the program, both to our resource pool and to our Patient and Family Advisory Councils (PFAC):

- **Peter Aceti**
- **Grace Akpofure**
- **Susan Barbeau**
- **Sherri Duke**
- **David Eisbrenner**
- **Rachelle Lambert**
- **Cathy Nichols**
- **Robert Scott**
- **Kaija Sillanpaa**
- **Samantha Tatasciore**

Applications to the PFA Program are open year-round; however, active recruitment for the 2024-2025 term will begin during the summer of 2024.

If you know anyone who has recently been a patient or the family member of a patient at Sault Area Hospital and who has a desire to improve health care for future patients and family members by contributing their voice at the decision-making table, please ask them to consider becoming an advisor through the link below:

[www.sah.on.ca/patients/patient-and-family-advisory-program](http://www.sah.on.ca/patients/patient-and-family-advisory-program)

## Back to PFAC

On September 26th, 2023, we hosted the “Back to PFAC” event. This event was a great way to start the term, giving us the opportunity to welcome our new advisors and reconnect with our current advisors to the Patient and Family Advisory Councils.

The session included an introduction to the Transformation & Partnership Team, a highlight of the 2022-23 term achievements, areas for improvement, and the program evaluation. It also provided an opportunity to review SAH’s strategic plan, how it aligns with the PFA program’s goals, our current work, and the plan for the upcoming year. We thank all of you who participated in this great event.

In September 2024, we hope to expand “Back to PFAC” into a month-long event! Not only will it include the opportunity to welcome back our Advisors and introduce our plan and goals for the year, but we also aim to offer various departmental tours, information sessions, and training opportunities for all our advisors to help ignite your engagement and momentum for the term. We look forward to seeing you there!

## Engagement Spotlights

### Leadership Interview Panel Training

Advisors are invited to Leadership Interview Panels to provide feedback from a patient and/or patient family member perspective during the evaluation of interviewees. Leadership Interview Panels are typically utilized for Leadership positions such as Supervisors and above.

#### The 2023-24 Training Sessions:

- Two training sessions were hosted this term, one in the fall and one in the spring.
- These sessions were led by Liz Audette, Human Resources Consultant, with assistance from Rosanna Naslovar, Manager of Recruitment and Retention.
- Six advisors and two additional staff members attended the training sessions.

#### Training Content:

- The training outlines the SAH interview process and sets expectations for advisors participating in leadership interview panels.
- Advisors receive a "Leadership Interview Panel Training Cheat Sheet," which summarizes the key takeaways from the training.

#### Advisor Engagement & Future Opportunities:

- 17 Ad-Hoc Requests were submitted for Advisor to be a part of Leadership Interview Panels
- Advisors who wish to participate in Leadership Interview Panels are strongly encouraged to attend this training.
- Leadership interview training opportunities will be available again in Fall 2024.

## Coffee Chats with Ila Watson

- Ila Watson, President and CEO of Sault Area Hospital, hosted three Coffee Chat forums with patient and family advisors. These forums were held in October 2023, January and April 2024.
- Advisors were able to submit specific questions in advance, which Ila reviewed and answered during the sessions.
- Ila provided updates on the current status of SAH and discussed the challenges facing the organization. Advisors were encouraged to openly share their concerns and feedback.
- In the April Coffee Chat, SAH Volunteers were also invited, doubling the attendance.
- Some of the feedback from the participants include:
  - "The high level presentations by Ila are excellent and engaging."
  - "A well rounded discussion and Ila (is) completely open to all inquiries."
  - "I really enjoyed hearing all the info Ila shares. She does a great job."

## Engagement Events

### Patient, Family & Caregiver Declaration of Values

On April 8<sup>th</sup>, 2024, countless staff, community members and Advisors attended the long awaited unveiling of a new light box in our main lobby, demonstrating the Patient, Family & Caregiver Declaration of Values. Thank you to the group of dedicated Advisors who saw this project through to the end.

Our work will continue to ensure everyone is familiar with and demonstrates these values:

**Accountability, Empathy & Compassion, Equity & Engagement, Respect & Dignity, Transparency.** To learn more about the event and the SAH Patient, Family & Caregiver Declaration of Values, you can visit the front page of the April 2024 edition of Vital Links at:

[www.sah.on.ca/wp-content/uploads/2024/04/April-2024-Vital-Links.pdf](http://www.sah.on.ca/wp-content/uploads/2024/04/April-2024-Vital-Links.pdf)



*In photo from left to right: Toni-Marie Streicher, Leidy Cabrera, Sherri Duke, David Eisbrenner, Rose Zgraja, Allison Vance, Patti Jo Duggan, Shelli Ubriaco, Abby Obenchain*

## Celebrating our Caring Communities

On Friday, May 31<sup>st</sup>, 2024, the Algoma Geriatric Network and the City of Sault Ste. Marie, along with the assistance from the Alzheimer Society of Sault Ste. Marie, invited community members in hosting a Celebration of our Caring Community. Held at the Machine Shop, six of our Patient and Family Advisors joined members of the Transformation & Partnership Team along with staff from Behavioural Supports Ontario, the Algoma Geriatric Services and Mental Health & Addictions departments. This free, highly attended, fun filled event, was intended to bring together organizations to provide the right resources, services and supports at the right time through education, knowledge exchange and awareness. Thank you to everyone who came and took part of this event.



*Photo on the Left: Patient & Family Advisory Program booth,  
Middle: Carley Bumbacco, RN, Mayor Shoemaker & Jennifer Harvey, Recreational Therapist from SAH BSO booth,  
Right: Tsha Carroll, Physiotherapist & Heather Koskela, RN from Algoma Geriatric Services booth.*

## High School Career Fairs

On October 26th and November 2nd, May Brooks and Allison Vance respectively joined Christina Jobst and Margaret Gardner for an opportunity to meet with High School students and educate them on the various volunteer opportunities available at SAH including, the Patient and Family Advisory Program.



*In the photo: Christina Jobst, Volunteer Resource Coordinator & Margaret Gardner, Transformation & Partnership Coordinator*

# Patient and Family Advisory Councils (PFACs)

## Algoma District Cancer Program (ADCP) PFAC



*In the photo from left to right: **Samantha Tatasciore, Holly Reynolds, Leidy Cabrera, Sara Thompson (Virtual), Marion Bentley, Rose Zgraja, Robert Rawn (Virtual) and Robert Scott.***

### Council Members:

**Advisors:** Kelly Andresen (Chairs) & Toni-Marie Streicher (Chair), Marion Bentley, Leidy Cabrera, Linda Ricker, Robert Scott, Samantha Tatasciore, Sara Thompson, Rose Zgraja

**Staff:** Mindy Lindstedt, Holly Reynolds, Rob Rawn, Kathleen Weir

**Recognition of previous members:** Roberta Thornton, Pina Paluzzi, Michelle Hunter, Tammy Fetterly

*Acknowledgement of the passing of Linda Lewis, previous Co-Chair*

### Council Engagement & Accomplishments:

- In July 2023, two of our ADCP Advisors collaborated with various ADCP and Northeast Cancer Centre (NECC) stakeholders to develop and create a communication plan for patients and the community regarding the replacement of the current SAH Radiation Treatment Unit.
- Advisor Led Rounding is a practice where patients can speak to peers about their experiences to help leadership make improvements. After the past success of the program in Ambulatory Care, we will be reinitiating the program in ADCP as well as in RENAL over the summer.

- Advisors are also working on identifying possible options to add art to the department to enhance the waiting areas. Art has been shown to improve patient experience and create a more relaxing environment.
- The group continues to review suggestions from the suggestion boxes, discussing and determining possible solutions.
- Advisors assisted in updating the ADCP “New Patient Information Package” to include instructions on how to share a compliment or concern.
- For the first time, Tricia Lesnick, Manager of the Group Health Trust Fund, attended a Council meeting to discuss their upcoming “Check a Boobie – Win a Bunkie” campaign. This campaign aims to generate funds for a new mammography unit and raise awareness, encouraging women to book their screenings. The Council appreciated the importance of the partnership between the two organizations in creating impactful community campaigns. There was a robust discussion during the meeting, allowing everyone to share their feedback, which led to the campaign's tagline being changed to “The Breast Health Bunkie Lottery” with a secondary tagline added: “Book your Mammogram”.

Group Health Centre Trust Fund

Tickets \$25 each

ONLY 12,000 TICKETS AVAILABLE

**DRAW DATE**  
**AUG 28**  
**4:00PM**  
 PLUS TEN \$1,000  
 EARLY BIRD DRAWS

The **Breast Health Bunkie Lottery**  
 Book Your Mammogram

**GRAND PRIZE OPTIONS**

**\$60,000 BUNKIE PACKAGE**  
*Includes*  
 \$20,000 Bunkie Life Rockwood 160  
 + \$40,000 Cash

**OR \$50,000 ALL CASH**

All proceeds go towards the purchase of a **Mammography Unit**

GHC's Diagnostic Imaging Department is home to the **Ontario Breast Screening Program (OBSP)** where over 6,000 mammograms are done annually through self-referral

**HEALTHCENTRELOTTERY.CA**

IN PARTNERSHIP WITH

**BUNKIE LIFE**

SPONSORED BY

**GROUP HEALTH CENTRE & MERRETT'S BIA**  
 A Commitment to Quality  
 Community Healthcare Since 1994

**KISS 100.5** **104.3 COUNTRY** **Global Sports & Media**

LICENCE NO.



## Algoma Regional Renal Program (RENAL) PFAC



*In the photo: In the room, from left to right: **Ryan Walker, Margaret Gardner, Leanne Riley**  
Virtual: **Tannis McMillan, Sherri Duke, Sarah Shea, Carolyn Wytenburg** (Dietetic Learner through the Northern Ontario Dietetic Internship Program) and **Vanessa Grisdale***

### Council Members:

**Advisors:** Vanessa Grisdale (Chair), Sherri Duke, Marci Oliverio, Ryan Walker, Susan Woods, Tannis McMillan (Kidney Foundation)

**Staff:** Mindy Lindstedt, Michelle Rosso, Leanne Riley, Sarah Shea

**Recognition of previous members:** Steve Robinson, Christina Kenny

### Council Engagement & Accomplishments:

While some of our RENAL PFAC members participate in traditional Council work, other members have a different approach to advancing patient and family-centered care.

- In March, we attended a Greyhound Game to promote Kidney Health Month and Organ Donation. Hannah and Sarah Shea from SAH, along with Tannis McMillan and Marci Oliverio, represented Renal PFAC and the Kidney Foundation. DASH, the Greyhound mascot, joined us for a photo and shared that he is a transplant recipient himself!





*“Being involved with the SAH has been a very rewarding experience and I look forward to working with PFAC's for many years to come.” – Sherri Duke, RENAL PFAC*

- Key members Mike Moore and Sarah Shea are pictured here as members of Nephro on the Go!, the Walk team that raised over \$30,000. The grand total raised was just over \$56,000, setting a record for our chapter and making us the 5th highest fundraising city in all of Ontario!



- On World Kidney Day 2023, SAH Renal staff, including Sara Shea and Leanne Riley, as well as Tannis McMillan and Marci Oliverio, attended the lobby of SAH to promote Kidney Health Month and World Kidney Day.

*“It’s been an exciting year connecting with and strengthening relationships with Sault Area Hospital Renal Staff. I feel very fortunate at The Kidney Foundation that I receive their support, knowledge and expertise. This has been a very powerful year, and an unprecedented amount was raised because of the*

*Renal Unit team at last year’s Kidney Walk. It cannot go without saying that the absolute instrumental players in the success of the Kidney Walk goal were patient, donor and fundraiser Mr. Mike Moore, along with Renal Social Worker Sarah Shea.”*  
*Tannis McMillan, The Kidney Foundation Fund Development Officer*

- This year, we purchased new Patient Welcome Bags that will contain all the documents new patients will need for their journey. In the fall of 2024, Council members will assist in reviewing the documents to be included in these bags.



## Emergency Department (ED) PFAC



*In the photo, in person from left to right: **Susan Barbeau, Cathy Nichols, Alexandra Mantha, Vivian DeRosa, Sharon Abrams, Peter Aceti** Virtually on Left Screen: **Rachelle Lambert, Lana Hicks, John LaRochelle** Virtually on Right Screen: **Patricia Ciaschini, Derek Garniss Sr., Grace Akpofure***

### Council Members:

**Advisors:** Peter Aceti, Grace Akpofure, Susan Barbeau, Patricia Ciaschini, Vivian DeRosa, Louis Ferron, Derek Garniss Sr., Lana Hicks, Rachelle Lambert, John LaRochelle, Alexandra Mantha, Sonia McAuley, Laura McConnell, Cathy Nichols, Ani Ramos

**Staff:** Sharon Abrams and Mindy Lindstedt

**Recognition of previous members:** Diane Adams

### Council Engagement & Accomplishments:

- Advisors began the term with personalized tours of the Emergency Department, led by Sharon Abrams. This was greatly beneficial, allowing Advisors to ask questions, understand the layout, and gain insight into the department's inner workings.
- The ED Triage Redesign project is well underway and awaiting funding approval from the Ministry of Health. With the assistance of the Mental Health and Addictions PFAC, Advisors will actively contribute feedback throughout this multi-year project, aiming to create an efficient and safe triage area that ensures infection prevention, control, safety, and smooth patient flow.
- Members of the council formed a group to provide community education about the process from calling 911 to arriving at the ED. Through collaboration between Advisors, communications, and

other community partners, a poster was developed and distributed throughout the community, offering detailed information about each step, from the Central Ambulance Communication Centre to arrival at Sault Area Hospital's Emergency Department.

- The Council received a comprehensive presentation on the Patient & Family Compliment & Complaint Process to better understand its workings. Advisors were very pleased with the process and were encouraged to advocate for it.
- Over the summer, Advisors will work on producing a new Zero Tolerance Violence Poster, which will be displayed in the Emergency Department and eventually throughout the hospital. Additionally, Advisors will investigate alternatives to ensure immunocompromised patients are not placed in the general public waiting room.

*“As a PFAC member for the past 7 years, I’ve really enjoyed being able to advocate for ways to improve healthcare in our community. Being a family advisor has afforded me the opportunity to brainstorm with others who share my passion, and provide feedback to our hospital’s leaders in a way that I feel is invaluable. Seeing the impact our voices can have in driving change and improving care is really fulfilling and I am so grateful for the experience.” Alex Mantha, ED PFAC*

## Mental Health and Addictions (MHA) PFAC



In the photo from left to right: **David Eisbrenner, Tina Bastos, Elsie Ivic (virtual), Stephanie Elwgren, Karen Derochie**

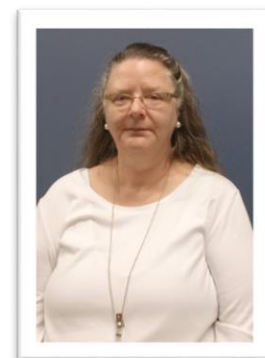
### Council Members:

**Advisors:** David Eisbrenner (Co-Chair) & Stephanie Elwgren (Co-Chair), Ron Ambeault, Linda Barnard, Tina Bastos, Karen Derochie, Alan Elliot, Rachel Marzetti, Alyson McLeod, Patty Nadon-Koro

**Staff:** Lisa Case, Elsie Ivic, Flora Nott, Dr. Curtis Obadan

**Recognition of previous members:** Judy Bentham, May Brooks, Jim Corelli, Lillian McDougall, Dawn Moore,

***“I enjoyed participating and have learned much invaluable information this term.” – Linda Barnard, MHA PFAC***



### Council Engagement & Accomplishments:

- Council had many opportunities to review documents, including:
  - Inpatient Psychiatry Patient Off Unit Pass Policy
  - The Mental Health & Addictions Inpatient Unit Welcome Handbook for Patients
  - Northway Skills Development Toolkit
  - Day Treatment Documents (Referral Form, Triage Form, and Welcome Letter)

- Council members were invited to participate with the ED PFAC members in the ED Triage Redesign project virtual walk-through and provide their feedback to the Project Management group.
- During Council meetings, as well as through individual ad-hoc requests, work was done on the Crisis Services Pathway process improvement project.
- Council received a presentation on the Sexual Assault Care Centre/Partner Assault Clinic to better understand the processes and services available to patients.



*“As a patient care manager in the Addiction Services portfolio working with the Mental Health Patient Family Advisory Committee has been super awesome! What a dedicated and passionate group we have investing countless hours helping us get to Northway. Specifically working alongside to help me improve services such as the time spent during accreditation to prepare our staff, mapping out process such as the time they spent walking the pathway of a client's experience accessing services from the*

*Emergency to Withdrawal Management, to reviewing numerous standards of care to get us ready for our transition to Northway, and last but not least actively participating in a significant number of nurse practitioner interviews. This collaboration has significantly enhanced my work from a quality perspective, consistently placing the client's experience at the forefront of care.” – Elsie Ivic, Addictions Services Patient Care Manager*

## Sault Area Hospital-Wide Corporate (SAH) PFAC



In the photo from left to right: **Peggy Storey** (virtual), **Shelli Ubriaco** (virtual), **Allison Vance**, **Peggy Jo Duggan** (virtual) **Katie Malone**

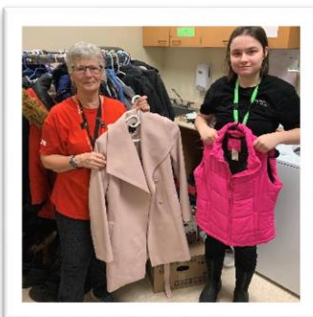
### Council Members:

**Advisors:** Allison Vance (Chair), Maria Amador, Donelda Chartrand, Patti Jo Duggan, Christine DuRocher, Dominique Ninnes, Kaija Sillanpaa, Peggy Storey, Roberta Thornton, Shelli Ubriaco

**Staff:** Shauna Hynna, Monique Kevill, Katie Malone, Lee Marcoux

**Recognition of previous members:** Allan McDonald, Carol Kennedy, Gail Disano, Rebecca Keown, Abigail Obenchain, Brett Corbiere, Ingrid Atkinson, Karen Gillgrass

### Council Engagement & Accomplishments:



*Linda Hogan, SAH Volunteer & Ally Kowalyk, Project SEARCH Student showcasing items donated to the Community Closet.*

- The Community Closet is up and running with a great supply of seasonal clothing, thanks to the invaluable help from our SAH Volunteers. In April 2022, this Council initiated the project as a donation program aimed at enriching the lives of patients and their families and enhancing the patient experience. This initiative has since evolved into the Community Closet, nestled within the heart of 1C, which now caters to all patients in need of seasonally appropriate clothing upon discharge, irrespective of department or stay duration. As Linda Bernard, Patient and Family Advisor and volunteer, rightly observes, "It's good to have clothing there for them if they need it, for the whole hospital."
- The Patient, Family and Caregiver Declaration of Values originated from this council and had been a work in progress for many years. Now that these Values have been officially launched, the next steps are to fully embed them within the organizations, complementing our iCcare Values in all the work we do.

- The “Doing Death Better” initiative that was original proposed by an Advisors with the intent to help provide increased compassion and support for those who’ve experienced loss at SAH. The project has seen some “quick wins” with the development of Compassionate Care Passes (visitor parking pass for the family member who experienced the loss) as well as condolence cards so that staff have something on hand to acknowledge the patient’s family. Next steps will see this become a lean yellow belt process improvement project to determine what can be done with staff and patients and families to improve the experience.



*“The voice of the customer - in our case the voice of the patient or family member is the key to providing exceptional service and in our case that mean outstanding care.” - Shauna Hynna, VP of People, Planning and Partnership*

## Resource Pool – Advisors who do not sit on a Council

### How We Engage our 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.



## Ad-Hoc Engagement

### 1. Leadership Interviews (17)

### 2. Working Groups

- a. Patient, Family & Caregiver Declaration of Values
- b. Accreditation Follow-Up
- c. Radiation Bunker Patient & Community Communication Plan
- d. Patient Access to Health Information
- e. Inpatient Geriatric Consult Team
- f. Advisor Led Rounding
- g. PFA Report Out Planning
- h. Supporting Caregivers at SAH
- i. Community Geriatric Rehab Services
- j. Doing Death Better

### 3. Process Improvement Projects

- a. Crisis Service Pathway
- b. Expired Health Card
- c. Experiencing Early Loss in ED

### 4. Seamless MD: Remote Care Monitoring Projects

- a. Prostatectomy Surgery
- b. Congestive Heart Failure (CHF) and Chronic obstructive pulmonary disease (COPD)
- c. Prenatal & Postnatal Care

### 5. Council & Committee Recruitment

- a. Radiation Committee
- b. Post Acute Governance Committee
- c. District Cancer Quality Care Council
- d. SAH Quality Committee of the Board

### 6. Document Review

- a. Cuddle Program Patient Information
- b. Masking Policy
- c. Inpatient Psychiatry Patient Pass Policy
- d. Medical Student Information Night Communications
- e. Nasogastric Tube Patient Information

### 7. Events

- a. Recruitment Fairs (Garden River, Sault College & Algoma University)
- b. High School Career Fair
- c. Celebrating our Caring Community
- d. Patient, Family & Caregiver Declaration of Values Unveiling

## 8. Training Sessions

- a. PFA Mentor Training
- b. PFA Orientation
- c. Indigenous Cultural Sensitivity Training
- d. Mental Health First Aid Training
- e. Leadership Interview Panel Training

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



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

## SAH Committee Membership

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

- Accessibility
- Algoma District Cancer Quality Care Council
- Antimicrobial Stewardship
- Diversity, Equity, and Inclusion (DEI)
- Emergency Measures
- Ethics
- Infection, Prevention and Control
- Joint Health and Safety
- Operations
- Post Acute Governance
- Quality Improvement Planning
- Radiation Safety
- SAH Quality Committee of the Board
- Senior Friendly Care Quality Council

*If your committee is looking for a Patient & Family Advisor, please complete our ad-hoc form (linked above).*