



Sault Area Hospital

## **Patient & Family Advisory Program**

End of Term Report Out

2022-23

**Transformation and Partnerships**

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## Overview

This report serves to highlight the work of the Patient and Family Advisory (PFA) Program over the 2022-23 term.

## Recruitment

Over the course of the summer, the PFA Program was able to complete recruitment efforts to expand and broaden our representation of the patient and family perspective. Recruitment efforts included media releases, social media posts, active recruitment on-site, and attendance at the Garden River Health Fair.

Through these efforts, we were able to successfully recruit 12 new advisors to the program, both to our resource pool and our Patient and Family Advisory Councils (PFAC).

- Denise Santana
- Maria Amador
- Diane Adams
- Leidy Cabrera
- Allison Vance
- Brett Corbiere
- Laura McConnell
- Karen Derochie
- Rose Zgraja
- Ana (Ani) Ramos
- Toni Marie-Streicher
- Patty Nadon-Koro
- Martin Wyant

Applications to the PFA Program are open year round but active recruitment will begin again during the summer of 2023.

## Back To PFAC

To welcome our new advisors and re-orient our current advisors to the Patient and Family Advisory Councils, a “Back to PFAC” session was held in September.

The session included reorientation to the role of an advisor and program evaluation results from the previous term. This allowed for a highlight of achievements and of improvement. There was also a strong focus on the 2022-25 SAH Strategic Plan and goal setting for the year to ensure alignment.

## Project Spotlights

### Leadership Interview Panel Training

- Led by Olivia Johnson, Human Resources Consultant
- 15 advisors were able to attend Leadership Interview Panel training. This training outlined the SAH interview process as well as expectations for advisors sitting on leadership interview panels.

## Physician Recruitment and Retention

- Advisors have had the opportunity to learn more about the internal processes of the physician recruitment and retention office. There is a strong advocacy for enhanced resources to facilitate further recruitment efforts to Algoma.
- Advisors have continued to research other success stories and practices in other regions to advocate for further resources to the organization.

## Coffee Chats w/ Ila Watson

- President and CEO of Sault Area Hospital, Ila Watson, has hosted quarterly open forums with patient and family advisors to share current highlights and challenges faced by the organization. Advisors are able to openly share their concerns and feedback.

## 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, Roberta Thornton, Kathleen Weir*

**Recent Additions:** *Marion Bentley, Leidy Cabrera, Toni-Marie Streicher, Sara Thompson, Rose Zgraja*

#### Recent Achievements:

- In the fall, advisors were able to participate in clinic tours, facilitated by Kathleen Weir, interim Patient Care Manager, in order to identify opportunities to improve the patient experience.
- Posters were brought in to help give the waiting rooms a refresh and help revitalize the space.
- Patient activity sheets were developed to enhance the waiting experience.
- Thanks to advisor suggestions, there are going to be improvements made to the bulletin board to make it a more useful and eye-catching place to get information relevant to patients and visitors.
- Advisors had the opportunity to complete mock tracing exercises in the department to help staff prepare for the Accreditation survey which occurred on-site in April 2023.

#### What's Next?

- Advisor Led Rounding is a practice where patients can speak to peers about their experience to help leadership make improvements, and after successful runs in Ambulatory Care, it is going to be happening in ADCP over the course of the summer as a trial project.
- Advisors are working to identify local artists who may be able to contribute to the clinic to enhance the waiting areas. Art has been shown to improve patient experience and create a more relaxing environment.
- Advisors will be participating in a project to help plan for the replacement of the Linear Accelerator in the Radiation bunker.

## Algoma Regional Renal Program (ARRP) PFAC

### Who's Here:

**Co-Chairs:** Michelle Rosso

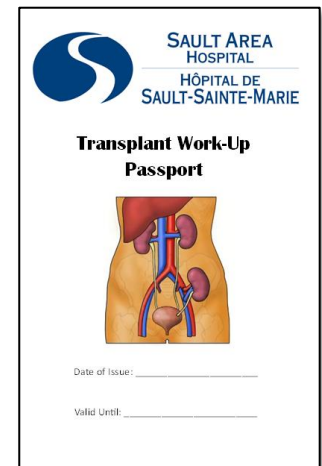
**Members:** Ryan Walker, Vanessa Grisdale, Susan Woods, Tami Nicholas, Mindy Lindstedt, Marci Oliverio, Tannis McMillan (Kidney Foundation)

**Recent Additions:** Maria Amador, Christina Kenny, Steve Robinson

**Recent Goodbyes:** Holly Davis, Paula Thompson

### Recent Achievements:

- Advisors were able to collect suggestions from both patients and staff while on the unit. This resulted in a number of changes in the department. These changes included safety improvements, enhanced communications, and development of patient education.
- Transplant passports were developed to provide patients and families with a centralized document to provide them with an easier way to keep track of their transplant journey.
- Patient welcome bags are in the process of being rejuvenated, recently donations were received from Rome's Independent Grocer and the Huron Superior Catholic District School Board.
- Patient information sheets about pain management, peritoneal dialysis, and catheter insertion were reviewed with the group.



### What's Next?

- The council will be focusing on recruitment to have more voices at the table to bring new ideas forward.

## Emergency Department PFAC

### Who's Here:

**Co-Chairs:** Laura McConnell & Sharon Abrams

**Members:** Louis Ferron, Don Calvert, Alexandra Mantha, Mindy Lindstedt, Derek Garniss Sr., Vivian DeRosa, Tracey DeVuono, Patricia Ciaschini

**Recent Additions:** Diane Adams, Joe Corbiere, Lana Hicks, John LaRochelle, Sonia McAuley, Ani Ramos

**Recent Goodbyes:** Dominique Ninnes, Mary Petrocco, Peggy Storey-Inkster

### Recent Achievements:

- While the organization searches for a new vendor to distribute the Patient Experience survey, an interim process has been developed to collect information internally. The interim Patient Experience Survey was reviewed by the ED PFAC to determine the content and length of the survey to help gain more valuable data to assist the organization in improving the patient experience.

- Members of the council came together to form a group to provide Community Education about the process from calling 911 to arriving in the ED. With consultation between advisors, communications, and other community partners, a social media campaign was launched that provided information for the public about every step from the people who work at the Central Ambulance Communication Centre to arriving in Emergency at Sault Area Hospital.

### What's Next?

- There is a project underway to redesign the ED Triage area. Advisors are actively contributing to the preliminary work to build an efficient and safe triage area, completing a risk assessment to consider aspects as infection prevention & control, safety, and patient flow.
- Advocacy for the development and implementation of a patient discharge summary continues to provide patients and families with printed next steps to reduce readmission to the department.
- Continued advocacy for the return of visitors to the emergency department as well as volunteers in the area to enhance the patient experience.

## Mental Health and Addictions PFAC

### Who's Here:

**Co-Chairs:** *Jim Corelli & Stephanie Whalen*

**Members:** *Lillian McDougall, Dawn Moore, Lisa Case, May Brooks, Alan Elliot, Wahnita Lato, Flora Nott, Dr. Curtis Obadan, Ron Ambeault*

**Recent Additions:** *Tina Bastos, Judy Bentham, Karen Derochie, Alyson McLeod, Denise Santana, Elsie Ivic*

**Recent Goodbyes:** *Shannen Scott, Katherine George, Olivia Mitchell*

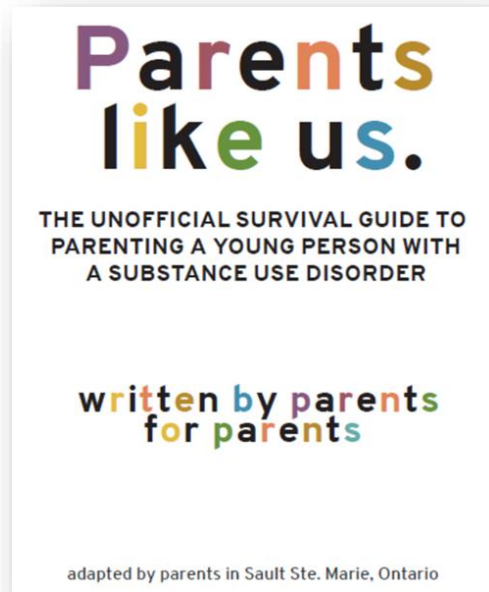
### Recent Achievements:

- In December, the council was able to hold an in-person event offsite for the first time in years. It was a great opportunity for advisors and staff to network and learn more about the current work in the portfolio.
- The Parents Like Us Handbook was developed with the input from advisors to help families who are navigating substance abuse. After review, the handbook is complete and ready for distribution.
- Advisors are currently reviewing and discussing Standard Operating Procedures for Addictions Services to ensure that roles are clearly defined and the expectations of the patients, families and caregivers are met with operation of the new Withdrawal Management facility.
- Advisors continue to support the planning and execution of the Withdrawal Management Facility while the construction continues at the new Old Garden River Road location.
- The storage lockers for in-patient belongings have been replaced with a new system to improve organization and safety of the area.



## What's Next?

- Advisors are working to create a staff orientation video that will provide new staff at SAH with information about, among other topics, psychological health and safety in the workplace.



## SAH Corporate PFAC

### Who's Here:

**Co-Chairs:** *Rebecca Keown & Allison Vance*

**Members:** *Allan McDonald, Carol Kennedy, Gail Disano, Donelda Chartrand, Shauna Hynna, Monique Kevill, Lee Marcoux, Abigail Obenchain, Shelli Ubriaco, Ingrid Atkinson, Karen Gillgrass*

**Recent Additions:** *Brett Corbiere, Christine DuRocher, Dominique Ninnés*

### Recent Achievements:

- An initiative from the council to provide Get Well cards for inpatients who may not have friends or family able to visit was very successful. A number of students from local schools created cards to be given to patients at SAH, with more to come.
- The council has expressed interest in nursing recruitment and retention efforts by SAH. The initial draft of the recruitment and retention strategy was brought to the council for feedback and suggestions. Many positive ideas and suggestions were made to try and improve a challenging area of healthcare.
- SAH leadership reviewed and revised the visitor policy with PFAC advisors to offer their own suggestions to help improve the patient experience.
- The PFAC gratitude program has continued to recognize various department on a monthly basis. Each month, a new poster is created with messages of support and gratitude from our advisors to let them know their work is noticed.





## What's Next?

- The SAH PFAC has been working on creating an SAH Donation Program to provide requested goods for patients staying at the hospital. The group will be launching the program further in the year.
- Work continues to promote the Ministry of Health's Patient, Family and Caregiver Declaration of Values. A learning module has been created for staff based on suggestions from advisors. There is still work being done in regards to communicating these values within the hospital, as well as finalizing a physical installation that showing Sault Area Hospital's commitment to upholding them.

## Resource Pool

### 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](#)

### 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***

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

## Ad Hoc Engagement

1. Diagnostic Imaging Patient Education – LEAN Yellow Belt project team member
2. Accreditation Team Participation
  - a. Mental Health and Addictions
  - b. Intensive Care Unit (ICU)
  - c. Medical 3C
  - d. Ambulatory Care
  - e. Cardiology
3. Patient Communication for Emergency services from 911 to Emergency Department
4. Leadership Interview (20)
5. Indigenous Cultural Sensitivity Training
6. OB/GYN Task Group Participation
7. Renal Program Patient Education
8. Rehab Welcome Booklets – Patient and Families – Document Review
9. Emergency Services – 911 to Triage
10. Algoma Ontario Health Team – MHA Planning Session
11. Housing Navigation and Enhanced Crisis Supports
12. Patient Belongings in In Patient Mental Health
13. Mental Health First Aid Training
14. Mental Health and Addictions – Standards of Care – Working Group
15. Rehab Care Alliance Gap Analysis – Working Group
16. Document Management Working Group
17. NICU Baby Cuddler Program – Working Group
18. Medication Management Patient Education – Working Group
19. Process Mapping – Addiction Services
20. Collaborative Practice Award selection panel
21. Senior Friendly Care Quality Council