

2020

Patient and Family Advisory Council

PFAC ANNUAL REPORT



“ On behalf of Barry’s Bay and Area Senior Citizens Home Support Services (BBAHS) I want to thank members of PFAC for their willingness to integrate BBAHS services as part of their advisory role. Patient and Family engagement is very important in our goal to provide person-centered services.



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PFAC Members

Public Members (Volunteers)

Margaret Bodkin	Patient & Family Advisory Member	(Killaloe/Hagarty Richards)
Heather Caloren	Patient & Family Advisory Member	(South Algonquin)
Dorothy Corbeil	Patient & Family Advisory Member	(North Algona/Wilberforce)
Dan Harrington	Patient & Family Advisory Member	(Killaloe/Hagarty Richards)
Merita Etmanskie	Patient & Family Advisory Member	(Madawaska Valley)
Lorraine Finn	Patient & Family Advisory Member /SFMH Auxiliary President	(Madawaska Valley)
Pat Foran	Patient & Family Advisory Member	(Killaloe/Hagarty Richards)
Ann Lepine	Patient & Family Advisory Member	(Killaloe/Hagarty Richards)
Karen Schimansky	Patient & Family Advisory Member	(Killaloe/Hagarty Richards)

Staff Members

Greg McLeod	Chief Operating Officer
Mary-Ellen Harris	Chair, Director of Patient Care
Joanne King	CEO, Barry's Bay & Area Home Support
Lisa Hubers	Executive Director, MV Hospice Palliative Care



“As a volunteer, being part of the PFAC committee had been a great opportunity for positive and constructive discussions about the inner workings and needs of a hospital for the betterment of patients.”

About the Patient and Family Advisory Council

As experts in Patient and Family experiences, the volunteer Public Members of the Patient and Family Advisory Council (PFAC) are in the best position to provide recommendations on improving the planning, delivery and evaluation of care services within the framework of Patient and Family Centred Care. Their insights, recommendations and advice help to inform programs and practices aimed at improving the patient experience and advancing person-centred care provided.

Advisors are consulted and involved in matters where the input of patients and their families is valued. Members advise on behalf of all patients and families. They work together to think through challenging issues and suggest potential resolutions.

The SFMH Patient and Family Advisory Council comprised of members of the public who are volunteers and staff of the three partner agencies, is dedicated to:

- improving quality, safety and the healthcare experience of patients and their caregivers;
- making sure programs and policies reflect patient needs; and
- Improving how patients and their caregiver's access understand and use information and services to make healthcare decisions.

What Do Patient Family Advisors Do?

- They provide recommendations on the identification of health care needs and gaps;
- They provide input on policy and program development which impact service delivery to patients and families;
- They review and comment on new or revised materials developed by the three partner agencies, including educational and informational materials, forms, policies and procedures;
- They contribute to the understanding and improvement of the patient and family experience;
- They assist in reviewing and providing feedback on patient satisfaction;
- They promote improved partnerships between patients, families, staff and physicians;
- They participate in education regarding patient and family centred care;
- They participate in hospital committee work; and
- They work on short-term projects.

The Patient and Family Advisory Council is made up of the following members:

Public Members (volunteers):

A minimum of four and a maximum of ten members of the public served by the three partner agencies. These members represent the patient demographics who receive care at SFMH and RVCHC.

Staff Members:

- The Chief Operating Officer or designate
- The Director of Patient Care Services, who acts as Chair.

It is a pleasure serving with these inspiring committee members who are dedicated to quality healthcare for their communities.

Benefits of a Patient and Family Advisory Council...

For the Healthcare Organizations:

- Provide an effective mechanism for receiving and responding to consumer input.
- Result in more efficient planning to ensure that services really meet consumer needs and priorities. Lead to increased understanding and cooperation between patients, families and staff.
- Promote respectful, effective partnerships between patients, families and clinicians. Transform the culture toward patient-centred care.
- Develop programs and policies which are relevant to patients' and families' needs.
- Strengthen community relations.
- Recognize that collaboration with their providers through patient-centred care leads to better self-management of chronic conditions and improved adherence to medication regimens.

For Patients and Families:

- Gain a better understanding of the healthcare system.
- Appreciate being listened to and having their opinions valued.
- Become advocates for the patient and family-centred healthcare in their community.
- Understand how to become an active participant in their own healthcare.
- Develop close relationships with other members on the council.
- Provide an opportunity to learn new skills (facilitating groups, listening skills, telling their story)

“ I feel privileged to help in anyway possible, the SFMH staff and administration in improving the healthcare experiences of patients. We are fortunate to have such a dedicated group of volunteers on the PFAC who try to improve patient's and caregiver's access to information and services at the hospital. ”

“ I have enjoyed my fairly new role as a PFAC member. Learning more about how our community health care services work has been very interesting. With input from different sectors, our goal is to try to make sure they meet the needs of our community. It is very fulfilling work. ”

Accomplishments In 2020

Numbers of meetings held virtually during the year: 6

Activities/Accomplishments During 2020:

- Representatives attended and reported on Care Team meetings, hospital Quality Risk and Safety meetings and Regional Patient and Family Advisory Sub-Committee. The Regional PFAC provides the Champlain Regional Integrated Services Planning Committee (CRISP) with feedback on its plans from the perspective of the patient and family communities throughout the region.

Policies/Documents Reviewed:

- Review of SFMH Accessibility Plan.
- Reviewed the documents relating to SFMH's participation with the Trillium Gift of Life Network.
- Reviewed the documents provide by the Renfrew County and District Health Unit in regards to vaping.
- Reviewed the document from Trillium Gift of Life regarding restoring organ and tissue donation volumes subsequent to COVID-19.
- Reviewed documents in regards to the Regional Support for COVID-19.
- Received information and documents on the transition from Health Links to Integrated Care.
- Reviewed the Health Equity Charter used by Rainbow Valley Community Health Centre and the hospital.
- The Council reviewed the Strategic Planning process of Barry's Bay and Area Senior's Home Support and Madawaska Valley Hospice Palliative Care and contributed to the SWOT analysis.
- A PFAC representative is participating in the Strategic Planning process.
- Participated in the process to prepare for hospital accreditation in December 2021.
- Reviewed the hospital Patient Rights and Responsibilities document; recommended that the hospital webmaster make the document easier to find on the website.

Documents Developed/Reviewed:

- Provided feedback and revision suggestions to the Inpatient Satisfaction Survey
- Provided feedback and revision suggestions to the patient White Boards.

“Even after several years, I'm still excited and enthusiastic about being on the PFAC, helping the hospital - and now Barry's Bay and Area Home Support and Madawaska Valley Hospice Palliative Care - provide good care for me, my friends and family.”

Accomplishments Continued...

Other:

- The 2019 PFAC Annual Report was developed for the hospital AGM.
- Received ongoing updates on Epic.
- Received information on the development of the Dental Suite for the use of low-income seniors who qualify for subsidized dental care; received ongoing updates on this program.
- Received information about the expansion of the hours of operation of Rainbow Valley Community Health Centre to that of full time.
- Received information on the progress of the redevelopment of the Emergency Department.
- Received information on the training, in conjunction with Madawaska Valley Hospice Palliative Care, of staff in the early identification of patients requiring palliative care.
- Agreed to open up PFAC to the participation of Madawaska Valley Hospice Palliative Care and Barry's Bay and Area Home support.
- Provided feedback on the pillows and cases in the hospital, with suggestions for improvement.
- Provided suggestions on the development of a short-term palliative care room for the hospital.
- Provided suggestions regarding the opening up of the hospital to visitors, post COVID-19 shut-down.
- Received ongoing updates about hospital, regional and provincial response to COVID-19.
- Received information about a patient who had an unfortunate experience when screened at the hospital; provided feedback on changes made to the process.
- Provided feedback and participated in discussion about the opening up of the hospital to visitors during COVID-19.
- Sent "farewell" greetings to outgoing hospital CEO Randy Penney on his retirement.
- Received updated information on the expanded model of care between Madawaska Valley Hospice Palliative Care and the hospital.
- Received information on the Mission, Vision and Values statement shared by Madawaska Valley Hospice Palliative Care and Barry's Bay and Area Home Support.
- Received information about the new regional program supporting real-time mental health care in rural hospitals' emergency departments by The Ottawa Hospital, Children's Hospital of Eastern Ontario and the Royal Ottawa Hospital.
- Received information regarding the Emergency Room Mentorship Binder.
- Provided input on staff newsletter.
- Received updates regarding hospital capital equipment needs.
- Reviewed the Patient Ombudsman Report regarding the experiences of Long-Term Care Home residents, caregivers and staff during the first wave of Covid-19 in Ontario.
- Received ongoing updates to the hospital's COVID-19 response.
- Received update on the hospital's participation in the administration of the COVID-19 vaccine.

I am so proud of our group in the PFAC putting in the time and doing an outstanding job throughout this pandemic.

SFMH Patient and Family Advisory Council

A Message from the Council Public Members

2020 was a challenging year for everyone, including our Patient and Family Advisory Council (PFAC). The pandemic affected our meetings and activities because the hospital was busy in their responses to the COVID-19 virus. After a hiatus, while the hospital implemented new COVID-related policies and procedures, our meetings resumed. We met first by phone and then via Microsoft Teams. We met a total of six times during the year and between meetings we received information via emails. We were still connected and contributing to the hospital's activities even during this stressful time.

One of the biggest changes in our PFAC came about when we voted to accept input and participation from not only the hospital but also the *Barry's Bay and Area Senior Citizens Home Support Services* (BBASHS) and the *Madawaska Valley Hospice Palliative Care* (MVHPC). Administrative staff from both these agencies now sit on PFAC, and the revision of the Terms of Reference to acknowledge the inclusion of these agencies is underway.

In order to work collaboratively in the response to the pandemic, the senior administrators of the eighteen hospitals in the Champlain Region formed the *Champlain Regional Integrated Services Planning Committee* (CRISP). This group wanted public input into any new initiatives they were developing, and a Regional Patient and Family Advisory Council was formed. Representatives from all eighteen hospitals' PFACs were invited to participate, including St Francis Memorial Hospital. One of our PFAC members met bi-weekly, at the call of CRISP, to comment on and give feedback to the draft COVID-19 initiatives presented to us. These activities were reported back to our PFAC for information.

We are thankful that, even when the hospital, BBASHS and MVHPC were under the stress of responding to the pandemic, the public members of PFAC were continuously informed, involved and included in their operations. As can be seen in the PFAC Public Members' own words, we remain a group committed to improving the health and social care that is provided to us, our families, our friends and our neighbours.

“ As my years with the PFAC Committee lengthen I continue to be very interested in the matters brought to us for attention. Not only do I gain personal satisfaction from the input I am able to make and the things I learn along the way, but I greatly admire the dedication of other members as we all work together to assure that patients and families in our jurisdiction may access the highest possible level of care and attention with relative ease. Of particular interest is the recent addition of representation to PFAC from two other care organizations that are crucial for the establishing of fully integrated health care services in our community

“ As a Valley boy I have always thought that what our area lacks in economic strength we more than make it up in great human capital. We Valley folks are intelligent, enthusiastic, friendly and community minded. Lack of volunteers has never been an issue on any committee I have been part of over the years. PFAC embodies all these characteristics, and it is a privilege to be part of this great committee.