



2023

PATIENT & FAMILY
ADVISORY COUNCIL

PFAC ANNUAL REPORT

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Members of the Patient & Family Advisory Council



Public Members (Volunteers)



Ann Lepine
Patient & Family Advisory Member
Killaloe/Hagarty & Richards



Lorraine Bowes McRae
Patient & Family Advisory Member
North Algona/Wilberforce



Merita Etmanskie
Patient & Family Advisory Member
Madawaska Valley



Dorothy Corbeil (Co-Chair)
Patient & Family Advisory Member
North Algona/Wilberforce



Margaret Bodkin
Patient & Family Advisory Member
Killaloe/Hagarty & Richards



William Kloosterman
Patient & Family Advisory Member
Madawaska Valley



Caroline Mallany
Patient & Family Advisory Member
Madawaska Valley

Staff Members



Greg McLeod
Chief Operating Officer,
St. Francis Memorial Hospital



Joanne King
Chief Executive Officer,
Barry's Bay & Area Home Support



Mary-Ellen Harris (Chair)
Director of Patient Care Services,
St. Francis Memorial Hospital



Lisa Hubers
Executive Director,
MV Hospice Palliative Care



Wendy Vlastic
(CQI Member – resigned June 2023)
Patient & Family Advisory
Member
Madawaska Valley



Julie Clarke
(CQI Member – began June 2023)
Patient & Family Advisory Member &
Board Member
Madawaska Valley

About the Patient & 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 Family and Caregiver Centred Care. Their insights, recommendations and advice help to inform programs and practices aimed at improving the patient experience and advancing person-centred care.

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.
- Improving how patients and their caregivers' access understand and use information and services to make healthcare decisions.

What Do Patient and Family Advisors Do?

They:

- Provide recommendations on the identification of health care needs and gaps.
- Provide input on policy and program development which impact service delivery to patients & families.
- Review and comment on new or revised materials developed by the three partner agencies, including educational and informational materials, forms, policies, and procedures.
- Contribute to the understanding and improvement of the patient and family experience.
- Assist in reviewing and providing feedback on patient satisfaction.
- Promote improved partnerships between patients, families, staff, and physicians.
- Participate in education regarding patient and family centred care.
- Participate in hospital committee work.
- 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 St. Francis Memorial Hospital (SFMH), Rainbow Valley Community Health Centre (RVCHC), Madawaska Valley Hospice Palliative Care (MVHPC), and Barry's Bay & Area Home Support (BBAHS).

Staff Members:

- The Chief Operating Officer or designate
- The V.P. of Patient Care Services, who acts as Co-Chair
- The Chief Executive Officer of BBAHS
- The Executive Director of MVHPC
- A Board member on the CQI Committee

Benefits of a Patient & 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).



Accomplishments in 2023



Activities/Accomplishments:

- The council enjoyed moving back to in-person meetings in 2023 and will continue to offer a hybrid model of virtual and in person meetings to support council engagement.
- The council continues to provide representation to the following committees.
 - SFMH Care Team Committee; written reports to PFAC were provided.
 - SFMH Quality Risk and Safety Committee; written reports to PFAC were provided.
 - SFMH Hospital Infection Prevention and Control Committee; written reports to PFAC were provided.
- In addition, two members attend the Patient, Family and Caregiver Network with the Ottawa Valley Ontario Health Team,
 - one member attends the Communications Enabler Group and the other attends the Finance and Sustainability Enabler Group.
- Joanne King continues as Co-Chair of the Ottawa Valley Ontario Health Team, and she provides ongoing updates to the council.
- In 2023 the new Regional Ethics Committee was established, and council members are invited to attend the education sessions.

Accomplishments in 2023 Continued...



- The council received a presentation from guest, Jessica Chapman from Trillium Gift of Life Network (TGLN). The purpose of the presentation was to update the council on organ donation in our region and province.
- The Smudging Ceremony policy revisions were reviewed and supported by the council.
- The council received information on Bill 7 legislation, pertaining to patients deemed ALC (alternate level of care) and the requirement of patients/families to list 5 long-term care facilities as potential care residences.
- Each year, the council reviews the Quality Improvement Plan (QIP) and provides feedback.
- The council received the new pain policy. The policy provides consistency and standardization for pain care.
- The Council reviewed the Ontario Patient Engagement Framework.
- The PFAC Terms of Reference were reviewed and revised.
- The 2022 Annual Report was developed.
- The Ontario Naloxone Program was presented to the council for information purposes.
 - The program allows eligible organizations to provide Naloxone kits to patients or family and friends of patients who are at risk of overdoses.

Accomplishments in 2023

Continued ...



- Work continues to expand the available patient education handouts. In response to patient feedback, the care team is working hard to ensure patients/families are receiving education to their diagnosis.
- A presentation of new unique functions of MYCHART information was received. The council continues to be involved in the ongoing enhancement of this resource to patients and families.
- Joanne King provided an update on the Palliative Assisted Living (PAL) pilot project. PFAC provided a support letter for the continuation of the PAL project.
- Madawaska Valley Hospice Palliative Care informed the committee that Hospice/Palliative received funding to provide compassionate community champion program. This program supports care for rural areas that require more help.

Other:

- The Council continues to receive ongoing updates and provided feedback on the Emergency Department redevelopment project.
- The Council received information about the new Barry's Bay & Area Home Support Facebook Page and were encouraged to 'like' the page.
- Two members resigned, and three members joined.
- The Council heard about the BBAHS project "Aging Well at Home" which provides assistance to the aging population to help them stay in their homes.

A Message from the Council Public Members



The PFAC representatives on the hospital's Care Team, Quality Risk and Safety, and the Infection Prevention and Control Committees continued to meet regularly and report back to PFAC with the activities taking place. A PFAC member also sits on the Continuous Quality Improvement Committee. As representative of patients, families, and caregivers, we are very well heard and vital to the work of these committees.

PFAC members are also participating in work related to the Ottawa Valley Ontario Health Team (OVOHT). PFAC participation is essential for these projects to ensure the patient, family and caregiver voice is considered.

In 2023, council experienced changes in membership. Council member Margaret Bodkin resigned, and council member Wendy Vlasic moved to the Governance Committee on the SFMH Board and Board member Julie Clarke joined PFAC Council in her place. We are so grateful for Margaret's and Wendy's contributions and involvement on the PFAC council. Co-chair Mary Ellen Harris, Director of Patient Care Services at Renfrew Victoria Hospital. Council wishes her well in her new role and welcomes Sherri Cope, the new V.P. Patient Services and Chief Nursing Executive to council in 2024. From our community we welcomed new members, William Kloosterman, of Barry's Bay and Caroline Mallany, of Barry's Bay.

It is with great sadness that we said goodbye to council member and co-chair Dorothy Corbeil. Dorothy was a valued and long-standing member to the council. We honour all the great contributions and work she provided to support patient and family engagement in their healthcare.

Overall, the activities of PFAC were exceptional and have helped improve the patient, family, and caregiver experience locally. We continue to be grateful of the staff members on PFAC for their support. Here is to another great year!