



PATIENT & FAMILY ADVISORY COUNCIL

ANNUAL REPORT 2024

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MEMBERS OF PFAC

PUBLIC MEMBERS (VOLUNTEERS)



ANN LEPINE
PFAC MEMBER
KILLALOE HAGARTY & RICHARDS



LORRAINE BOWES MCRAE
PFAC MEMBER
NORTH ALGONA WILBERFORCE



MERITA ETMANSKIE
PFAC MEMBER
MADAWASKA VALLEY



WILLIAM KLOOSTERMAN
PFAC MEMBER
MADAWASKA VALLEY



CAROLINE MALLANY
PFAC MEMBER
MADAWASKA VALLEY



JAN VREEKER
PFAC 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



SHERRI COPE - CHAIR
VP OF PATIENT CARE SERVICES
ST. FRANCIS MEMORIAL HOSPITAL



JULIE CLARKE
(CQI MEMBER)
PFAC 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 & 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 VP 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 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:

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ACCOMPLISHMENTS OF 2024

- The council continued to meet in-person for the meetings. Encouraged members to attend in-person to support council engagement.
- The council welcomed Sherri Cope, Vice President of Patient Care Services/Chief Nursing Executive as the new chair in April of 2024.
- Council members went on a tour of the hospital to become familiar with the various departments, services offered and spaces at SFMH.
- Annual review of the PFAC Terms of Reference.
- 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 2023 the new Regional Ethics Committee was established, and council members are invited to attend the education sessions.
- Ongoing recruitment for new PFAC members.
- Development of a simplified Patient Rights and Responsibilities document. This will be shared with patients and available in common areas (see page 9). MV Hospice and BBAHS also implemented this document.
- The Bed Management Protocol policy revisions were reviewed and supported by the council.
- Each year, the council reviews the Quality Improvement Plan (QIP) and provides feedback.
- The 2023 PFAC Annual Report was developed.
- The Council continues to receive ongoing updates and provided feedback on the Emergency Department redevelopment project.
- The Council continues to receive ongoing updates and information around Accreditation preparation.
- The Council continues to receive ongoing updates and information around the Best Practice Spotlight Organization project.

A MESSAGE FROM THE PUBLIC COUNCIL 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 representatives 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 2024, council experienced changes in membership. Council member Lorraine Bowes McRae resigned. We are so grateful for Lorraine's contributions and involvement on the PFAC council. Co-chair Mary Ellen Harris, Director of Patient Care announced she would be accepting the role of V.P. of Patient Care Services at Renfrew Victoria Hospital. Council wishes her well in her new role and welcomes Sherri Cope, the new VP of Patient Care Services and Chief Nursing Executive to council in April 2024. From our community we welcomed new member, Jan Vreeker, of Barry's Bay.

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

A MESSAGE FROM THE SENIOR MANAGEMENT TEAM AT SFMH

On behalf of the physicians, staff and patients of St. Francis Memorial Hospital and Rainbow Valley CHC, we are ever appreciative of the dedication of the PFAC members. Their guidance supports the evolution of an inclusive and patient centred health system. Thank you for your time, commitment and effort to bettering the lives of the patients and families of our community.

*-Greg McLeod, Chief Operating Officer and Sherri Cope,
VP Of Patient Care Services & Chief Nursing Executive*

Patient Rights and Responsibilities



As a patient, I have the right to:



Respectful Care



Be Involved



Communication



Choices



Confidentiality



Quality & Safety

As a patient, I have the responsibility to:



Be Respectful



Communicate



Participate



For more information, please visit our website at <https://www.sfmhosp.com/> or scan the QR code

