



2022

PATIENT & FAMILY
ADVISORY COUNCIL

PFAC ANNUAL REPORT

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Members of the Patient & Family Advisory Council



Public Members (Volunteers)



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



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



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



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



Karen Schimansky
Patient & Family Advisory Member
Killaloe/Hagarty & Richards

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,
St. Francis Memorial Hospital



Lisa Hubers
Executive Director,
MV Hospice Palliative Care



Wendy Vlastic (CQI Member)
Patient & Family Advisory 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 Director 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 2022



5 Virtual Meetings
Were Held

Activities/Accomplishments:

Representatives attended the following:

- A public member attended Care Team Committee meetings; written reports to PFAC were provided.
- A public member attended the Quality Risk and Safety Committee meetings; written reports to PFAC were provided.
- A public member attended the Hospital Infection Prevention and Control Committee meetings; written reports were provided.
- Two members volunteered as members of the Patient, Family and Caregiver Network with the Ottawa Valley Ontario Health Team, one volunteered to be on the Communications Enabler Group and the other on the Finance and Sustainability Enabler Group.
- Joanne King was selected as Co-Chair of the Ottawa Valley Ontario Health Team and she provided ongoing updates.
- A public member joined the Registration Epic Working Group.

Policies/Documents Reviewed:

- The Council received information about the hospital Accreditation award.
- The Council reviewed The Safety Insider newsletters, directed to staff from Director of Patient Care.
- The Council reviewed the Ministry of Health document New Framework for Home and Community Care Services in Ontario.
- The Council discussed changes to My Chart terminology.
- The Council reviewed the Ontario Patient Engagement Framework.

Accomplishments in 2022 Continued...



- The Council was introduced to the Inclusion, Diversity, Equity and Accessibility (IDEA) Committee of the Madawaska Communities Circle of Health (MCCH) and the members were invited to join.
- The Council reviewed the hospital's Capital Budget requests for 2022/2023.
- The Council reviewed the Communiqués to the staff.
- The Council reviewed information on Bill 7 and discussed the implications.
- The Council received information on the progress in the development of patient handouts for both the Inpatient Unit and Emergency Department.

Documents Developed/Revised/Provided

Feedback:

- The PFAC Terms of Reference were revised; the Orientation Package was updated.
- A PFAC application form called the *Expression of Interest Application Form* was developed.
- The 2021 Annual Report was developed.
- The Council reviewed and provided feedback to these themes in the hospital Quality Improvement Plan 2022/2023: *Timely and Efficient Transitions, Service Excellence as well as Safe and Effective Care*.
- The Council reviewed and revised the *SFMH Patients, Family and Caregivers Rights and Responsibilities*.

Accomplishments in 2022 Continued...



Other:

- The Council received information about the new Madawaska Valley Communities Circle of Health (MCCH) Facebook Page and were encouraged to 'like' the page.
- The Council received ongoing updates and provided feedback on the Emergency Department redevelopment project.
- The Council learned about the Caregiver Journey Support Program from the Senior Centre Without Walls program.
- The Council received ongoing updates regarding the hospital's participation in the COVID-19 vaccination process.
- The Council reviewed the results from the 2021 and 2022 PFAC Engagement survey.
- Two public members resigned, and a new member joined.
- Discussions were held regarding an increase in activity with the Madawaska Valley Hospice Palliative Care (MVHPC) and Barry's Bay and Area Seniors Home Support (BBAHS), specifically around their pilot project involving 10 virtual assisted living/palliative beds to be used throughout the area as the needs are identified.
- The Council heard about the MVHCP/BBAHS project on the support of caregivers.
- The gathering of patient feedback for MVHCP and BBAHS was discussed, especially regarding the services of Home and Community Care.
- The Council received information on the adoptions of the Qualtrics patient survey program.
- The Council received information about the Foot Care programs and the policy to charge clients \$45 after two 'no shows' and to remove them from the client list.
- The Council received updates from the OVOHT Patient, Family and Caregiver Network, the Communications Enabler Group and the Finance and Sustainability Enabler Group.
- The Council suggested that more advertising be done in the hospital and at Rainbow Valley CHC regarding My Chart for patients.

A Message from the Council Public Members



The Patient and Family Advisory Council continued to meet virtually in efforts to adhere to the COVID-19 restrictions. Virtual meetings have proven to be very effective and provided the opportunity for council members to 'see' one another and remain connected when discussing the items presented. Email correspondence between meetings was also an effective method to review/approve documents.

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.

Some 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.

This year we said goodbye to two of our members: Lorraine Finn and Heather Caloren. We are so grateful for their contributions and involvement in the care provided by the hospital and our partners. Thank you!

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 support of the staff members on PFAC for their support. Here is to another great year!