



FALL 2023



WE ARE ACCREDITATION READY!

CEO'S PATIENT FAMILY ADVISORY COUNCIL

# *Newsletter*

# “Our Voice. Our Care”

## BCHS Patient and Family Advisor

In healthcare the small things matter! In alignment with Accreditation Canada’s guidelines towards Person Centered Care: Culture and Practice, the Brant Community Healthcare System is committed to working ‘with’ patients, families and caregivers to achieve the best possible healthcare for all.

Patient and Family Advisors (PFAs) are members of our community who have had lived experience in the hospital as a patient, family member or caregiver.

Patient and Family Advisors are valued members of our team. Their lived experiences and unique perspectives help guide us toward positive change. Being a PFA is more than a volunteer. It is a meaningful relationship with staff and leadership that aims to keep the voice of the patient and family at the forefront of all our decision making processes.

The PFA role helps build bridges across the Organization and identify gaps and areas of improvement. We encourage a fluid and organic approach that can grow and change over time – incorporating each individual’s unique voice, interest and skill level.

In sharing their experiences and perspectives, staff have expressed feeling moved and inspired by PFAs to make positive change because of the stories they hear.

Quality health care starts with meaningful partnership and the input and feedback from PFAs.

**Our goals focus around a belief that every patient should expect:**

- **Respect** for their unique needs, identity, beliefs, history, culture and ability.
- **Quality** of care delivered with empathy, kindness and compassion.
- **Accountability** from staff and volunteers for their actions.
- **Information/Transparency** in communications.
- **Involvement** in care decisions.
- **Access** to fair and equal care without prejudice and biases.

These Person Centered values are crucial to the excellent care we aspire towards at the Brant Community Healthcare System.

**This is our commitment to Person Centered Care.**

# Patient and Family Advisory Council Members

## CEO's Patient and Family Committee Members

Anna Maynard (co-chair)  
Gail Gloster  
Janice Kucharew  
Bryony Fox  
Karen Dinsmore  
Shannon MacKenzie  
Jodi Rock  
Folashade Akinfe



## PfAs Across the Organization

Heather Hadley  
Nancy Young  
Harold Stahl  
Angela DeMontigny  
David Kirk  
Liz Truant

# Patient and Family Advisory At Work



650

Approximate volunteer hours logged  
by PFAs over the 2022-2023 fiscal year



35

Committees and working groups  
that include PFAs



14

Patient and Family Advisors at BCHS  
(8 of which sit on PFAC)



13

Quality councils that include PFAs

# What We've Achieved

PFAs have collaborated with teams within the walls of our health care system, including:

- Indigenous Cultural Safety and Education
- Communication
- Staff Wellness Wagon
- Willett 100th Anniversary Celebration
- Recognition BBQ
- Accreditation Fair
- Patient Declaration of Values
- Mental Health Family Support Group



## Patient Advisory Projects and Contributions:

- Patient Experience Process
- Unit Signage: 'Welcome to Unit' (PFA recommendation)
- PFA Coffee House
- PFA Workplan
- Onboarding Tools
- PFA Role Description
- Patient and Family Handbook
- AIDET - Healthcare Communications Framework
- Communication Boards/Patient Experience Bundle (videos)
- Perioperative waiting room input and suggestions
- Falls Initiative
- Signage throughout the Organization
- Brantford General Hospital D-wing wayfinding
- Developing a co-design workshop for PFAs and staff
- COVID-19 Visitor Policy revisions
- Indigenous Cultural Safety Committee
- PFA Newsletters
- PFA Videos (patient stories and education)
- Patient and Family Advisory website, recruitment materials, advertisements, posters, leadership materials, tip sheet, role descriptions, Terms of Reference
- Development of BCHS's Person-Centered Care Framework

# Client, Family, Advisor Membership and Meaningful Involvement

## PFA Program and Service Councils

- Post-Acute
- Palliative Care (in development)
- Perioperative
- Ambulatory Care
- Integrated Stroke Unit
- Cardiology/Telemetry
- Critical Care
- Emergency
- Oncology
- Obstetrics/Family Birthing
- MIP (Medicine In-Patient)
- Infection Control
- Mental Health and Addictions

## PFA Program and Service Committees Interview Panels

- CEO selection
- Senior Management
- Directors

## Board Committees/subcommittees

- Quality Committee of the Board

## Advisory Councils

- CEO Patient and Family Advisory
- Mental Health Youth Advisory

## PFAs work “in partnership with”

- Regional Stroke Council
- Ontario Health Teams
- Community of Practice teams

## Quality Improvement Committees, Teams, and Working Groups/Projects

- Quality Committee of the Board
- Medication Safety Committee
- Patient Experience Bundle (AIDET, Communication Boards, Patient Rounding)
- Ethics Committee
- Falls Prevention Committee
- AODA Committee
- Pressure Injury Prevention Committee
- Mental Health Peer Family Support Group (inspired by and co-designed and led by PFAs)
- D Wing Parking improvement process
- Patient Flow steering committee/patient flow mapping
- Seamless MD
- MAID discussions
- Wellness committee
- Nursing Practice Committee
- The Collaborative Practice Advisory Committee
- Mental Health Code White Committee
- Accreditation Tracer training
- Indigenous Cultural Safety Committee
- Retention & Engagement Committee
- ALC working group
- EMR (Electronic Medical Record)
- 3 Wishes Program for ICU
- Early Loss Working Group
- ED Renovation Improvement Project
- Master Planning (new hospital)
- Critical Incident Review Committee
- Just Culture
- Leader Rounding/Team huddles

Continued



# Client, Family, Advisor Membership and Meaningful Involvement

## Input on Organizational Documentation and Educational Tools:

- Labour & Delivery:
  1. Responsibility for payment out of country
  2. Obstetrical pre-registration
  3. OHIP registration and pricing for uninsured out of province in our country patients
- Pain relief and symptom management using CADD pumps
- Patient room options
- Osimertinib (TAGRISSO) information for patients
- Palbociclib (IBRANCE) information for patients
- Capecitabine (XELODA) information for patients and preventing falls in older adults - for outpatients
- Policy on fall and fall prevention for outpatient programs
- BCHS Labour and Delivery Non-OHIP patient information
- PHIPA Email Consent – generic
- Flow diagram
- Suicide prevention policy
- Suicide risk assessment tool
- Clinical area-based suicide procedures
- Safety plan
- Documentation
- Patient Care Pathway Pamphlets
- Surgical Documents



## Collaboration at the highest levels of decision making:

- Patient Family Advisors were a part of the leadership team who participated in the review and the input into the 2023-2024 Quality Improvement Planning session. This helps determine how patient and family engagement fits into organizational processes on a daily, operational basis.

# PFA Strategic Alignment

## Aligning with our BCHS Strategic Plan 2020-2025

The BCHS has client and family-centered care as a guiding principle and is a part of our strategic plan, mission, vision, value statements:



### Key Goal #1: Advance Quality & Safety

**Advance a culture of service orientation to support outstanding patient and family experiences:**

#### Change Initiatives

**Ensure sustainability of the Patient Experience Bundle:**

1. Leader Rounding
2. Patient Communication Boards
3. AIDET Communication Framework
4. Addition of two process measures as custom questions to the Patient Experience Survey
  - During this hospital stay, how often did my healthcare team explain things in a way I could understand?
  - During this hospital stay, did the leader of the unit come and speak to you about the care you received?



### Key Goal #2: Partner to Transform Care

**Commitment:** We will collaborate with patients, the community, and system partners to develop an integrated patient and family-focused system of care.

**We Will:**

1. Strengthen engagement with patients and families by partnering with patient advisors to co-design services.
2. Build regional program partnerships to create pathways of care, share best practices and improve the accessibility of services to local communities.



### Key Goal #5: Champion Health Equity

**We Will:**

1. Build and strengthen relationships with local Indigenous peoples and communities by developing partnerships to provide navigation and a culturally safe environment.
2. Improve care for identified populations including children, seniors, and those living with mental health and addictions issues.





## JOIN THE CEO'S PFAC!

APPLY TODAY!

### You have the power to influence change!

Brant Community Healthcare System is looking for Patient Family Advisors to help improve the local health care system.

Anyone can become an advisor. Your voice, lived experience and personal stories about health care will help shape health care and improve patient experience.

For more information please contact [patientfamilyadvisory@bchsys.org](mailto:patientfamilyadvisory@bchsys.org), call **519-751-5544 ext. 2177**, or **scan the QR code**.

[www.bchsys.org/PFA](http://www.bchsys.org/PFA)

