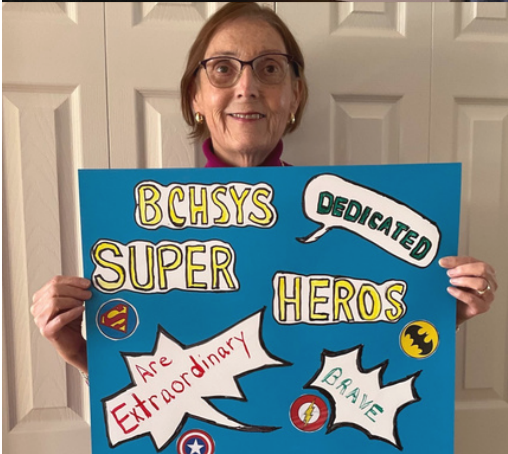




"You are the wind beneath my wings."  
-Janice



CEO'S PATIENT FAMILY ADVISORY COUNCIL

# Newsletter

# PARTNERING TO *Transform Care*

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The Pediatrics and Neonatal Department at BGH has been very happy to welcome a Patient and Family Advisor (PFA), Joy Casarin, to our Departmental Meetings and Quality Council. PFAs provide a unique and valuable lens through which to review and evaluate our program. It is easy, as health care providers that spend every day in the hospital environment, to lose sight of the perspectives of those who are experiencing it as a patient, family member or visitor. This extends not only to our inpatient experience, but our outpatient clinics, our booking process, and our printed materials.

This perspective allows our department to make changes to improve the patient experience, knowledge translation and quality metrics. We are so appreciative of the hard work and insight provided by our PFAs and their focus on continued quality improvement to best serve our patients and community.

- Dr. Jessica Dooley, Paediatrician

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Each individual Patient Family Advisor (PFA) brings a unique perspective to our team and are able to use their health care experience to make a positive contribution to our programs. Having a PFA allows the team to consider our actions, changes and plans for quality improvement through the lens of someone who has experienced our health system first hand and who is willing to share insights, ideas and experiences.

Our PFAs contribute immensely to our discussions by asking challenging questions that allow us to consider alternatives that we may not have done without their insight. They are committed to making BCHS a better organization and do this by constantly probing to understand why we do things a certain way - they are great at listening, have open minds and are always looking to find solutions. Through their actions and our discussions at Program Council meetings we are able to help influence the care and services that people receive at BCHS. I am truly grateful for all the time and energy that these individuals commit to our organization!



- Angela Coxe, Clinical Director

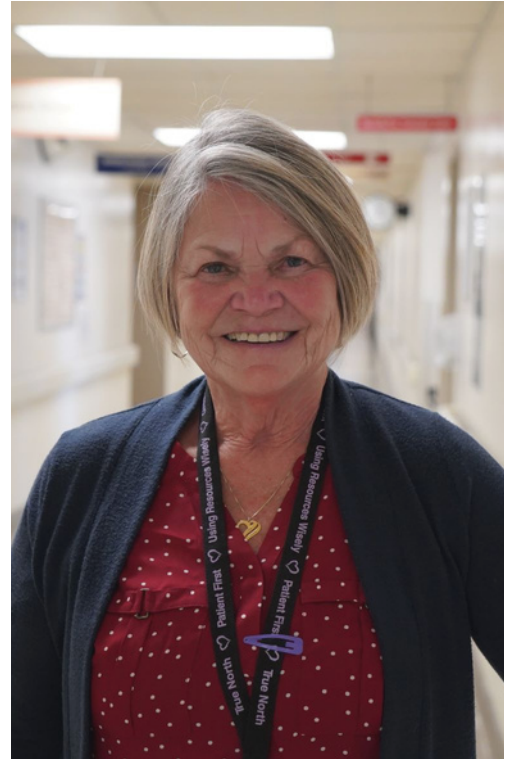


## HEAR FROM THE PFA'S



I am the co-chair of the CEO-led Patient Family Advisory Council. I love being a PFA because it gives me the opportunity to share my opinion on matters that really encourage patient-centered care. I am involved in many councils and committees and each of them makes me feel welcome and heard. I feel like I learn so much every day. It is an honour to be a part of the decision making process and I look forward to continuing to share my voice on behalf of patients and the community.

This is an exciting time to be a PFA with the redevelopment of BCHS on the horizon. A new hospital means new opportunities to care for the vulnerable population in Brantford-Brant, including seniors, children, and those with mental health and addictions struggles. The new ED will reflect the Indigenous population that the hospital serves and allow healthcare workers to practice culturally safe care, reflecting and including traditional medicine.



- Joy Casarin, Patient Family Advisor



*Other members of the Patient Family Advisory Committee*

# THE PATIENT EXPERIENCE BUNDLE

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I am the Patient and Family Advisor for the Patient Experience Bundle. Last year we piloted the bundle on selected units and will be rolling it out to the rest of the organization this year.

The Patient Experience Bundle consists of 3 parts and each part of the bundle is designed to **improve communication** between staff as well as between patients/families and staff for a better Patient Experience and Patient Centred Care.

It consists of Patient Communication Boards, one for each patient/bed which will be standardized, Clinical Leader Rounding on patients which will be standardized and **AIDET**.

## The acronym AIDET stands for:

**A**cknowledge - the patient

**I**ntroduce - yourself to the patient

**D**uration - of when a test etc. will be done

**E**xplanation - of what will happen

**T**hank you - do you have any questions etc.

All of these tools will improve "customer service" and improve the overall Patient Experience through **communication**. These are exciting times for our hospital and this is one more excellent addition!



- Janice Kucharew, Patient Family Advisor

## RECENT PFAC

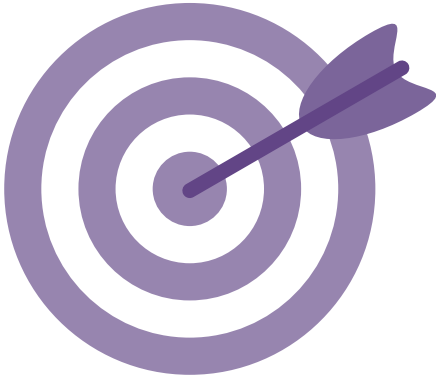
# *Accomplishments:*

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- Staff appreciation video for Valentine's Day
- Participated in a video to promote the community advocacy for the redevelopment project
- Continued support of the BCHS redevelopment
- Supporting the creation of the Wellness Wagon
- Supporting the Patient Experience Bundle and the organization-wide implementation of AIDET framework
- Involvement with the formation of the local Ontario Health Team
- Continued involvement as PFAs on Councils and Special Projects to promote patient centered care
- Revision of Patient and Family Handbook
- Ongoing participation in the Mental Health Inpatient Unit Family Support Advisory group

# FUTURE PFAC *Goals*

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- Re-visiting Department Tours
- Have a PFA day for staff to introduce the PFAs and share information about our role at BCHS
- Continue to support the Redevelopment campaign
- Continue to recruit diverse PFAs to participate in organizational efforts
- Kairos Blanket Experience exercise in Fall 2022
- San'Yas Culture Safety Training for all PFA members

## **JOIN THE CEO'S PFAC!**

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**APPLY TODAY!**

### **Would you like to make a difference?**

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 [patientrelations@bchsys.org](mailto:patientrelations@bchsys.org) or call **519-751-5544 ext. 2395**

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

