

**NOVEMBER  
2021**



**CEO'S PATIENT FAMILY ADVISORY COUNCIL**

*Newsletter*

## PATIENT FAMILY ADVISOR

# *Testimonials:*

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I joined the CEO's Patient and Family Advisory Council (PFAC) at Brant Community Healthcare System in June 2018.

For me, being a member of the PFAC is extremely rewarding and I am so grateful for the opportunity to give back to my community. I find working with other PFAC members, the staff, and the President & CEO of BCHS, David McNeil, during this time of change and renewal in our health care system extremely exciting.

I feel very privileged and am proud to be a part of the change in our health care system that fostered a divide between health care providers, patients, and families, to a patient-centered care environment where patients and families work hand-in-hand with health care providers as one team to ensure better health care for everyone.

- Gail Gloster, Patient Family Advisor

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I am a new member of the CEO's Patient and Family Advisory Council and I have not worked in the health care system. I had to navigate through our health care system and have helped my family to do so, as well. I have seen gaps that I want to fill and being a member of the PFAC gives me an opportunity to help make positive changes. My focus is on patient-centered care.



- Janice Kucharew, Patient Family Advisor

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The PFA has assisted in crafting the patient handbook which has helped the staff in explaining the basic rules and operations of the CCU to family, and helping answer some frequently asked questions. The wording of the handbook has been modified with the help of the PFA in recent years. Many families have been thankful for this information to help navigate them through this difficult process.

The PFA has also been an advocate for our 3 Wishes program which helps in the end-of-life process for critically ill patients. Having a PFA as part of the critical care team will allow for an additional resource necessary to help families in this difficult time. The PFA can also act as a conduit for families after the dying process for any further follow-up for support.

- Will Dechert, Research Coordinator

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Hi, my name is Shannon and I have been a volunteer with the CEO's PFAC since October 2019. I am also a member of the Mental Health Family/Peer Support Group, and I sit on the Mental Health Quality Council.

I am a busy, working mom with 3 children ages 7 year – 20 years old. My spouse is happily retired and I have aging, elderly parents. I live, work, and play in Brantford and am passionate about Mental Health. This is our community health care system and our community hospital and with our community support it can only get better!

I joined the CEO's PFAC to be a voice in an effort to maintain and improve the quality of care that the Brant Community Healthcare System and Brantford General Hospital provides. I believe real feedback, ideas, and stories from members of the community are essential to ensure the needs of all residents are being met. I enjoy brainstorming, sharing ideas, and helping to develop strategies to improve the quality of care for myself, my family, my friends, and everyone living in our amazing community!

- Shannon MacKenzie, Patient Family Advisor

# A MESSAGE FROM BCHS PRESIDENT & CEO,

## *Dr. David McNeil:*



We are proud of the expansion of the BCHS Patient and Family Advisory Program. New advisors are being recruited and will add their voices important voices in planning enhanced health care services.

My thanks to members of the CEO's PFAC for providing advice and input, most notably to the BCHS Visitor Policy over the past 18 months. Your time and efforts are much appreciated.



- Dr. David McNeil, President & CEO

## **BACKGROUND ON THE CEO'S PATIENT FAMILY ADVISORY COUNCIL:**

- The CEO's PFAC first met under their new terms of reference in early 2019.
- Brant Community Healthcare System has grown its PFAC program to 17 Patient Family Advisors, with 10 members sitting on the CEO's PFAC.
- Patient Family Advisors are important to BCHS because they bring the voices of patients and family caregivers to health care planning tables. Their unique experiences and stories will help strengthen and improve health care and services for everyone.
- Patient Family Advisors participate as members of committees and working groups across BCHS. They partner with BCHS employees and medical staff to provide input to policies, practices and programs to encourage and ensure the delivery of safe high-quality patient and family-centered care.

## RECENT PFAC

# *Accomplishments:*

- Providing input and guidance to the Visitor Policy throughout the COVID-19 pandemic
- Volunteering at the Visitors Kiosk throughout the pandemic
- Participating in the Strategic Planning Steering Committee and contributing to the development of the 2020-2025 Strategic Plan
- Supporting the Accreditation process
- Supporting the organization with co-design of services by having a PFA on every organizational Program Council
- Contributed in developing and updating the Patient Family Handbooks
- Advised on the patient experience survey
- Supporting the 3 Wishes Program
- Developed the BCHS patient declaration of values
- Participated in and supporting the work of groups including:
  - Patient Flow Steering Committee
  - Early Loss Working Group
  - Brantford Brant Ontario Health Team
  - Pressure Injury Prevention Committee
  - Falls Prevention Committee
  - Patient Experience Bundle Working Group
  - Critical Incident Review Committee
  - Clinical Ethics Committee
  - Quality Committee of the Board

## JOIN THE CEO'S PFAC!

**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.

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)

APPLY TODAY!

