



THANK YOU DR. DAVID MCNEIL
CEO'S PATIENT FAMILY ADVISORY COUNCIL

Newsletter

A PFAC MESSAGE OF THANKS

We are forever grateful

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THANK YOU....for indeed establishing a strong PFAC. Under your leadership we are absolutely making a difference on how we contribute to a better patient experience. I have enjoyed being co-chair of the CEO PFAC and working with you.

Not only has the team grown, I think I have grown as a more compassionate person with a strong desire to make health care better for everyone. I will always be grateful for that.

Enjoy your next chapter of life.

Joy Casarin, co-chair of the CEO-led Patient Family Advisory Council

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David has provided a wonderful opportunity for patient and family advisors to have our Voice heard at various levels in the organization.

David has moved patient engagement to the forefront in the organization by leaps and bounds by having embedded PFAs at quality councils and various committees.

He truly has made the patient the focus of care. Thanks for everything David. We are going to miss you and wish you all the very best.



Anna Maynard, PFAC Member

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I thank David for his support of the Patient and Family Advisors.

Under his leadership, we have been encouraged to find our place within the organization so that we can make a difference for our patients and their families.

Janice Kucharew, PFAC Member

A PFAC MESSAGE OF THANKS



David McNeil has been key in guiding the PFAC to what it has become today since his arrival at our hospital in 2018. The changes he has made throughout our organization over the last four and a half years has been astounding.

His commitment and leadership has ensured our PFAC has become an integral part of BCHS. David's support to us both as a group, as well as individuals, has been amazing.

The PFAC at BCHS would not have had the impact it has in it's efforts to ensure positive change toward patient centered care and patient experience without his unwavering support.

He will be truly missed by everyone at this organization and we wish him all the very best.

Gail Gloster, PFAC Member



As you may know I am the longest standing PFA. My role wasn't clear to me in the beginning, however all that changed when David came to shepherd us. He is an outstanding CEO who knew the value of having PFA voices being heard.

Kudos to you David and best wishes on your future endeavours.

You will be sorely missed.



Karen Dinsmore, PFAC Member



I would like to thank Dr. McNeil for being the leader in our community when we needed him most. There is nothing better than feeling safe when times are unsure.

Thank you and the best in your retirement. These are big shoes to fill.

Bryony Fox, PFAC Member

A PFAC MESSAGE OF THANKS



I met David at my very first PFAC meeting in 2019. I was caring for a family member who was suffering from addiction and struggling with their mental health. The stigma surrounding these issues was (and remains) so prevalent, I didn't know which way to turn. I was scared, worried, and angry, and wanted more than anything to be heard so other people could be spared some of my pain.

David was welcoming right from the start! He introduced himself and listened to my story, my concerns and my ideas - with interest and without judgement.

He helped put me in a position to better advocate for patients and family members dealing with issues surrounding mental health and addictions.

I truly feel he values every voice at every meeting and is leaving BCHS in a much better state than when he found it. His leadership will be greatly missed.

Shannon MacKenzie, PFAC Member



David is keenly aware of the importance of collaboration with the community. That is one of the reasons why Patient Family Advisors were created at the Brant Community Healthcare System.

His strong, yet calm, leadership has resulted in many improvements for healthcare at the Brantford General and the Willett.

All of his contributions have been greatly appreciated and best wishes are extended to him as he moves on to another stage in his life.



David Kirk has also recently been awarded the *City of Brantford Community Impact Award*.

David Kirk, PFAC Member



Dr. David McNeil is taking over leadership of an organization that has faced significant challenges over the past year and still has major hurdles to clear. "My job is to build on their work (Dr. Bartlett and Bonnie Adamson) and to move the organization forward". McNeil said he will spend his first 90 days on the job listening to and learning from staff. "I believe in transparency and I'm a positive person". "Everyone has a role to play and their input is needed".

David has had many accomplishments in his 5 year term... least of which was to "establish a strong patient and family advisory team".

Taken from the December 7th, 2018 edition of *The Brantford Expositor*

INTRODUCING OUR NEWLY EXPANDED PATIENT EXPERIENCE OFFICE

The Brant Community Healthcare System has an active Patient and Family Advisory (PFA) Committee consisting of 18 volunteers who dedicate countless hours to the improvement of our local health care system.

PFAs contribute at both the organizational and program level, with involvement on several key committees including: Master Planning, senior management interviewing and hiring, quality and patient safety reviews, staff improvement and sustainability as well as participation on all department level program councils.

PFAs also participate on hospital committee and working groups, partnering with staff and senior leadership in the co-designing of programs and policies focused on the improvement of the Patient Experience. A few examples include work on the Falls committee, Patient Flow, Ethics, Staff Wellness, Accessibility, Infection Control, Pressure Injuries, Emergency Department Re-development, mental health family support programs, Indigenous Cultural Safety Committee, and the Patient Experience Bundle (AIDET and patient communication board), to name a few.



Sara Fretz,
Patient Engagement Coordinator

“ *When patients are actively engaged, they can become informed decision makers in their own care and help improve the healthcare system.* ”



Laura Tremblay
Patient Experience Specialist

Patient engagement is the act of involving the patient and their family in decision-making, design, planning, delivery and evaluation of health services.

When healthcare providers listen to and work with patient and family members, programs, service delivery and policy can be improved by their first-hand knowledge, insight and experience.

Our goal at the BCHS is to integrate the patient and family voice into every aspect of our healthcare system according to Accreditation standards as is reflected in our 2020-2025 Strategic Plan.

To reflect this commitment, we have added a new Patient Engagement role that focuses on the management and growth of our dedicated and committed Patient and Family Advisory. On April 1, 2023, Sara Fretz moved to this role as the Patient Engagement Coordinator.

What was once our Patient Relations Department has evolved to the Patient Experience Office and we warmly welcome Laura Tremblay to the role of Patient Experience Specialist.

OUT WITH THE OLD AND IN WITH THE NEW

It is with great pleasure to announce that Anna Maynard will be taking over as the new co-chair for the CEO-led Patient Family Advisory Council.

Anna is not new to the PFA initiative, having been a PFA for 6 years. Anna sits on many committees, including Perioperative Quality Council, Pressure Injury Prevention Committee, Staff Improvement and Sustainability Committee. She has a passion for better health care for all and shares a lot of her wisdom willingly.

Please join us in welcoming Anna and thanking Joy Casarin for her outstanding dedication as our outgoing co-chair.



Joy Casarin (left) and Anna Maynard (right)

PARTNERING TO *Transform Care*

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In my programs, I have the privilege of working closely with our Patient and Family Advisors (PFA) on several committees and initiatives. Our PFAs are completely committed to the organization and the work they do, and offer valuable insights and ensure that we keep patients at the centre of everything we do.

A recent example is related to our Falls Prevention Committee. Our PFA on this committee was Anna Maynard at the time. While we were reviewing our readiness for Accreditation, we needed to understand how well we were working in partnership with patients and families to prevent falls. The committee, including Anna, went to the clinical units to review the Falls Signage from a patient's perspective. Anna was able to offer valuable insights from her lens as a patient, which we had not considered, and we are making changes which will be better for patients and families as a result of this. Seeing the unit through her eyes was incredible.

I am very appreciative of Anna, Gail, Janice and all the PFAs who I work with at BCHS. I often think of how different healthcare was 20 years ago when the idea to partner with patients was unheard of.

Working with patients and families makes complete sense and is integral to making a positive difference in healthcare delivery.

Beth Morris, Clinical Director of Patient Access & Flow, Rehabilitation

RECENT PFAC

Accomplishments

- Participated on Councils and Committees contributing with a patient and family perspective with an emphasis on Patient Centered Care. For example, the implementation of Seamless MD, resulting in an information site available on BCHS website.
- Created a "Tips for Committee members working with Patient and Family Advisors" presentation.

- **Patient Experience Bundle:** A PFA participated on the working group and contributed to the Communication Boards and participated in educational AIDET training videos.
- Celebrated the Willett's 100th Anniversary and shared information on PFA volunteers opportunities with the community

- Shared an educational video called "Falling Through The Cracks: Greg's Story" for an ongoing initiative regarding identifiable gaps in the Canadian healthcare system.
 - A question & answer period with Greg's father was also held for further discussion.
- **PFA walk-abouts:** accompanying unit managers on floors to provide feedback from a PFA lens.
- Indigenous Blanket Experience attended by PFAs and other BCHS employees and professional staff.
 - Organized Joy Casarin (PFA) and facilitated by Brenda Cameron Couch and Laura-Lee Campbell.

- Involved in the interviews for VP of Staff & Medical Affairs, and VP & CFO of Corporate Affairs.
- Engaged in the ongoing support for the Equity, Inclusion and Diversity staff council.
- Engagement with Staffing Improvement and Sustainability Committee.



Compliments?

Suggestions?

Concerns?

Complaints?

We use feedback from patients and families to both celebrate our successes and to identify opportunities to improve our services. If you have a compliment, concern, or suggestion:

STEP 1: TALK TO A MEMBER OF YOUR HEALTHCARE TEAM

Whenever possible, and if you feel comfortable doing so, we encourage you to first speak with your care team

- Your care team knows you best
- Discussing your questions or complaints may resolve your issues right away
- You can also ask the floor manager or supervisor for help

If your concerns remain unaddressed, please proceed to step 2.

STEP 2: CONTACT THE PATIENT EXPERIENCE OFFICE

You can contact the Patient Experience Office by:



Phone: 519-751-5544 ext. 2395



Email: patientexperience@bchsys.org



Visit: Brantford General Hospital, B-Wing, Level 1



Website: www.bchsys.org/patientexperience





Members of the Patient Family Advisory Council

JOIN THE CEO'S PFAC!

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 patientfamilyadvisory@bchsys.org or call **519-751-5544 ext. 2177**

www.bchsys.org/PFA

