



**CEO'S PATIENT FAMILY ADVISORY COUNCIL**

***Newsletter***

# Message from Anna

Co-chair of  
CEO's Patient &  
Family Advisory  
Council

## BCHS Patient and Family Advisor

As I write this message to you, I am reminded of a line from the Joni Mitchell classic: "I've looked at life from both sides now."

My story is a little different. I have looked at life in healthcare from both sides of the bed now." From the view of a nurse and now from the view & experiences of a patient.

As a healthcare worker, I did my best to centre the patient experience in everything I did, but until you have had that experience yourself, you can't truly understand what a patient or their loved one is going through. I am honoured now to use my voice to help others hear the patient and family voice to achieve the best possible experience for all.

As Patient and Family Advisors (PFAs), we hope that sharing our lived experiences with you at program councils and committees will shape & influence positive changes in healthcare delivery for patients and families.

My first year as the co-chair of Patient and Family Advisory Council has flown by! It has been a year of change and growth, for myself, the PFAC, and the hospital. We said goodbye to David McNeil, worked with interim CEO Erin Sleeth and now look forward to working with our New CEO Bonnie Camm.

We onboarded four new PFAs:

- Harold (Post-Acute Council & palliative Care Council & Critical Care Program Council) keeps us grounded & brings a deep sense of caring.
- Angela (Mental health and Addictions Quality Council) whose indigenous voice & passion is so valuable in bringing forth the importance of spiritual healing in all we do.
- Bruce (Ambulatory Care Council) who has an amazing sense of humour.
- Krystal (Paediatric & NICU Council) who brings youthful energy and a much-needed lens of a young mother.

We look forward to beginning our partnerships with two new PFAs in the coming weeks - welcome to Orazio (Anthony), who will work with Mental Health & Addictions, and Corah who will support L&D!

We were honoured to participate in and support a number of organizational initiatives and events like the Black History Month panel discussion, the CEO selection committee, and wellness fairs, as well as help improve accessibility in the D-wing.

This newsletter is a celebration of our membership and our accomplishments. On behalf of all the PFAs at BCHS, we thank you for your ongoing support and partnership, and for continuing to trust us in this important work.

# CEO's Patient & Family Advisors

## Anna Maynard

### Committees & Councils:

- Perioperative Quality Council
- Medical Inpatient (MIP) Program Council
- AODA-Accessibility Committee
- Retention and Engagement Committee
- Emerging Leaders Core Committee

**Outside BCHS:** Anna enjoys Sci-Fi, especially Star Trek and the Guardians of the Galaxy. She is also an accomplished watercolour painter.



## Janice Kucharew

### Committees & Councils:

- Post-Acute Quality Council
- Medical Inpatient (MIP) Program Council
- Oncology Quality Council
- Falls Prevention Committee

**Outside BCHS:** Janice is an enthusiastic singer, and spends her winter months in Florida.



## David Kirk

### Committees & Councils:

- Emergency Program Council
- ED Redevelopment Committee

**Outside BCHS:** David worked as a school principal.



## Harold Stahl

### Committee & Councils:

- Post-Acute Quality Council
- Palliative Care Quality Council
- Critical Care Council
- ED Redevelopment Committee

**Outside BCHS:** Harold has been a Corvette owner for over 30 years. He enjoys glamping with his wife in their new RV.



## Krystal Nagy

### Committees & Councils

- Emergency Program Council
- Pediatric and NICU Council

**Outside BCHS:** Krystal is the mother of a two-year-old and has a nail business.



## Folasade (Fola) Akinfe

### Committees & Councils:

- Clinical Ethics Committee

**Outside BCHS:** Fola is from Nigeria and a physician.



## Jodi Rock

### Committees & Councils:

- Indigenous Cultural Safety Committee



## Bryony Fox

**Outside BCHS:** Bryony is a trained chef.





# CEO's Patient & Family Advisors

## Bruce Wilson

### Committees & Councils:

- Ambulatory Council

**Outside BCHS:** Bruce has been a guitarist since 1965.



## Angela DeMontigny

### Committees & Councils:

- Mental Health & Addictions Quality Council

**Outside BCHS:** Angela is an international fashion designer and artist, with an installation at Pier 8 in Hamilton.



## Orazio (Anthony) Caltagirone

New member - Anthony is interested in supporting potential projects with the Mental Health Program.



## Karen Dinsmore

### Committees & Councils:

- Cardiology Quality Council
- Critical Incident Review Committee

**Outside BCHS:** Karen enjoys decorating cakes.



## Heather Hadley

### Committees & Councils:

- Mental Health & Addictions Quality Council

## Gail Gloster

### Committees & Councils:

- Infection Prevention and Control Committee
- Nursing Quality Council
- Collaborative Practice Advisory Committee (CPAC)
- Quality Committee of the Board
- Medication Safety Committee
- Patient Flow Steering Committee
- Emergency Management Program Committee
- Alternate Level of Care (ALC) Committee
- Clinical Ethics Committee

**Outside BCHS:** Gail breeds Australian shepherds.



## Nancy Young

### Committees & Councils:

- Stroke Quality Council
- Pressure Injury Prevention Steering Committee

**Outside BCHS:** Nancy is an antique car owner and outdoor enthusiast.



## Corah Gillen

### Committees & Councils:

- Obstetrics Quality of Care Council

**Outside BCHS:** Corah is the mother of a 20-month old.



## Shannon McKenzie

### Committees & Councils:

- Mental Health & Addictions Quality Council

**Outside BCHS:** Shannon works at the W. Ross Macdonald School for the Blind.

PFAC member

# Patient and Family Advisory At Work



10,092

Lifetime volunteer hours logged by  
PFAs



17

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



16

Quality councils that include PFAs



35

Committees and working groups  
that include PFAs

# PFA Strategic Alignment

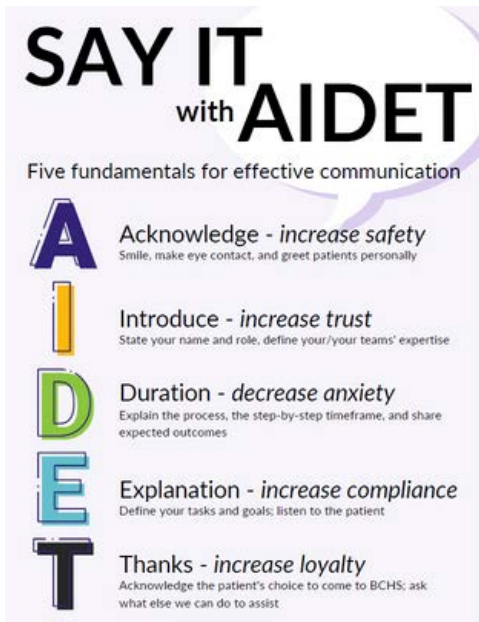
The BCHS has client and family-centered care as a guiding principle and is a part of our strategic plan, mission, vision, value statements.

The PFAs are proud to support the 2020-2025 Strategic Plan through advising and co-designing programs and initiatives to improve the patient experience.



## Key Goal #1: Advance Quality & Safety

### Understanding the Patient Experience: Back to Basics | Nancy Young



Nancy Young (PFA) and Elke Hilgendag (Clinical Manager – ISU) decided to get back to the basics: **if we truly want to understand the patient and family experience, we need to ask them.**

Using the AIDET communication principles, Nancy participates in patient rounding on the Integrated Stroke Unit, with the intent of engaging the patient and family in an informal discussion about their hospital experience. Focus areas include team communication, education, discharge readiness, respecting cultural values, and patient involvement in their care plan. During the discussion, Nancy also asks the patient if they would like to share any positive feedback and suggestions for improvement. Patients are given an opportunity to acknowledge any staff who have left a positive impression on them during their stay. The patient and family are informed that their feedback will be shared with the unit manager to support quality improvement initiatives with the goal of enhancing the patient experience. The feedback is summarized for the staff and shared during huddle.

Feedback has been extremely valuable. **The patients and families report feeling heard and supported, comfortable to reflect and share in a safe environment.** By allowing our patients and family a platform to share their perspectives, it provides our team with the information required to continue to enhance our service.

# PFA Strategic Alignment



## Key Goal #2: Partner to Transform Care

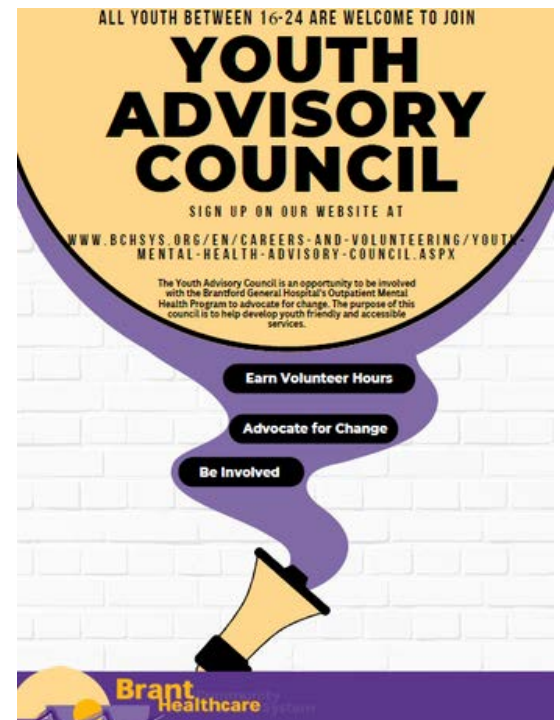
### Involving Youth in Decision-Making | Youth Advisory Council

The BCHS Youth and Patient Advisory has been working to recruit youth between the ages of 16-24. **The youth advisory represents the perspective of patients and youth in decision making through a variety of forums such as focus groups, improvement events, community promotions and youth initiative projects.** Some of the goals of the Youth Advisory include Focus on specific issues including but not limited to; prevention of drug abuse, improving mental health, creating safe spaces for LGBTQ+, promoting equity and diversity for marginalized populations and bridging the gap between child and youth mental health services and adult mental health services.

A Youth Advisor offers input into patient care and the organization processes in order to advocate for patient and youth experience in the Brant Community Healthcare System.

- Focus groups
- Rapid Improvement Events (RIEs).
- Quality improvement initiatives.
- Youth Led projects to encourage a youth inclusive environment.
- Mental Health week
- Program and community promotions.
- Program inclusivity.

Working in close partnership with other youth advisory and engagement groups the council plans to host collaborative meeting/events to ensure their voices are heard at all transitions in care in the individual journey through the healthcare system.





# PFAs in Action



**February 2024**

Fola participated as a panelist in the Black History Month panel discussion on Health Equity.



**May 2024**

Angela was invited to participate as panelist in a community event about mental health care.



**June 2024**

Krystal was interviewed by the Brantford Expositor about ConnectMyHealth.

[Read here.](#)



**2024**

Jodi and Janice, along with Sara and other members of the BCHS team, attended events in the community to share their work, provide resources, and recruit.







## 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)

