

PFAC REPORT TO PSFDH BOARD QUALITY

MARCH 2023

Role	<ul style="list-style-type: none"> • As advisors using feedback, insight, knowledge, and personal experiences, to ensure the patient/family/caregiver’s voice is always considered and incorporated in all organizational policies, practices, etc. that impact the quality and delivery of care • PFAC strives to continually improve the patient experience 	
Membership	<ul style="list-style-type: none"> • A group of 6 volunteers plus designated Hospital staff including the CEO. • The members represent areas spanning from Portland to Perth to McDonald’s Corners to Drummond/North Elmsley • A member gives approximately 8-12 hours per month. • The majority of the current membership has been together for approximately 7 years therefore recruitment is becoming more important. 	
Adaptation During Covid	<ul style="list-style-type: none"> • The Council was the first Hospital committee to convert to the use of Zoom, initially a member’s account and then the Hospital’s account • PFAC members continually ready to assist with hospital adaptations due to Covid directives/issues such as visitation communication • Prior to Covid, PFAC meetings, rotated on a monthly basis between Hospital sites. 	
Current Work	Active Committee Representation	
	<ul style="list-style-type: none"> -Falls -Flow -ED -Use of Space -Palliative Care -Leadership/Department Heads -Med Reconciliation -CIPP 	<ul style="list-style-type: none"> -Board Liaison -Board Finance -Board Quality -Board -Ontario Health Team (LEAN)
	<ul style="list-style-type: none"> • The current members are ready to sit on OBS, Diagnostic Imaging, ICU and Unit Leadership Teams and other flow initiatives 	

	<ul style="list-style-type: none"> • Participates as part of interview teams for Senior Leadership and Department Manager Positions • As contributors to: Strategic Plan and Accreditation, Hospital policies, procedures, initiatives, etc.
<p>Priorities/Key Contributions</p>	<ul style="list-style-type: none"> • Through patient stories, personal and submitted, and the group’s skills set the focus has <i>always</i> been on improving the patient experience by: <ul style="list-style-type: none"> -Reviewing signage, handouts, media communications, policy, procedures, patient handbooks, etc. for clarity and consistency of messaging -Promoting equity, diversity, inclusivity, and justice through the project to recognize important days, development of the Land Acknowledgement, recognition of patients deemed ALC with Holiday cards, education on Unconscious Bias and Accessibility, falls and Palliative Care -Continuous advocating for up-to-date info on Website for clarity, safety and understandability -Discussing items that influence the patient experience: infection control issues (the mask dispensers), the use of the white boards, the dispensing of prescription cannabis, the importance of completing discharge sheets, visiting policies during covid, the impact of flood at GWM site and D.I. wait times -Submitting a letter to Senior Admin during the ED closure at the Perth site with recommendations such as the lifting of the parking gate, increased communication to stakeholders including signage which has contributed to the creation of a draft Crisis Communication Plan
<p>Next Steps</p>	<ul style="list-style-type: none"> • To increase PFAC membership • To encourage AODA training for all volunteers • To work on our documented work plan • To be anticipatory and responsive in the work of keeping the patient focus the key priority as health care evolves • To align and work with the current Strategic Plan • To continue active participation on all existing and newly created teams

Submitted by PSFDH PFAC