

## PFAC REPORT TO PSFDH BOARD QUALITY

October 2023

<p><b>Role</b></p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• PFAC strives to continuously improve the patient experience</li> </ul>	
<p><b>Membership</b></p>	<ul style="list-style-type: none"> <li>• A group of 7 volunteers plus designated Hospital staff including the CEO and Vice President of Patient Care.</li> <li>• The members represent areas spanning from Portland to Perth to McDonald’s Corners to Drummond/North Elmsley</li> <li>• A member gives approximately 8-12 hours per month.</li> <li>• The majority of the current membership has been together for approximately 7 years therefore recruitment is becoming more important. We were fortunate to add a new member from Balderson.</li> </ul>	
<p><b>Adaptation During Covid</b></p>	<ul style="list-style-type: none"> <li>• The Council met in person once for our June meeting and we are again back on Zoom.</li> <li>• When we are again able to meet in person, we hope that our PFAC meetings, will rotate on a monthly basis between Hospital sites. This promotes familiarity in the sites and allows for tours of various departments.</li> </ul>	
<p><b>Current Work</b></p>	<p><b>Active Committee Representation</b></p>	
	<ul style="list-style-type: none"> <li>-Falls</li> <li>-Flow -ED and OR</li> <li>-Use of Space</li> <li>-Palliative Care</li> <li>-Leadership/Department Heads</li> <li>-Transitions</li> </ul>	<ul style="list-style-type: none"> <li>-Board Liaison</li> <li>-Board Finance</li> <li>-Board Quality</li> <li>-Board</li> <li>-Ontario Health Team (LEAN)</li> <li>-Ethics</li> </ul>
	<ul style="list-style-type: none"> <li>• The current members are ready to sit on OBS, Diagnostic Imaging, ICU and Unit Leadership Teams and other flow initiatives</li> <li>• Participates as part of interview teams for Senior Leadership</li> </ul>	

	<p>and Department Manager Positions</p> <ul style="list-style-type: none"> <li>• As contributors to: Strategic Plan and Accreditation, Hospital policies, procedures, initiatives and media communications, etc.</li> </ul>
<p>Priorities/Key Contributions</p>	<ul style="list-style-type: none"> <li>• Through patient stories both personal and submitted, and the group's skills set the focus of the Council has <i>always</i> been on improving the patient experience by: <ul style="list-style-type: none"> <li>-Continuing reviewing of signage, handouts, media communications, policy, procedures, patient handbooks, etc. for clarity and consistency of messaging</li> <li>-Continuing promotion of equity, diversity, inclusivity, and justice, through the Land Acknowledgement, education on Unconscious Bias and Accessibility, reviewing patient handouts for falls, ALC, Counting Your Babies Movements, Group B Strep</li> <li>-Beginning to provide input on the hospital's Complaints and Compliments Policy using the OHA Patient Relations Toolkit</li> <li>-Advocating for the unlocking of the front doors of both hospital sites on weekends</li> <li>-Advocating for up-to-date info on Website for clarity, safety and understandability, introduction of a back button on main page and on the page for domestic abuse</li> <li>-Discussing items that influence the patient experience: infection control issues (the mask dispensers, signage), the use of the white boards, the dispensing of prescription cannabis, the importance of completing discharge sheets, visiting policies during covid, the impact of workloads and D.I. wait times</li> <li>-Advocating for AODA training for all volunteers at the hospital</li> <li>- Reviewing accessibility of the hospital sites by participating in walk arounds to look at safety for patients</li> <li>- Participating in education provided by the hospital.</li> <li>-Introducing Accessibility for Senior Friendly ER</li> </ul> </li> </ul>
<p>Next Steps</p>	<ul style="list-style-type: none"> <li>• To increase PFAC membership</li> </ul>

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|  | <ul style="list-style-type: none"><li>• <b>To encourage AODA training for all volunteers</b></li><li>• <b>To work on our documented work plan</b></li><li>• <b>To be anticipatory and responsive in the work of keeping the patient focus the key priority as health care evolves</b></li><li>• <b>To align and work with the current Strategic Plan</b></li><li>• <b>To continue active participation on all existing and newly created teams</b></li><li>• <b>To advocate for Senior Friendly ER</b></li></ul> |
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**Submitted by PSFDH PFAC**