

Annual Report of the Patient & Family Advisory Council June 2021

Good afternoon:

The Patient and Family Advisory Council or otherwise known as (PFAC) at the Perth and Smiths Falls District Hospital (PSFDH) is a group of dedicated community members and staff who work in an advisory capacity. The goal of the committee is to identify current and future opportunities to improve the care experience for our patients, family and caregivers at the clinical, program and policy levels. We attempt to identify and integrate the patient perspective throughout the patient's journey. In building this formal and structured partnership between Advisors and the organization, our hospital will be able to better identify and integrate the patient perspective in its planning and activities.

Our Patient Family Advisory Council is based on the Patient and Family Centered Care initiative, which has four core responsibilities.

These are respect and dignity,
 information sharing,
 participation
 and collaboration.

At the Perth and Smiths Falls District Hospital, PFAC was established over 5 years ago and continues to make recommendations on matters that affect the patient experience at the hospital.

PFAC now has members on the majority of hospital committees and 3 Board Committees where we are now voting members. During Covid we switched to Zoom meetings.

Educational opportunities in the past year have included the: including Education on Falls and Risks, Trillium Gift of Life, Ethics, Infection Control and Finances, as well as Unconscious Bias.

PFAC has reviewed media information around Covid and the Palliative Care booklet which is now on the hospital website.

The committee has also streamlined its work plan to follow the format of other hospital work plans and the recruitment process with new posters and a review of the Terms of Reference.

PFAC has been instrumental in asking that the hospital acknowledge Indigenous Unceded Territory and Unconscious Bias which has led to further education for Staff and Volunteers.

Patient stories have been shared with the committee and staff. In doing so the patient and or family shares with staff their insight, the positive and sometimes negative aspects of their visit or admission to our hospital. This is done to enhance the patient stays.

We feel the hospital's alignment with the Patient and Centered Care Philosophy contributes to the goal of quality and safe health care for our patients. This is an intentional journey of collaboration.

I would like to thank the PFAC Council for their continued enthusiasm in supporting PSFDH throughout this year even on Zoom meetings.

Respectfully submitted,
Dorothy Thomson, Chair
PFAC