

Patient & Family Advisory Committee (PFAC) Annual General Report 2018-2019

6/25/2019
Perth and Smith Falls District Hospital
PFAC

The Patient and Family Advisory Council (PFAC) serves in an advisory capacity providing input and making recommendations on matters that affect the experiences of patients and families at the PSFDH.

Patient and Family Centered Care (PFCC) is an approach to the planning, delivery and evaluation of health care grounded in mutually beneficial partnerships among patients, families and health care professionals.

These partnerships are at the clinical, program and policy levels and are essential to ensuring the quality and safety of health care in our local hospital. Our patients and their families are informed and have increasing expectations for care that is patient/family centered.

Patient and Family Centred Care includes the following four core responsibilities:

- Respect & Dignity
- Information Sharing
- Participation
- Collaboration

Perth & Smiths Falls Family Advisory Council (PFAC) was established in 2015. The council consists of advisors and staff. This past year a front line staff member was welcomed to the council. PFAC continues to provide input and make recommendations on matters that affect the experiences of patients and their families at the hospital.

This past year PFAC has been actively involved in:

- Updating the Council's Terms of Reference
- Participating on Hospital & Board Committees:
 - Council Inter-Professional Practice (CIPP)
 - Department Head
 - Board Quality
 - Palliative Care
 - Liaison
 - Ethics
 - Critical Care (Includes ICU and Emergency Department)
 - OBS & BFI
 - Diagnostic Imaging
- Reviewing Discharge Instructions & Information Sheets used by:
 - Emergency Department
 - Diagnostic Imaging
 - Med/Surg
 - Rehab
 - Discharge Planning
 - Palliative Care
- Problem Solving with Staff
 - Wayfinding in the Diagnostic Imaging Department at the Smiths Falls Site

- Undertaking Education in the following areas:
 - Patient Flow
 - Medical/Recreational Cannabis (Tweed)
 - Palliative Care Services
 - Medical Assistance in Dying (MAID)
 - Pocket Health
 - Workplace Violence
 - Health Information System
 - H.E.L.P (Hospital Elder Life Program)
 - Alternate Level of Care

- Introducing to Meetings:
 - Patient Stories
 - Walkabouts (Patient Registration, Diagnostic Imaging, Laboratories, Emergency Departments & OBS)

- Reviewing Signage:
 - At Risk of Falling
 - No Scent is Good Sense
 - No Violence

- Information Sharing
 - Better Safe than Sorry
 - Disaster Exercise
 - Health Care Teams
 - Renovations in Registration Areas

- Reviewing Strategic & Operational Policy/Procedures
 - Strategic Plan
 - Equity Inclusion & Diversity Policy
 - Standards of Dress
 - Smoking
 - Patient Handbook
 - PSFDH Organization Chart

Challenges and Opportunities continue to be presented to the council as it continues to work with the hospital to create a workplace that supports Patient and Family Centered Care. The PSFDH continues to ensure that its policies, practices, standards and patient education continue to align with this philosophy.

It involves the active inclusion of patients and families in their care and treatment decisions. This is an intentional journey with a richer appreciation of what it means to work in a collaborative partnership with patients and families. It continues to change the way we do business and helps shape PSFDH into a better organization. PFAC is fortunate that the PSFDH takes under advisement and implements many of the suggestions made, thereby striving to put patients and their families at the centre of everything done at the hospital.