

Annual Report of the Patient & Family Advisory Council June 2020

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 level. 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, the PFAC was established in 2015 and continues to make recommendations on matters that affect the experience of patients and families at the hospital.

PFAC now has members on the majority of hospital committees and 3 Board Committees where we are now voting members. Other council activities include tours of the various hospital departments at both sites. These tours allow the members to meet staff and develop an understanding of these departments.

Educational opportunities in the past year have included the Hospital Elder Life Program, Medical/Recreational Cannabis, Palliative Care, Discharge Planning, and Sexual Assault/Domestic Violence Program.

PFAC has reviewed patient discharge and information sheets for the Operating Emergency and Diagnostic Imaging departments. In doing so, we are looking for clarity, uniformity and ease of understanding.

The council has also reviewed hospital signage and public communication and relevant hospital policies.

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.

Respectfully submitted,
Dorothy Thompson, Chair
PFAC