



Annual Report of the Patient & Family Advisory Council June 2022

I am representing the Patient and Family Advisory Council or otherwise known as PFAC at the Perth and Smiths Falls District Hospital (PSFDH). We are a group of community volunteers with staff support that works in an advisory capacity for our hospital.

We are constantly looking 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

We also work within the Hospital's Framework including the:

PSFDH Mission statement of

Providing high quality patient and family-centered care built on collaboration and partnerships

PSFDH Vision statement of

Exceptional care and patient experience. Every patient. Every time. [L] [SEP]

The PSFDH also supports the patient centered care framework through their current Strategic Plan as found on the web site.

The PFAC members are integrated into the majority of hospital committees and 3 Board Committees. We have been meeting over Zoom to carry out our work.

Throughout the past year we:

- Participated in the Accreditation process which finished up its recent survey in May 2022
- Reviewed the current Patient Safety Plan
- Revised the Palliative Care Handbook, our Terms of Reference and our Orientation Handbook. These are now on the web site.
- Reviewed media documents and visiting policies
- Requested the hospital ensure that the patient bedside phones are working especially during restricted visiting enabling the patients to be able to talk to their families
- Encouraged that the bedside white boards and patient bedside reports be completed consistently as per policy
- Encouraged that the Patient discharge forms be completed from Emergency Room so that the patient and family members have up to date information when they are discharged
- Worked with the hospital on the website and continue to advocate for more accessibility options
- Developed the instruction sheet for the television remote and a list of common TV channels

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 which has been even more important through the challenges of Covid.

I would like to thank the PFAC Council for their continued enthusiasm in supporting PSFDH throughout this year even on Zoom meetings. Regretfully one of our members resigned due to his work schedule.

We continue to actively recruit and hope to build a diverse Council.

We would like to thank Dr. Guppy, Mr. Cohen and Ms. Shaw and their staff for working with us over the past year.

Respectfully submitted,
Dorothy Thomson, Chair
PFAC