

PATIENT AND FAMILY ADVISORY COMMITTEE

ANNUAL REPORT
2020-2021
FINAL

PREPARED FOR JOINT QUALITY COMMITTEE
OF THE BOARDS OF DIRECTORS

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1. Purpose of Report

The purpose of this report is to present an overview and the annual accomplishments of the Patient and Family Advisory Committee (PFAC) to the Joint Quality Committee of The Boards of Directors for review.

2. Overview of PFAC

The purpose of the Patient and Family Advisory Committee (PFAC) is to form collaborative partnerships between patients, former patients, caregivers/families and the AGH healthcare team to positively impact the quality of care and patient experience for our community. Since 2017, the committee acts in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of services at AGH, helping to improve quality and safety for all patients. As well, the Committee makes recommendations on matters that impact the patient and family experience at AGH.

3. Structure of the Committee

The six to eight-member Committee is comprised of previous patients and family members with recent experience in the hospital. Committee meetings were held under the direction of Jason Hann VP of Patient/Resident Services and Chief Nursing Executive at AGH/FVM starting in December 2020 and the Chair, Bonnie Lowry Bagshaw. Beginning January 2020, Ms. Patti Morton, Integrated Director of Allied Health Services, joined the committee to provide support to Ms. Lowry Bagshaw through 2019 until Jason joined the committee. Members of the Committee are appointed for a two-year term, with the option of extending the term to a third year.

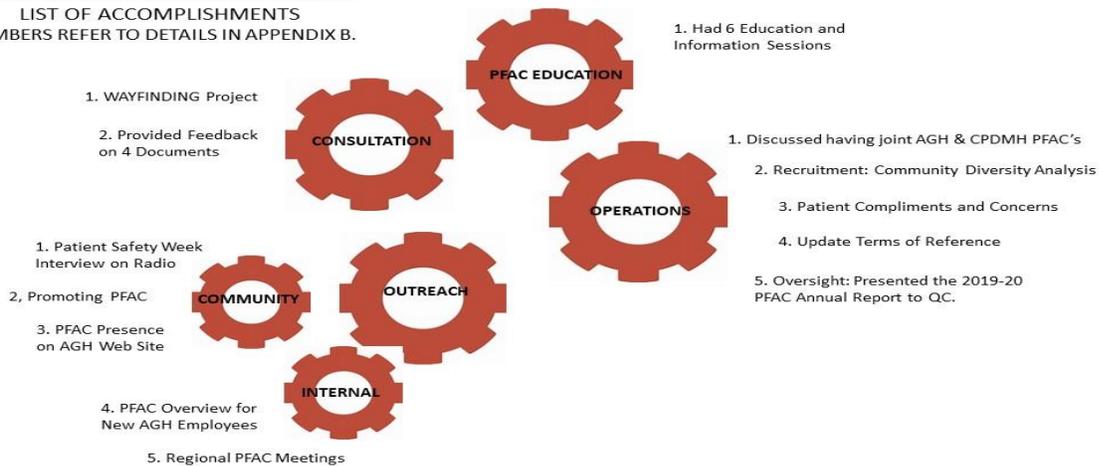
This was a major membership transition year with 3 members leaving PFAC, including Mrs. Martin, Mrs. Clark and Mr. Kittle. Mr. Jones remained as an ad hoc member to provide input from Regional PFAC meetings. Joining the committee were Ms. Bonnie McBain, Ms. Samantha Zukowski and Mr. Paul Brennae.

Detail biographies of each member can be found in Appendix A.

4. Overview of Accomplishment

The following diagram summarizes the accomplishments for 2020 – 2021. A detail list can be found in Appendix B. Detailed descriptions can be easily found in Appendix B by using the section name and activity number.

REFER TO APPENDIX B FOR A DETAILED LIST OF ACCOMPLISHMENTS NUMBERS REFER TO DETAILS IN APPENDIX B.



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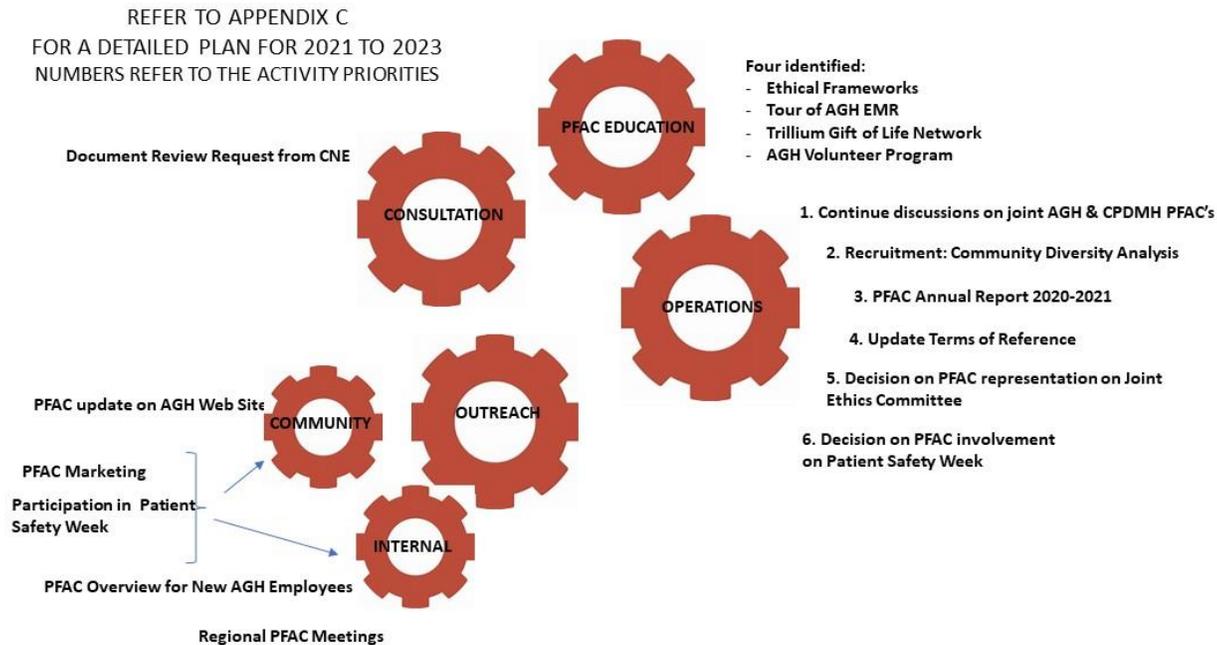
As evidenced by this chart, the year was very busy given new members and limited resources. Some of the highlights include:

- ✓ The success of the Wayfinding Project
- ✓ The high level of visibility for Patient Safety Week through Jason being interviewed on Lake 88 radio. He was also able to introduce himself to the audience as the new Integrated Vice President Patient & Resident Services and Chief Nursing Executive.
- ✓ Providing input into four operational documents.
- ✓ Initiating outreach activities, such as conducting PFAC Overview presentation at the Staff Orientation sessions.

In addition, two suggestions were put forward. The first was to raise the Pride Flag in June to join the community involvement. The second, was to investigate using Google Translate to provide a multi-lingual function on the AGH web site similar to the Renfrew Victoria Hospital.

5. PFAC Plans

The following diagram summarizes the PFAC plans for 2021-2022. The numbers depicted under Operations identify the priority sequence. Providing feedback on documents presented to the committee for review by the Chief Nursing Executive is also a priority and may impact the workplan as it is not known when or how many documents will be presented.



The two major priorities for 20-21 are:

1. Continued discussions on joint AGH and CPDMH PFAC's.
2. Recruitment based on the Community Diversity Analysis conducted.

The remaining priorities reflect the need to finalize activities initiated but not completed this year.

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Outreach activities are becoming increasingly important, not only for the community but also for internal staff. The outreach will greatly assist in recruitment. During the past summer, members worked on a recruitment approach that was presented at the first meeting in order to expedite the process. It is hoped that discussions will begin and pursued in more detail in latter years.

In addition, during the summer the Terms of Reference was updated to expedite approval; a Staff Orientation presentation was given, work was conducted on updating the orientation presentation, a 2021-2023 detailed workplan, and, a draft PFAC Orientation Pamphlet was developed for PFAC approval. Contact was also made with Dorothy Corbeil the PFAC Chair at St. Francis Memorial Hospital (SFMH) in Barry's Bay. She expressed interest in sharing the PFAC Orientation to help both organizations.

APPROVED by PFAC members December 7, 2021.

Appendix A - Committee Members

Co-Chair: Mr. Jason Hann, Integrated Vice President, Patient & Resident Services and Chief Nursing Executive. Jason joined PFAC in December 2020.

Co-Chairperson: Ms. Bonnie Lowry Bagshaw Bonnie was born and raised in the local area and continues to live here with her husband and three children. She is an Occupational Therapist and has worked in a variety of settings including community, hospital, private, and rehabilitation. In the fall of 2019, she started to work with the Patient Experience Team at CHEO where she is involved in Patient and Family Relations and Family Partnership and Engagement. During her career, she has sat on many committees targeting improvement to service delivery, accreditation, quality and safety. As the Chair of the Patient and Family Advisory Committee for AGH, Bonnie says she wants to give back to the community stating that “I have a great interest in patient and family centred care and I want to have a greater influence within my home community”. Bonnie also sits on the AGH/FVM Board of Directors.

Ms. Barb Goodwin

Barb has been working in the community as a Registered Massage Therapist for 20 years. With her general practice, she has worked with clients of all ages and all stages of life – often giving her the privilege of being a member of her client’s circle of care with AGH doctors and nurses. Barb is strongly committed to client-centred care and is able to share some of her experience with the Committee. Barb, along with her mother, husband and children has used many services at AGH. She is a proud supporter of the hospital brings strong communication skills, in both listening and speaking. Her extended knowledge of good communication includes finding common ground where opinions differ as well as intramural communications. Barb understands that different departments and caregivers having a team approach to patient care is a goal to strive for.

Ms. Bonnie McBain

Ms. McBain was born in Almonte and raised on a farm in Ramsay. She and her husband moved back to Almonte in 1976 and raised their two boys in the community. Bonnie is a Ryerson graduate. Over the years she has been a Cub leader and Group Council Chair for Scouts Canada, a founding member of the Dr. James Naismith Basketball Foundation and has served on various community committees. Now retired from owning and operating her retail store, Bonnie and Company, Bonnie has been an active classroom volunteer at Naismith School. Almonte General Hospital and its health team have served her family over many years and four generations. She is proud of the outstanding services offered by our local hospital and medical team and looks forward to giving back through PFAC.

Ms. Samantha Zukowski

Professionally, Ms. Zukowski is a Team Lead of In-Home Services for the Non-Profit Community Support Agency. We provide practical, compassionate and innovative services that support clients and caregivers in our community. Personally, I am a wife and a mother of 2 beautiful girls. My family loves to spend time together outdoors. In the summer we can be found at our cottage and in the winter, we can be found on our snowmobiles! My professional and personal life allow me to see the community through a lens that allows me to understand the barriers, experiences and/or possible improvements on services for mothers of young children and seniors within our hospital. It is important to me to provide a voice for these groups of people and to ensure that their experiences while accessing our hospital is a positive one.

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Mr. Paul Brennae

Mr. Paul Brennae Since arriving in Almonte in 2014, Paul and his wife have fallen in love with the community. In a way to give back, they have volunteered with several organizations including AGH. They are both clients of the OVFHT and the other agencies withing the health campus. Paul comes from a long career in the federal government as an employee and consultant with a focus project management and management consulting. In addition, he has been involved with many volunteer organizations in Ottawa and has sat on several Boards. Paul has been a volunteer at AGH for the last six years undertaking many varied tasks including to name a few front door greeter, member of the Volunteer Services Committee, developing policies and procedures for that committee and coordinating Patient Safety Week for both AGH and CPDMH for the last four years.

Ad Hoc Member: Mr. Al Jones

Al and his wife are patients of the Ottawa Valley Heath Team and although his experience with AGH has come in recent years, he is very appreciative of the care received and hopes to give back by providing support through the PFAC committee. Born in Victoria BC, Al is retired from the Royal Canadian Air Force where he served as a Military Police Officer. Following his military experience, Al worked for the Federal Government and Lockheed Martin Canada. In 2006, Al moved to Almonte and now makes this community his home along with his wife, a retired Nurse. He has volunteered at the Fairview Manor as well the Lanark County Food Bank, where he served as the Recording Secretary and Chairman over a 5-year period. There he introduced written policies and procedures to standardize operations, volunteer conduct and client services. In July 2020, Al began representing AGH as a family partner on the Champlain Regional Integrated Services Planning Committee. Al is the PFAC representation on the Regional PFAC and provides feedback on their activities.

Appendix B – 2020-2021 Detail Activities

The PFAC was first established in October 2017. In the 2020-2021 season, five meetings were held with 6 members, three of which were new to the committee. Despite this short time frame, a great amount of work was still achieved and input. The Committee has contributed by providing input to or participating in the following initiatives:

PFAC Education

- Overview of new CPDMH Emergency Department (Randy Shaw, Integrated Vice President of Corporate Support Services and Capital Projects) April 2021
- Fall Prevention (Ms. Patti Morton)
- Almonte Covid Assessment Centre (Ms. Patti Morton)
- A presentation of the Incident Reports and Observations and Changes Implemented was given to PFAC members (Mr. Jason Hann)
- 2021-2022 Quality Improvement Plan (Mr. Jason Hann)
- Review of the Patient Relations Process (Mr. Jason Hann)

Operations

1. Discussed having joint AGH and CPDMH PFAC's: Participated in an initial joint meeting. It was decided to continue working on this initiative by initially combining half of next year's meetings.
2. Recruitment: Preparation of a diversity data analysis and presentation of the Mississippi Mills population. Of the seven diversity elements considered, culture, race, age, socioeconomic, sexual orientation, gender and religion, it was decided to pursue the culture and age for future recruitment. An analysis of Carleton Place population was also completed and presented to CPDMH members.
3. Patient Compliments & Concerns: Continued discussions at each meeting.
4. Updating Terms of Reference: Discussed adding a Past Chair position as well as extending committee membership to three two-year terms. This will be addressed next year.
5. Reviewed the 2019-20 PFAC Annual Report. The final report was sent to the Board Quality Committee.

Outreach

Community

1. Jason was on Lake 88 radio during Patient Safety Week in October 2020. He introduced himself to the community and discussed patient safety.
2. Continued discussion on the Promoting of PFAC; AI drafted a brochure; focus to try and recruit members representing the diversity of our community.
3. Reviewed and suggested updates for the PFAC portion of the AGH/FVM Website

Internal.

4. Presented PFAC Overview at the AGH Staff Orientation sessions to reinforce the importance of the family / patient centric care while also providing insight to what the committee's functions.
5. Participation in Regional PFAC meetings.

Consultation

1. WAYFINDING Project: Reviewed and provided input, specifically for the emergency, diagnostic imaging, lobby waiting room, use of universal medical symbols, use of universal medical symbols, coloured dots on the floor, lineups at the Registration Desk, simplification of emergency reception area, need of signage in parking lot, lowered desks to accommodate people in wheelchairs,
2. Provided feedback on the following documents.
 - Provided input to Patient Discharge Instructions.
 - Provided input to M&S Post Discharge Phone Call program.

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- Reviewed the AGH/FVM/LCPS feedback pamphlet.
- Provided feedback on Champlain Regional Cancer Program Strategic Plan Renewal

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Appendix C – Detailed Workplan 2021 To 2023

The following detail workplan breaks down the activities into three categories:

- outstanding – identifies in priority sequence activities initiated in previous years but not completed.
- ongoing – these activities are either conducted at each meeting or are introduced by the CNE, such as document review.
- parking lot – these items will be addressed as time and resources become available. Priorities will be assigned as the need arises.

DRAFT PFAC ACTIVITY PLANNING 2021 to 2023																				
ACTIVITY	PRIORITY	2021 - 2022									2022 - 2023									
		COMBINED MEETING OCT 5	NOV	SEPARATE MEETING DEC	JAN	COMBINED MEETING FEB 1	MAR	SEPARATE MEETING APR	MAY	COMBINED MEETING JUN	COMBINED MEETING OCT	NOV	SEPARATE MEETING DEC	JAN	COMBINED MEETING FEB	MAR	SEPARATE MEETING APR	MAY	COMBINED MEETING JUN	
OUTSTANDING																				
PFAC Recruitment: culture and age in year 1; focus TBD in year 2 ON HOLD	1	Approach 1 Approval	Design Material	Approve Material start process		Update		Update		Update		Approach 2 Approval	Design Material	Approve Material Start Process		Update		Update	Update	
					RECRUITMENT ONGOING									ONGOING						
Discuss merging of AGH and CP PFAC's	2	How to Proceed	Start Process			Update		Update		Decision										
				ONGOING																
Annual Report 20-21 due Jan 2022 developed prior to Dec approval	3		Approval		Submit to QC							Approval		Submit to QC						
Update AGH Terms of Reference	4		Approval																	
AGH PFAC representation on Joint Ethics Committee	5		Decision																	
PFAC involvement in Patient Safety Week COMPLETE	6	Decision									Decision									
ONGOING																				
Review Workplan Progress Report				CONDUCTED AT EACH MEETING																
Compliments / Concerns				CONDUCTED AT EACH MEETING																
Regional PFAC Updates				CONDUCTED AT EACH MEETING																
Document Review Request from CNE	TBD			CONDUCTED ON REQUEST																
PFAC Overview at Staff Orientation, at Request of HR	TBD			CONDUCTED ON REQUEST																
PARKING LOT																				
PFAC Update on AGH Web Site		Discussion																		
Tour of AGH Facility	Hold																			
PFAC Marketing / Awareness	TBD																			
Recruitment of Member of the leadership team and Member of clinical/support services department , as per ToR	TBD																			
Continue to Identify Methods to Seek Patient and Family Feedback	TBD																			
Review of the Current Pet Visitation Program	TBD																			
2020/21 Senior Friendly Hospital Plan	TBD																			
Annual review of Patient Handbook	TBD																			
Preparation for 2023 Accreditation Survey	TBD																			
		AGH																		
		CPDMH																		
		AGH/CP																		