



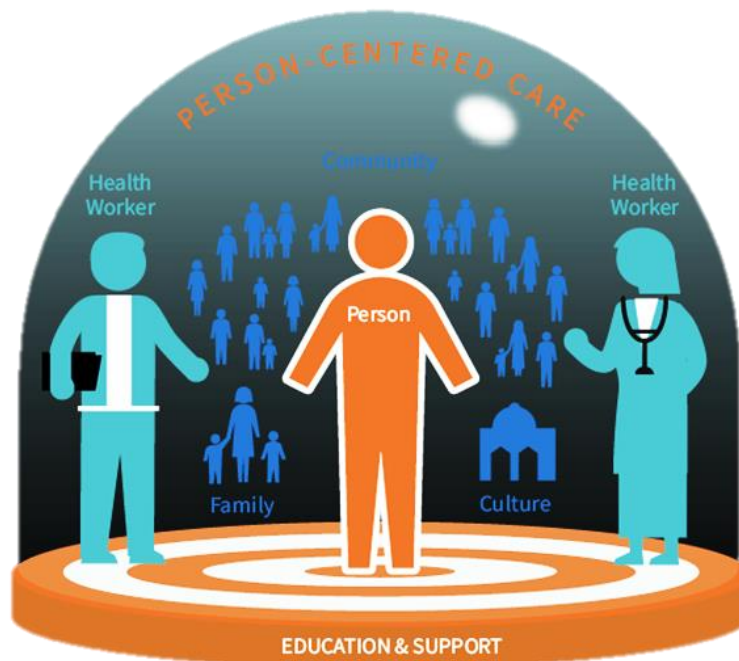
PATIENT AND FAMILY ADVISORY COMMITTEE

ORIENTATION PAMPHLET

ALMONTE GENERAL HOSPITAL CARLETON PLACE AND DISTRICT MEMORIAL HOSPITAL

Prepared by PFAC

October, 2021



PATIENT AND FAMILY ADVISORY COMMITTEE

PURPOSE

The purpose of this pamphlet is to introduce new members to the Almonte General Hospital (AGH) and Carleton Place and District Memorial Hospital (CPDMH) Patient and Family Advisory Committees (PFAC).

BACKGROUND

Ontario's Ministry of Health (MOH) initiated the PFAC concept to embed "patient engagement across the ministry and the health care system will move us towards a health system of the future that is centred on the needs and values of patients and families." ¹ PFAC's exists at the provincial, regional and hospital levels. There are PFAC's across Canada and in the United States.

PFAC OVERVIEW

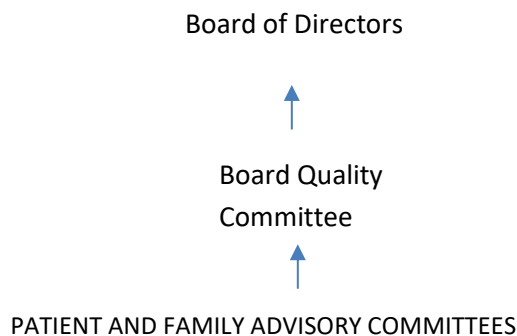
The CPDMH PFACs started in 2015 and the AGH in 2016 both providing a much-needed voice from patients and their families to hospital management within the hospital's patient centric approach to health care. It is composed of a group of volunteers who have had recent experiences with medical care at AGH and have a deep commitment to the quality of health care at AGH and to the community.



In an advisory capacity, it ensures that the patient and family voice is integrated into the planning, delivery and evaluation of services at the hospital and makes recommendations on matters that impact the patient experience.



PFAC reports to the "Board Quality Committee (BQC). It monitors and makes recommendations on clinical quality and safety issues, ensures compliance with legislated requirements such as those in the Excellent Care for All Act, and oversees the development and implementation of the annual quality improvement plan." ² The BQC reports to the AGH Board of Directors.



¹ extract from Ontario MOH at Minister's Patient and Family Advisory Council

² Extracted from the AGH Web Site

PATIENT AND FAMILY CENTERED CARE

“Patient and family centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care professionals, patients, and families.”³



Figure 1: Patient centered care model (26).

The hospitals are dedicated to nurturing a partnership with our patients and families to improve their health and well-being. Patient and Family Centred Care (PFCC) is part of a global movement that recognizes the value of the patient in care decisions from the governance approach to bedside care. Patient and Family Centred Care is central to our Quality and Safety Strategy. Our goal is to seamlessly incorporate this philosophy into every patient and family interaction. We commit to the exchange of open communication between patient, family and providers that includes patients as an integral part of the health care team.



LONG TERM GOALS

VISION

“To be recognized as the preferred centre of primary health, obstetrical care and long-term care, providing a continuum of excellent, efficient, integrated services and improving the health and quality of life of those we serve.”¹

PFAC VISION

To create a collaborative partnership between patients, former patients, caregivers, families and the AGH leadership team to improve quality of care and the patient experience.

FUNDAMENTAL PURPOSE

MISSION

“To provide a continuum of integrated primary health and long-term care services to our communities, focusing on quality care and personal attention, accountability and fiscal responsibility.”¹

PFAC MISSION

To provide an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of services at AGH and makes recommendations on matters that impact their experience at AGH.

GUIDING PRINCIPLES

VALUES

- Compassionate care with pride and excellence
- Individual integrity, respect and dignity
- Innovation
- Transparency and accountability
- Collaboration, cooperation and teamwork
- Trustworthiness, consistency, justice and fairness

PFAC VALUES

- Respect and dignity
- Affirmative information sharing
- Participation
- Collaboration

From PFCC.Connect

³ Institute for Patient and Family-Centered Care

PATIENT AND FAMILY ADVISORY COMMITTEE

SCOPE

PFAC works within the requirements of both hospitals. This does not include Fairview Manor nor Lanark County Paramedic Services.

VOLUNTEER

As a PFAC member you become a volunteer. New volunteers are required to go through an interview with the PFAC Chairs and completion of an application form. The Chair will facilitate this process.

There are two working volunteer groups within AGH; the Volunteer Services Committee & the Fairview Manor Auxiliary. The VSC volunteers are closely associated with the hospital and provide support where needed. The Fairview Manor Auxiliary volunteers support the recreational activities of Fairview Manor and organize fundraising initiatives to support all the Residents of the Manor. Please contact Kelly Bowles at volunteers@agh-fvm.com if you would like to explore other volunteer opportunities.

At CPDMH, volunteers are an integral part of our care team. Volunteers provide a wide variety of services, adjusting our activities to best fit the needs of the patients and staff at CDPMH. Volunteers respond to the needs of patients, families, visitors, and staff. For additional information please contact Cindy Skebo, at cskebo@agh-fvm.com or at 613-256-2500 ext. 2505.

ATTACHMENTS

1. The PFAC Terms of Reference for detail description of duties, responsibilities, membership criteria and meeting details.
2. PFAC Annual Report 2019-2020