



THE CHANGE
FOUNDATION

Patient/Family Advisory Councils in Ontario Hospitals:

AT WORK, IN PLAY

Part 3: Examples: What the Councils Changed



Patient/Family Advisory Councils in Ontario Hospitals: AT WORK, IN PLAY

Part 3: Examples: What the Councils Changed

This is the third part of a three-part report on Patient and Family Advisory Councils (PFACs) in Ontario. It features examples of initiatives and changes that PFACs across Ontario made, and includes contact information for the respective PFACs that implemented them.

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ABOUT THE CHANGE FOUNDATION

An independent health policy think tank, The Change Foundation is changing the debate, practice and experience in Ontario healthcare, prompting system-wide, patient-centred improvements. The Foundation engages the stewards, stakeholders and users of Ontario healthcare, advising, supporting and challenging them to work together on shared goals: better health and quality of care; better patient experience and engagement; better value for money. The Change Foundation turns 20 in 2015, ready for its next challenge as a think tank dedicated to doing.

EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

PFAC CONTACT INFORMATION

1. Changes to Hospital Policy and / or Programs Affected by Policy

Assisting Patients and Visitors Policy:

With an increase in ambulatory visits there was a need to help patients and families understand what services were available at the institution. Patient experience advisors worked to develop this policy. Part of the work included: developing information manuals for people to prepare to come to the hospital, giving feedback on the redevelopment of hospital appointment slips, and surveying patients aged 75 and over and their caregivers to understand their information needs.

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Visitation Policy:

Collaboration with the PFAC, using a focus-group type of exercise to change the hospital visitation policy, and to change how to advertise the new policy throughout the institution.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

The Right to Daily Access to the Outdoors:

Promotes the right of clients in a mental health setting, whether they are there voluntarily or involuntarily, to have access to the facility's outdoors.

Hygiene Compliance Policy:

The council and hospital collaborated on initiatives to remind practitioners in the hospital to wash their hands. They created more transparency about hand-hygiene rates at the institution by posting signs at all the front entrances to the hospital that indicated the global hand-hygiene compliance rate, and signs in each unit that showed the unit compliance rate. This program increased the hand hygiene compliance rate from 38% to 94%.

The Adapted NOD Program:

Communication between healthcare providers and patients is important for the safety of patients, and for reducing patient anxiety and stress. NOD (Name, Occupation, Duty) is a simple tool that all members of the healthcare team (clinical and non-clinical) can use to improve communication with patient/family members. Upon first encounter with a patient/family member, employees use NOD, stating their name, occupation and duty.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

NOD and Listen Initiative:

The NOD (Name, Occupation, Do) and Listen initiative sets the tone for improved engagement and communication between healthcare providers and patient/family members. The program places patient/family advisors on every clinical care and administrative team, to give input on the programs, policies and issues they feel should be focused on. The Listen initiative purposefully integrates the voice of the patient/family throughout all levels, disciplines and processes within the organization

Pre-Surgical Admittance for Children:

The proposal and action plan for this initiative were developed by the PFAC and advisors. The hospital administration listened to the experiences and ideas of the parents and children and decided to do something to improve the pre-surgical admittance process.

This initiative involves preparing children who are about to undergo surgery, and allows parents/family of children undergoing surgery to be involved in the pre-surgical admittance process to the operating room (OR) on the day of the child's surgery. The child is prepared through various activities: meeting the nurse and staff who will be with them on the day of surgery; seeing the waiting room play space and the radio flyer wagon their parents can use to bring them in to the OR; getting a ride on a stretcher to the OR; seeing a puppet show in the OR about what will happen on the day of their surgery; and getting a ride to the recovery room where their parents will be waiting for them when they wake up. On the day of surgery, parents are allowed enter the OR and be there with their child up until the point when the child is put to sleep.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Parental Presence at Induction and Recovery for Pediatric Surgery:

This program provides the opportunity for parents or caregivers to accompany and support their children as they transition into the operating room, until they are sedated and asleep.

http://www.lhsc.on.ca/Patients_Families_Visitors/Childrens_Hospital/Programs_and_services/ParentalPresenceAtAnaesthesiaInduction.pdf



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For more information about the program itself, contact Child Life

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Champlain Complex Care Program:

The Family Forum proposed this program several years ago to the CEO in a presentation that demonstrated the need for better collaboration between healthcare providers. The Champlain Complex Care Program works collaboratively with hospital and community partners to provide family-centered care and care coordination to children and youth who are medically complex, fragile and technology dependent. Based on their specific needs, each child/youth is assigned to a family coordinator and most-responsible physician (hospital or community-based). This team provides coordination and medical support to the child/youth and family by: collaborating with team members required for the care of each child/youth (e.g. specialists, therapists, nursing/home support); coordinating each child/youth's medical needs; helping families navigate the healthcare system and improve access to care (e.g. between and among specialists, between and among community-based care providers); providing comprehensive medical care to the child/youth; and monitoring the progress of the child/youth's medical condition. Families who participated in the pilot project indicate that the program improved coordination of care for their family, and reduced the number of preventable hospital visits and visits to emergency departments, the length of hospital stays, and the amount of time spent trying to communicate with the right person.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Coordinated System for Referral:

A family advisor sits on the hospital committee for this coordinated system. The family advisor brings updates back to the PFAC to talk about the initiative and to get feedback from the PFAC to bring back to the hospital committee.

This framework for coordination enables clients and families to have a single point of entry into the organization. The system-wide, centralized program manages all internal and external appointments, eliminating the need for communication with multiple individuals or departments. The new system maximizes resources, reduces inefficiencies, and provides a streamlined service respectful of patient/family needs. Critical to the initiative's success was the engagement of patients/family at every stage of the design, implementation and evaluation process.

Representation on the Therapeutics Group:

Clients sit on the therapeutics groups, sharing their stories and experiences of recovery and success. Through this program clients provide peer support, and are linked to other clients to provide support and information. Please contact the Client Empowerment Council directly.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Family Advisory Network:

The family advisory council was expanded to create a family advisory network (FAN) which encompasses the main council and any unit-based councils. Acting as a hospital-wide advisory council, this network is comprised of current and former patients/family with an experience at the hospital within the last five years.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

PFAC CONTACT INFORMATION

2. Initiatives to Support Infrastructure Planning, Re-Design, Signage and Wayfinding

Surgical Patient Tracking Board:

An information tracking board displayed in the waiting area for patients and their families that tracks patients undergoing surgery/recovery. The information on the board is dynamically updated to inform the patient's family and loved one of their progress through the perioperative experience, from Pre-op to OR and Recovery.

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Renovation Projects:

The patient/family advisors have been partnering with the hospital on renovation projects to improve the patient rooms: what they will look like; how to maximize access to windows and natural light; the type of seating and other features that would make family members comfortable; and how individual temperature and light control would improve the patient and family experience.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Emergency Department Re-Design:

The hospital and PFAC collaborated on re-design of the green zone emergency department processes. The PFAC panel viewed a video of a virtual walk-through of the emergency department, which laid everything out for them as if they were a patient coming through and being cared for in the emergency department. The council gave their feedback as they experienced the virtual walk-through, and provided insights on the layout, flow and signage of the areas. The re-design of the emergency department is currently underway to make it more patient- and family- friendly, based on this feedback. One of the first pieces of this re-design is the triage area because of patient concerns that it was a vulnerable place for them and it was important that the area be conducive to their experience of safe care.

New Infrastructure Planning Group:

The hospital and PFAC collaborated on the planning of new hospital infrastructure, by having patient/ family members sit on focus groups for input into the design of the new Women's Breast Health Centre. The focus groups have mentioned the need for: more privacy, smaller waiting rooms, and less down-time between mammograms.

New Signage:

PFAC participants described navigating the hospital as "confusing" and "complicated" because of renovations and additions to the original structure. The PFAC was instrumental in having new signage installed for ease of navigation and wayfinding.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

PFAC CONTACT INFORMATION

3. Initiatives Dealing with Food

Bringing Food From Home:

Patient-experience partners (PEPs) collaborated with nutrition services and infection control on a policy for bringing food from home. Hospital staff had uncovered a food safety concern. Should food from home be prohibited? This was a perfect first opportunity for the new PEPs to collaborate with hospital staff. Together they conducted a photo tour of all the hospital kitchenettes across two hospital sites, keeping in mind that patients move from unit to unit and should find the experience similar. They discovered different rules, practices and levels of adherence to policies on the various units. Improvements included new standardized door signs and posted instruction for use of the kitchenettes, standardized placement of hand-hygiene stations, new equipment, reinstruction of staff for handling their food storage, and maintenance checklists. Staff and PEP re-wrote the instruction sheet for patients and families. As the groups reflected upon the project, the hospital staff recognized that patients and families were very interested in them as employees, e.g. questioning where staff kept their lunches if not in the kitchenettes. Everyone shared the same goals of infection control and safety. This first collaboration has uncovered other areas for future improvement such as the feasibility of family members ordering a meal from the hospital so they can share a mealtime with their loved one. The PEPs later offered their taste buds when nutrition services evaluated new menu items, and came away with a renewed respect for the challenge this department faces in selecting nutritious and delicious meals that meet dietary restrictions at a reasonable cost, and at a moment's notice. At the project's end, everyone recognized that the positive changes would not have been possible without the perspectives of both PEPs and hospital staff.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Menu Reform:

Food-menu reform was a common item on the PFAC agenda. The food services supervisor made a presentation about the changes and improvements they intended to make and hosted an afternoon for PFAC members to do a food-tasting of various menu items. Changes were made to the hospital's menu based on the patient/family feedback.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

PFAC CONTACT INFORMATION

4. Initiatives in Staff Orientation and Public Education

New Staff Orientation and Decision Making:

Members of the PFAC are involved in staff-related orientation, training, education and/or hiring. Advisors are integrated throughout every committee at the hospital and in all major decision-making processes.

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New Staff Orientation and Education:

The family councils take part in new-staff orientation and provide educational sessions to the public in an evening forum called Conversations at the Royal. They provide education to each other and respond to requests to provide education to the community. They have spoken at high school, college and university classes, and other events.

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

Educational Video:

A video created by youth patients from the hospital's Youth Forum (youth advisory council). The video features the youth performing satirical skits to promote a Top Ten list of suggestions on how they would like to be treated during their interactions with healthcare providers. The video is presented at orientations for staff, volunteers, nursing and medical students, and at other institutional events. It is available on Youtube at:

<http://www.youtube.com/watch?v=NIZVsbfcw8M>

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EXAMPLES OF PFAC INITIATIVES BY KEY TOPICS

PFAC CONTACT INFORMATION

5. Initiatives to Create / Update Hospital Informational Materials

The PFAC and the hospital collaborate to create or update informational materials such as the patient handbook, the terms of reference, information on patient rights and responsibilities, consent forms, etc. Hospital policy now states that “the patient perspective must be woven into every policy that materially influences the patient experience.” This policy directive ensures that any new policies, or revisions made to old policies, must include the patient perspective whenever the policy impacts their experience.

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The hospital and PFAC jointly updated and created documents such as: The Patient Declaration of Rights and Responsibilities, Terms of Reference for the Patient and Family Advisory Council, and informational materials for patient/family members, e.g. the booklet entitled Deciding on Feed Tubing.

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A collaboration with the family leaders to create, review and update informational and educational materials for the hospital, to ensure health literacy principles are followed. Examples: The Patient Handbook, Patient Declaration of Values, consent forms, brochures (e.g. Patient Safety), terms of reference.

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