

Patient & Family Advisor Orientation Handbook



St. Thomas Elgin
General Hospital

A Message from our President and CEO



Welcome and thank you for joining the St. Thomas Elgin General Hospital (STEGH) Patient and Family Advisor Program.

Your opinions, ideas, and contributions help influence positive change in the care and services we provide.

We gratefully acknowledge your commitment and willingness to volunteer your time and talents as a valued Patient and Family Advisor.

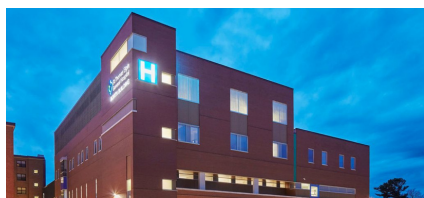
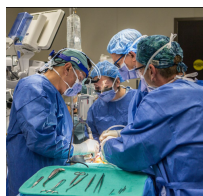
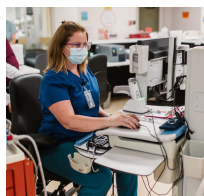
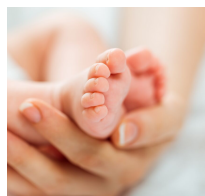
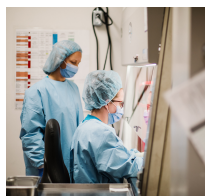
As part of STEGH's Strategic Plan, our goal is to partner with patients and the community at large to foster an integrated patient and family-centred health care system. With your dedication and contributions, we can help transform local health care in our community.

Thank you for choosing to be a STEGH Patient and Family Advisor. We look forward to working with you!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Karen Davies'.

Karen Davies
President and CEO



Introduction



Patient and Family Advisors have an interest in making a positive difference at St. Thomas Elgin General Hospital (STEGH).

This guide will help you develop a good understanding of what it means to be a patient and family advisor and how you will work together with STEGH employees.

Our goal is to work collaboratively to ensure all members are fully engaged in a meaningful way.

Our Mission, Vision and Values

Our Mission

Caring. Healing. Connecting.

Our Shared Vision

Together, creating health care excellence for our community.

Our Values

Compassion

We are empathetic, offering comfort and care to those in need.

Innovation

We create and adopt better ways to deliver health care.

Accountability

We are honest, reliable and responsible for our decisions and actions.

Respect

We are inclusive, understanding and considerate.

Collaboration

We work together to provide excellent patient care.

Strategic Priorities



Partnering with patients
to enhance their care experiences.



Achieving operational excellence
to ensure quality and sustainability.



Creating collaborative networks
to connect patients to the services they need.



Empowering our team
to reach their full potential.

Declaration of Patient and Family Values

Our Declaration of Patient and Family Values was developed in consultation with the community and reflects what the community has said is important to them when they visit the hospital.

These values complement the hospital’s existing core values of Compassion, Accountability, Respect, Innovation and Collaboration.

PATIENT VALUES

PATIENT RESPONSIBILITIES

I value being treated as an individual with unique needs and being listened to without judgement.



I have the responsibility to extend understanding, empathy and patience to my care team as they support me and other patients.

I value timely access to care and the opportunity to share feedback about my experience.



I have the responsibility to let staff know when I do not understand information given to me and voice concerns about my care.

I value the protection of my privacy, meaningful information about my care, and professional behaviour from my health care team.



I have the responsibility to respect the privacy and confidentiality of others.

I value innovation in health care that starts with clear information about my health and a plan for my care upon discharge.



I have the responsibility to ask questions about the care being provided and recognize that I am an active participant of my health care team.

I value the opportunity to ask questions and participate in my care.



I have the responsibility to actively participate in my care and understand decisions I make about my treatment with my health care team.

Roles and Responsibilities

PATIENT AND FAMILY ADVISOR

- Provides input about programs and services; delivers the patient/family perspective
- Participates in process improvement projects, program development, and quality improvement activities
- Engages in learning opportunities

PATIENT EXPERIENCE SPECIALIST (STEGH)

- Participates in engagement activities with advisor and leader; defines a beginning and end to the work
- Acts as primary contact during engagement activities
- Ensures patient and family advisor receives orientation
- Evaluates the successes and challenges of the engagement

What is Patient and Family Centred Care?

Patient and family-centred care means safe and competent care that is culturally appropriate, compassionate, and respectful. Care is designed specifically to meet the needs, values, beliefs, and preferences of patients and their families.

How do health care providers involve patients and families?

- Engage with patients and families to ensure their understanding and participation
- Monitor and evaluate services and quality with input from patients and families
- Co-design services
- Include patient and family representation on advisory and planning groups
- Partner with patients in planning, assessing, and delivering care



Roles and Responsibilities

Definition of a Patient and Family Advisor

A Patient and Family Advisor is someone who has received care at STEGH, or is a family member or caregiver of someone who has received care. They help to inform policies, programs, and practices that affect care and services. They advocate for the needs of the patient and family.

What does a Patient and Family Advisor do?

Patient and Family Advisors help inform STEGH about how to meet the needs and priorities of patients, families, and communities. They share opinions, ideas, and first-hand knowledge. They work collaboratively with employees to ensure STEGH provides the best possible experience for patients, family members, and caregivers.

Who can be a Patient and Family Advisor?

Anyone who is a patient, family member, or caregiver of a patient who has had an experience at STEGH within the last two years. Advisors must be reliable, trustworthy, and committed. ***A medical background is not a requirement to be an advisor; however, a criminal background check is mandatory.***

What are the expectations and accountabilities of a Patient and Family Advisor?

- Provide input; consult and provide feedback
- Give advice - This includes sharing personal stories, participating in meetings, focus groups, and reviewing patient and family materials
- Co-design improvements using experiences
- Participate in process improvement projects and quality improvement activities
- Build partnerships with health care providers



Continued...

Roles and Responsibilities

What are the expectations and accountabilities of a Patient and Family Advisor? - Cont...

- Attend monthly Patient Experience Council meetings
 - *If you cannot attend a meeting, inform the Patient Experience Specialist and Co-Chair in advance*
- Review materials provided before each meeting
- Participate on corporate committees/working groups to provide the patient and family perspective
 - Responsibilities will be discussed with the lead to determine skills and interests
- Uphold STEGH policies and procedures, including but not limited to: Code of Conduct, Privacy and Confidentiality, Scent Free Environment, Infection Control, etc.
- Do not discuss confidential information outside council/committee meetings

How can I be a successful Patient and Family Advisor?

- Collaborate with others;
- Share insight and information about personal experiences to help evolve programs, services, and hospital priorities;
- Be an active and empathetic listener;
- Have a positive and non-judgmental attitude;
- Be open to seeing beyond one's own personal experience;
- Utilize a positive approach to problem-solving and a desire to find solutions;
- Be eager to expand knowledge and skills;
- Understand that change doesn't happen quickly; it's a process.
- Maintain confidentiality;
- Commit to STEGH's mission, vision and values.



What is the time commitment as a Patient and Family Advisor?

As a Patient and Family Advisor, you can participate in many ways – as much or as little as you feel comfortable. Opportunities to participate include: sharing personal stories, serving on councils, working groups, committees, projects, interview panels, and assisting during the Accreditation process.

The Patient Experience Council meets monthly for 90 minutes. You will be asked to review materials and provide input prior to meetings. If you choose to join a committee, working group, project, etc., the time commitment will vary. Time commitments will be disclosed by the Patient Experience Specialist. Virtual meetings may be an option for those who cannot meet in person.

Orientation and Support

The Patient Experience Specialist will provide orientation and support to Patient and Family Advisors.

New Patient and Family Advisors will be paired with a current Advisor who will offer mentorship and support.



What do I need to do to be prepared for each meeting?

Below are some common terms that will be used during the meetings you attend. You're encouraged to connect with the committee chair if you have questions.

- **Agenda:** a document that outlines the items that will be discussed at the meeting.
- **Meeting Minutes:** these are notes about the meeting discussion, action items, and next steps. As a member of a group, you are expected to review the minutes prior to attending the next meeting.
- **Chairperson:** the person who is in charge of running the meeting. This may be the same individual for each meeting or the group may designate a different one for each meeting.

Why are Patient and Family Advisors important?

Patient and Family Advisors have first-hand knowledge and insight about how the local health care system can improve, and how to satisfy patient and family needs. Advisors look at things through a unique lens that can assist the hospital in adjusting or enhancing services. Patient participation has significant impacts on **patient safety and harm reduction**, **reducing wait time**, and **improving job satisfaction** for health care providers.

The Power of Storytelling

Patient and Family Advisors are often asked to share their personal and family stories about health care experiences. These stories provide context and help employees develop a better understanding of the patient/family perspective. Staff learn and appreciate how it feels to be a patient or family member receiving care at STEGH.

When asked to share your story, here are some questions to ask yourself:

- What am I willing to share/not share?
- Do I have my family's permission to speak about our experience?
- What is the main point of the story? What do I want people to take away from my story?
- Is my health care experience a negative one that is still bothering me? If so, am I able to share the experience in a constructive way?
- How can I use my experience to improve care for patients and families at STEGH?



Think about the message you want to get across to your audience. Speak from your heart, be respectful, and present negative experiences in a constructive way. Additional tips:







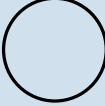





- Rehearse
- Keep it short and simple
- Balance positive experiences with opportunities for improvement
- Build in visual images
- Repeat or reinforce key phrases

Getting to Know our Hospital

Getting Around

Visit our website to learn more about our programs and services, and to access a map of parking locations and hospital buildings: stegh.on.ca

Emergency Codes

	Yellow/Amber: Missing Person/Child, Child Abduction		Pink: Cardiac Arrest/Medical Emergency - Infant/Child
	Orange: Disaster/CBRN Disaster		Brown: In-Facility Hazardous Spill
	Red: Fire		Silver: Active Assailant
	White: Violent/Behavioural Situation		Purple: Hostage Taking
	Blue: Cardiac Arrest/Medical Emergency		Black: Bomb Threat/Suspicious Object
	Green: Evacuation		Grey: Infrastructure Loss

Program Councils and Committees

Board Committees:

- Quality and Safety
- Finance and Audit
- Human Resources
- Governance

Women & Children:

- Infant Feeding Committee



Getting to Know our Hospital

Program Councils and Committees - Cont...

Human Resources:

- Job Evaluation Committee
- Negotiating Committees
- ONA Hospital Association Committee
- OPSEU Service Labour Committee
- OPSEU Paramedical Labour Committee
- Workplace Wellness Committee
- OPSEU Office and Clerical Labour Committee
- Workplace Violence and Prevention
- Accessibility Committee
- Advancing and Inclusive Culture at STEGH

Other:

- Joint Health & Safety
- Radiation Safety Committee
- Patient Experience Council
- Accreditation Steering Committee
- Risk Management Committee
- COVID-19 Coordinating Committee (C19)
- Infection Control Committee
- Code Blue Committee
- Medical Advisory Committee (MAC)
- Pharmacy and Therapeutics
- Ethics Committee
- Antimicrobial Stewardship
- Credentials Committee

Information Technology:

- ePractice Committee

Facilities Management:

- Product Evaluation and Standardization
- Green Team Committee

Health Information:

- Health Information Management Committee
- Forms Committee



Contact

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www.stegh.on.ca



Common Health Care Acronyms

AC	Accreditation Canada	OR	Operating Room
AE	Adverse Event	OT	Occupational Therapy
ALC	Alternate Level of Care	PACU	Post-Anaesthetic Care Unit
ALOS	Average Length of Stay	PFA	Patient Family Advisor
CCAC	Community Care Access Centre	PFAC	Patient Family Advisory Council
CCC	Complex Continuing Care	PRN	("As needed")
CCO	Cancer Care Ontario	PSW	Personal Support Worker
CCU	Critical Care Unit (or ICU for Intensive Care Unit)	PT	Physiotherapy
CHC	Community Health Centre	QCB	Quality Council of the Board
CIHI	Canadian Institute for Health Information	QI	Quality Improvement
CMHA	Canadian Mental Health Association	QIP	Quality Improvement Plan
CPSI	Canadian Patient Safety Institute	RL6	Safety Incident Reporting System
CPSO	College of Family Physician and Surgeons of Ontario	RN	Registered Nurse
CQI	Continuous Quality Improvement	RNAO	Registered Nurses Association of Ontario
DEC	Diabetes Education Centre	ROP	Required Organizational Practice
DI	Diagnostic Imaging	ROI	Release of Information
ECFAA	Excellent Care for All Act	RPN	Registered Practical Nurse
ED	Emergency Department	RPNAO	Registered Practical Nurses Association of Ontario
ER	Emergency Room	SBAR	Situation, Background, Assessment, Recommendation
EHR	Electronic Health Record	SW	Social Worker
FBC	Family Birthing Centre	TOA	Transfer of Accountability
FIPPA	Freedom of Information and Protection of Privacy Act	TOR	Terms of Reference
GP	General Practitioner	VSL	Value Stream Leader
HIM	Health Information Management		
HR	Human Resources		
IPAC	Infection Prevention and Control		
ICU	Intensive Care Unit		
ISU	Integrated Stroke Unit		
LTC	Long-Term Care		
MDRD	Medical Device Reprocessing Department		
MoHLTC	Ministry of Health and Long Term Care		
MRP	Most Responsible Physician		
OHA	Ontario Hospital Association		
OHT	Ontario Health Teams		
ONA	Ontario Nurses Association		

