

JOINT PATIENT AND FAMILY ADVISORY
COMMITTEE

ANNUAL REPORT
2021-2022
FINAL

PREPARED FOR JOINT QUALITY COMMITTEE
OF THE BOARDS OF DIRECTORS

TABLE OF CONTENTS

Contents

1. Purpose of Report 3

2. Overview of JPFAC 3

3. Year in Review 3

4. JPFAC Plans 4

Appendix A - Committee Members..... 6

Appendix B – 2021-2022 Detail List of Accomplishments 7

Appendix C – Diversity Table..... 9

Appendix D – Detailed Workplan 2022 To 2024..... 10

1. Purpose of Report

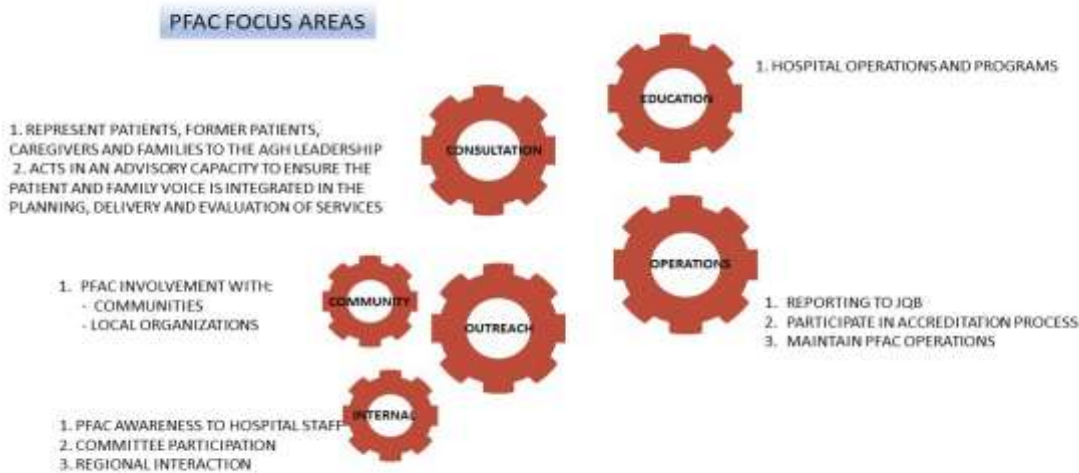
The purpose of this report is to present an overview and the annual accomplishments of the Joint Patient and Family Advisory Committee (JPFAC) for 2021/2022 to the Joint Quality Committee of The Boards of Directors for review. The JPFAC is composed of members from the Almonte General Hospital (AGH) and the Carleton Place and District Memorial Hospital (CPDMH). Since the majority of the 2021-2022 activities of the two PFAC committees were conducted together, this report represents the results and plans for the JPFAC.

2. Overview of JPFAC

The purpose of the JPFAC is to form collaborative partnerships between patients, former patients, caregivers/families and the Mississippi River Health Alliance (MRHA) healthcare teams to positively impact the quality of care and patient experience for our communities. Since 2016, 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 and CPDMH, 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 and CPDMH.

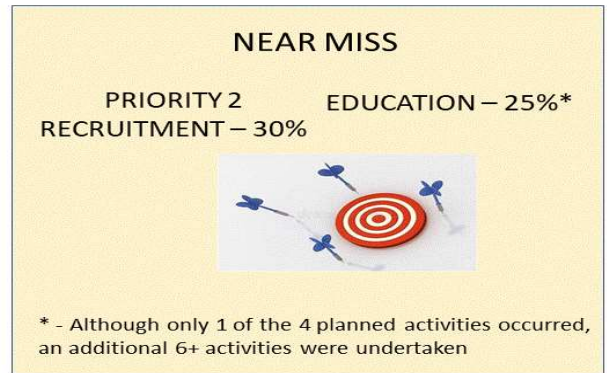
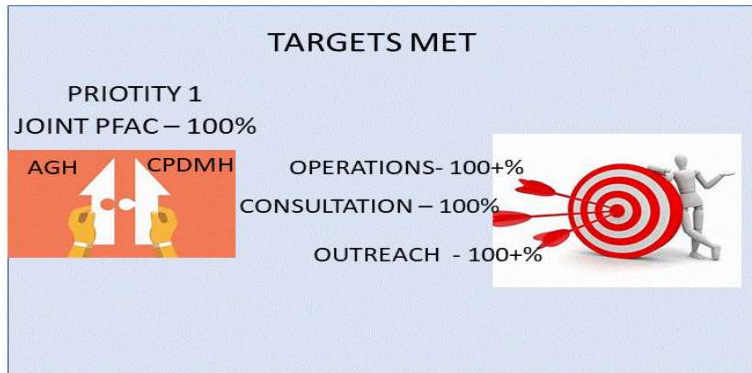
JPFAC incorporates the following values in its operations.

- ✓ Accountability
- ✓ Empathy and Compassion
- ✓ Equity and Engagement
- ✓ Respect and Dignity
- ✓ Transparency



3. Year in Review

The 2021-2022 year can be considered a success. The following diagram summarizes the accomplishments.



Priority 1, the merging of the AGH and CPDMH PFAC's, was met. However, the second priority, recruitment, was missed. Although substantial work was done by Ms. McBain, it was put on hold due to the focus on the PFAC merger and the need to clarify PFAC's role going forward. There were fourteen items identified for completion. All were completed except for three items under Education.

A major unplanned accomplishment was the creation of a video describing JPFAC. The video along with an updated JPFAC description were loaded onto the AGH hospital web site to encourage recruitment.

To ensure JPFAC knowledge and memory is retained as well as momentum, the Term of Reference was updated to allow membership to be extended to three two-year extensions. Thankfully, all members agreed to retain membership.

In addition, several unscheduled items were completed, JPFAC outreach was extended both within the community and within the hospital. A detail list is included in Appendix A.

4. JPFAC Plans

The next year represents some significant challenges. Again, recruitment will be one of the top priorities. A strategy will be put in place to recruit from both Almonte and Carleton Place. The key focus will be on diversity to reflect the composition of the communities.. In 2020-2021 a diversity study was undertaken with a summary of the findings are listed in Appendix B.

The following lists the priorities.

1. Align AGH and CP PFAC Material
2. Recruitment in Almonte and Carleton Place
3. JPFAC Annual Report
4. JPFAC Marketing / Awareness
5. Review JPFAC Support for JQC
6. Recruitment of member of leadership team

Joint Patient Family Advisory Committee Annual Report 2021-2022

Outreach activities are becoming increasingly important, not only for the community but also for internal staff. The outreach will greatly assist in recruitment. Community areas to be explored include gaining an understanding of peoples and cultures within our catchment area, such as improving our understanding of local Indigenous peoples and their cultures. Internal outreach will include education sessions from key hospital personnel.

The remaining activities are composed on ongoing and parking lot initiatives.

Appendix D provides a detailed activity plan for 2022-2024

APPROVED by JPFAC members October 19, 2022.

Appendix A - Committee Members

Co-Chair: Integrated Vice President, Patient & Resident Services and Chief Nursing Executive,

- Mr. Jason Hann, departed August 2022
- Ms. Loralie Hachey Started August 2022

Co-Chairperson: AGH - Mr. Paul Brennae
CPDMH – Ms. Pat Messner

Past Chair: Ms. Bonnie Lowry Bagshaw

Members:

AGH:

- Ms. Bonnie McBain
- Ms. Samantha Zukowski

CPDMH:

- Ms. Tyana Owen
- two members left for personal reasons

Appendix B – 2021-2022 Detail List of Accomplishments

PLANNED	ACCOMPLISHMENTS	
Priority 1 - Joint AGH and CPDMH PFAC's.	Completed	
Priority 2 - Recruitment	<p>A Community Diversity Analysis was conducted as well as an initial approach. However, the initiative was put on hold until 2021-23 pending completion of priority 1 and a better understanding of PFAC directions.</p> <p>Completed JPFAC Orientation Pamphlet; loaded on AGH Web Site Updated JPFAC description on AGH web site. Diversity was identified as a key recruitment element.</p>	
<p>Operations:</p> <ul style="list-style-type: none"> - PFAC Annual Report 2020-2021 - Update Terms of Reference - Decision on PFAC representation on Joint Ethics Committee - Decision on PFAC involvement on Patient Safety Week 	<ul style="list-style-type: none"> - Completed - Completed - Completed - Completed <p>In addition:</p> <ul style="list-style-type: none"> - Creation of a detailed two-year activity plan - Debriefings: <ul style="list-style-type: none"> - Joint Board Quality Committee, Joint Ethics Committee - Conducted First JPFAC Annual Committee Assessment Survey 	
<p>Education</p> <ul style="list-style-type: none"> - Ethical Frameworks - Tour of AGH EMR - Trillium Gift of Life Network - AGH Volunteer Program 	<ul style="list-style-type: none"> - Joined Ethics Committee - TBD. On hold due to pandemic - TBD - TBD <p>In addition</p> <ul style="list-style-type: none"> - List presentations given at PFAC meetings and others attended by members: <ul style="list-style-type: none"> o Home Hospice North Lanark Annal General Meeting o Ethics Lunch & Learn – Moral Distress o Ethics Lunch & Lean o Providing Compassionate Care to Gender Diverse Populations. Presented by Regional Ethics Rounds, Champlain Centre for Health Care Ethics - Updates on the Caregiver Identification Project - Invited guests: Mary Wilson Trider, Crystal Newman, - CEO Connect, MRHA Report to the Community. Near Miss of the Month, Complements and Concerns, Accessibility 	
Consultation		

Joint Patient Family Advisory Committee Annual Report 2021-2022

PLANNED	ACCOMPLISHMENTS	
<ul style="list-style-type: none"> - Document Review Request from CNE 	<p>Policy reviews</p> <ul style="list-style-type: none"> - A-110 AGH Therapeutic Pet Visitation - CPDMH Corporate Patient Relations Feedback - C-10 Patient/Resident Relations Feedback Policy <p>Document reviews</p> <ul style="list-style-type: none"> - Patient Relations Data - 2022-2023 Patient & Resident Safety Plan - 2022/2023 Integrated Quality Improvement Plan Planning - 2021-2022 Joint Patient & Resident Safety Plan Update - 3 Year Review AGH/FVM Patient and Residents Incidents - Patient Relations – 2020-2021 Aggregate Data - Clinical Services Plan - Patient Relations Data 	
<p>Community Outreach</p> <ul style="list-style-type: none"> - PFAC update on AGH Web Site - PFAC Marketing - Participation in Patient Safety Week 	<ul style="list-style-type: none"> - Completed - Completed. JPFAC video and web site updated - Completed. CNE interviewed on Lake 88 radio 	
<p>Internal Outreach</p> <ul style="list-style-type: none"> - PFAC Overview for New AGH Employees - PFAC Marketing - Participation in Patient Safety Week 	<ul style="list-style-type: none"> - Completed. Conducted 5 presentations - Completed. JPFAC web site updated: narrative and video - Completed. CNE interviewed on Lake 88 radio <p>In addition:</p> <ul style="list-style-type: none"> - Added a member to the Joint Ethics Committee and Joint Quality Committee 	
	<p>Other:</p> <ul style="list-style-type: none"> - Suggested flying reconciliation flag on Sept 30. Staff did wear orange and Canadian flag was put at half mast. - Suggested the hospital web site use the translation approach currently used at the Renfrew Victoria hospital - With the Almonte Bicentennial Celebration planned for 2023 and since the hospital is located on Indigenous lands, a suggestion was put forward to investigate how the hospital could participate in the celebration within this concept. 	

Appendix C – Diversity Table

DIVERSITY STUDY RESULTS ¹

AREA	ALMONTE	CARLETON PLACE
Language	95% English 1% French	95% English 1% French
Race	98% non-visible minority Visible minorities of 2%: - 30% Black - 18% Chinese - 16% Arab - 16% South Asian	98% non-visible minority Visible minorities of 2%: - 29% Black - 22% Chinese - 18% Arab
Age	39% 40-64 years of age 21% over 60 years of age	38% 40-64 years of age 21% over 60 years of age
Socioeconomic	57% less the \$60K income	54% less the \$60K income
Gender	51/49 female / male	51/49 female / male
Religion	81% Christian 17% No Affiliation	73% Christian 25% No Affiliation
Sexual Orientation Data Not Available		

¹ The data was extracted from the 2016 Statistics Canada Census.
February 28, 2023

Appendix D – Detailed Workplan 2022 To 2024

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.

JOINT PFAC ACTIVITY PLANNING 2022 to 2024											
ACTIVITY	PRIORITY	2022 - 2023					2023 - 2024				
		MEETING OCT	MEETING DEC	MEETING FEB	MEETING APR	MEETING JUN	MEETING OCT	MEETING DEC	MEETING FEB	MEETING APR	MEETING JUN
INITIATIVES											
Align AGH & CP PFAC Material	1	Identify Lead	Update								
PFAC Recruitment	2	Identify Approach	ONGOING								
Joint PFAC Annual Report	3		Approval Submit JQC					Approval Submit JQC			
Patient Safety Week (End October)	4	Identify Lead					Identify Lead				
PFAC Marketing / Awareness Sync documents & two Web Sites	5		Identify Lead	Update	Update	Update					
Review PFAC Support for JQC, e.g. QIP	6										
Recruitment of Member of the leadership team and Member of clinical/support services department , as per ToR	7										
ONGOING ACTIVITIES											
Review Workplan Progress Report		CONDUCTED AT EACH MEETING									
Compliments / Concerns		CONDUCTED AT EACH MEETING									
Education Session		CONDUCTED AT EACH MEETING									
Document Review Request from CNE PFAC Overview at Staff Orientation, at Request of HR		CONDUCTED ON REQUEST									
Committee Participation: Quality Committee. Ethics Committee		CONDUCTED ON REQUEST									
PARKING LOT											
Tour of AGH & CPDMH Facility	TBD										
Continue to Identify Methods to Seek Patient and Family Feedback	TBD										
2020/21 Senior Friendly Hospital Plan	TBD										
Annual review of Patient Handbook	TBD										
EDUCATION SESSIONS											
Ethical Frameworks	TBD										
Tour of AGH EMR	TBD										
Trillium Gift of Life Network	TBD										
AGH Volunteer Program	TBD										