



GRAND ROUNDS

A voice for patients and family

There's a new committee in town and its members are speaking up on behalf of RVH patients and families.

The Patient and Family Advisory Committee (PFAC) was recently created to serve as an advisory resource to the hospital board and administration.

"We are seeing different issues and through a different lens," says Chris Ferguson, RVH Vice President of Patient Care Services, who chairs the bimonthly meetings.

Needs and gaps are identified based on patients' and families' experiences, and the resulting recommendations inform changes to policy, programming and protocols explains Ferguson. "It's always inspiring to listen to members and show them how their ideas make a difference," she adds.

For example, the PFAC brought forward a concern that some patients have been upset when they unexpectedly found themselves sharing a room with someone of the opposite gender. This initiated a change in policy to ensure a conversation takes place beforehand if cohabitation is necessary.

"From the patient perspective, the changes we are making are going to be very meaningful," says PFAC member and former RVH nephrology patient Steve Lyons.

Committee members have their own reasons for joining.

Lyons shares that after being a patient, "I just wanted to give back, share my experience."

Committee member Kathy Berry's inspiration comes from the care her elderly father received over his six-month stay at

RVH, while patient Gary McFarlane says he is motivated to help improve the quality of care for others, having accessed care often over the past 30 years. "This is a way I can help make it better for other patients."

Along with an RVH presence (Board Continuous Quality Improvement

member, rotating nurse managers, and Chair Chris Ferguson) the committee includes patients and family members representing different clinical areas, genders and ages. New members are welcome and can contact Chris Ferguson at 613-432-4851 ext 225.



RVH's new Patient and Family Advisory Committee (PFAC): Chris Ferguson, VP of Patient Care Services, Steve Lyons, patient rep, Ann Marie Urbaitis, RVH Palliative Care Program, Kathy Berry, family rep, Gary McFarlane, patient rep, Krista Helferty, RVH Social Worker, Patricia Murphy, Nurse manager of the complex continuing care unit. Missing are patient and family representatives Mary McGrath, Jennifer Murphy, Candace Dick and Bonnie Nolan.

For more information about *I Choose RVH*, contact the Foundation at 613-432-4851 ext. 312