



# RVH Patient & Family Advisory Council

# 2021



# PFAC accomplishments 2017–2021

Patients and families remain central to all we do at RVH, and as a patient-centred hospital, our Patient and Family Advisory Council (PFAC) members are essential to our ability to deliver quality, safe and coordinated care.

The insights and personal stories we hear from PFAC members inspire and inform how we respond to the complex needs of the individuals and their families, both medically and emotionally.

Over the last few years of service, PFAC has demonstrated an outstanding commitment and has had

a positive impact on the development of hospital-led initiatives and the broader healthcare system as a whole, especially during the challenging COVID-19 pandemic in the past year.

We are grateful to all members of the Patient and Family Advisory Council for partnering with us to deliver an exceptional patient experience. Your time, talent, energy, passion and drive are greatly appreciated and invaluable to Renfrew Victoria Hospital.

**Julia Boudreau, RVH President and CEO**

## Patient and family engagement framework

The Renfrew Victoria Hospital (RVH) and St. Francis Memorial Hospital (SFMH), like Accreditation Canada, believe that patient- and family-centred care will help our organizations to improve decision making processes, health outcomes, client experiences, financial management and patient safety. Both hospitals strive to ensure patient- and family-centred care is incorporated across the organization’s processes.

The framework below is our guide to ensure engagement.



LEVELS OF ENGAGEMENT	CONSULTATION	INVOLVEMENT	PARTNERSHIP AND SHARED LEADERSHIP
Direct Care	Patients receive information about the diagnosis	Patients are asked about their preferences in treatment plan	Treatment decisions are made based on patients’ preferences, medical evidence, and clinical judgement
Organizational design and governance	Organization surveys patients about their care experiences	Organization involves patients as advisers or advisory council members	Patients co-lead safety and quality improvement committees

# List of accomplishments

## Nephrology Goals of Care Project

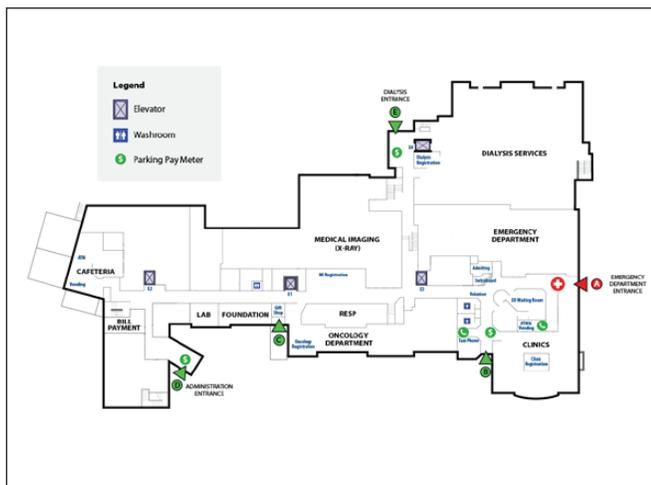
PFAC members were involved in bringing the content to the Champlain Renal PFAC for discussion and input before implementing our Goals of Care for all patients

## New Pay Phone and Water Fountain Location

Members provided input into the location of the pay phone and water fountain to ensure the best accessibility for Emergency Department and Ambulatory Care patients.

## Input into RVH Campus and Hospital Maps

Members reviewed the draft maps and made suggestions to ensure ease of wayfinding for patients/visitors entering either the hospital campus or the facilities. Hospital signage was also reviewed.



## Review of Visiting in Solarium Policy

The PFAC committee reviews policy to ensure collaborative and meaningful use of the space for both patients and their families and RVH staff.

## Fusion Patient Engagement Sessions

Members were engaged in educational sessions around the implementation of the new Epic electronic health record system, the process and the benefits for both patients and staff.

## MyChart Implementation

PFAC members provided input into the user experience of the electronic patient health record to ensure that patients are able to easily access their up-to-date health information online through the Epic MyChart

## Dietary Changes / Patient Meals Changes

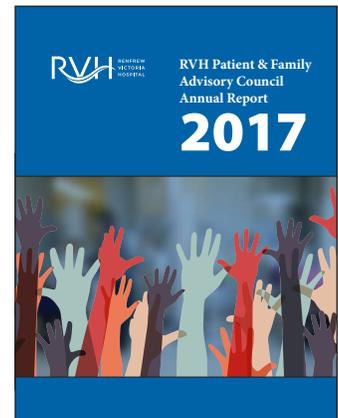
PFAC members have been instrumental in providing feedback into patient meal choice (e.g., the addition of new recipes/entrees, more fresh salad and fruit, and breakfast items), and serving times.

## RVH Quality Improvement Plan

PFAC member input and review received.

## Creation PFAC Brochure

Members provided their input and comments into the first PFAC Annual Report in 2017 which was published and circulated widely to demonstrate to the community the work the PFAC committee had done and the resulting improvements for patients and families at RVH.



## Regional PFAC Committee

Member participation to ensure an “RVH patient voice” at the table.

## Strategic Plan

Participated in the Strategic Plan review committee, provided input into and review of the 2021–2026 Strategic Plan.

## Communications Review

Reviewed communications and various methods used to ensure that all members of the community feel informed and engaged with what is happening at their local hospital. This resulted in this report being printed and mailed to households across the hospital catchment area for those who are not online.

## Patient Rights and Responsibilities Policy

Reviewed by PFAC members.

## Virtual Care – Patient Satisfaction Survey

PFAC members reviewed the Patient Satisfaction Survey review of satisfaction around the transition to virtual care in ambulatory care programs.

## PFAC Framework Approval

Members reviewed a new Framework to seeks to ensure that RVH continues to put patients front and centre.

# PFAC member comments

I have had the pleasure of being part of the PFAC Committee at RVH for a few years now. Although I was an employee of RVH for 31 years, the main reason I became involved was because of the great care and support my husband received at RVH. It became important to me to be part of a team that puts patients' needs number one. Many changes have been put into place at RVH because of suggestions from the PFAC Team, e.g. Signage, Water Fountains, Information packages, Pay Phones, White Boards, Meal times and contents, volunteer endeavours, etc.

It has been a great experience working as a team with Board Members, Senior Management, Staff from all areas and Patient Family members—all with a common goal to ensure the best possible patient care, satisfaction and safety. Some of our PFAC members also volunteer at RVH and as they direct people through our facility and various programs it enables them to bring back concrete suggestions to our committee for improvements. RVH is #1 because so many people strive daily to put both large and small changes in place to make your visit a well-organized and satisfying experience. Changes are put in place often in a very short timeframe and all suggestions are welcome.



**Bonnie Nolan**

I am pleased to be a member of the PFAC Committee and to have input into the decisions made to make improvements from the patient and family perspective. I was able to assist Chris in determining the best location of the telephone and water fountain in the ER area. Many positive changes have taken place, and changes are always ongoing. I have heard very positive feedback regarding the Dietary changes.

This committee welcomes feedback from patients and family and also from staff. I enjoy working with my fellow committee members and appreciate their constructive input.



**Carol Ann Simson**

As a RVH board member and relatively new PFAC committee member I feel it is essential to ensure that RVH is meeting the needs and expectations of everyone we serve. To that end the insights gained from the experiences, critique and constructive positive suggestions from patients and families who we serve are invaluable. The patient and family volunteers who serve on of the PFAC have overwhelmed me with their firsthand patient experience, passion and commitment to making the RVH the people's choice for health care.



**Tom Faloon**

I continue to enjoy working with the RVH PFAC for the past six years. This has led me to participate on sub-committees such as: MyChart, and Friends of Continuing Care Committee, recently represented Renfrew Victoria Hospital on a provincial sub-committee dealing with COVID-19 issues. I would never have had these opportunities if it were not for meeting with Chris and other members of this hospital. I continue to grow and this opportunity has led me to another challenge: Volunteer Board Member for the Patient and Family Advisory Board for the Champlain LIHN starting in June 2021. I love to be busy, especially in these COVID TIMES. I enjoy this work and the challenges that we all work through and on.



**Candice Dick**

Having the opportunity to sit on PFAC has been a great opportunity to share ideas and give feedback. As the Nephrology Social Worker, it has been rewarding to participate in and then see projects such as the Nephrology goals of care initiative and implementation of MyChart , in action, for the benefit of patients. As a community member, I also rely on RVH for my family and myself; it is reassuring to know that the PFAC is dedicated to the needs of patients and family members in our community.



**Krista Helferty**  
MPH, BSW,  
RSW|Social Worker,  
Nephrology  
Program, RVH

I have read over the accomplishments list and would be hard pressed to choose a most meaningful one. I feel that all the accomplishments have benefited the patients and their families as well as the staff, whatever their size. Being a part of the PFAC committee allows us to contribute to these enhancements and be part of the community.



**Mary McGrath**

Since its inception in 2017, I have been a proud member of this RVH committee. We have accomplished many changes and look forward to initiating many more in the future.

Personally, Renfrew Victoria Hospital has given excellent care to my parents, my two brothers, my late husband Wayne and to myself. We are very fortunate to have this hospital with very experienced staff in a small town like Renfrew. Anyone who has required hospital care can tell you how all staff work very hard to make your stay as comfortable as possible and never stop trying to improve on its already great medical care.

I enjoy being a part of this committee where myself and other members want to give support to the hospital and give back in any way we can for the years of dedicated work provided to our community by all staff members.



**Kathy Berry**

The most meaningful accomplishments to me are: Input into RVH Campus Map, Dietary Changes and Patient Meal Changes. I appreciate all the PFAC community members as it is always good to have an outside and different view on what is happening within the hospital walls but which directly affects our community. Patients, advocates and staff can all look at one issue differently but by looking at each view it hopefully becomes the best of all worlds.



**Roxanne Nolan,**  
Recreationist,  
Renfrew Victoria  
Hospital

Since I'm new to PFAC, I can only comment on what lies ahead... I'm hoping to help and assist the committee in its endeavours to maintain and continue program developments that have made RVH the great hospital it is.



**Michael Cobus**

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## Get involved—Help shape health care!

The Patient and Family Advisory Council provides a forum for members to share their unique perspectives on quality, safety, the health care experience and a culture of patient and family-centred care. It allows members be active consultants on programs and policies, and be involved in meaningful improvements at Renfrew Victoria Hospital.

For more information about the RVH Patient and Family Advisory Council, visit our website:

<http://www.renfrehosp.com/PFAC>

New members are always welcome. If you are interested in joining, please call 613-432-4851, ext. 225.