

Fall 2020

Health PEI Patient Advisor title changes to *Patient Partner*

During a Health PEI Patient Advisory Council meeting an advisor brought forward the suggestion to move away from using the term “advisor” and instead adopt the term “partner”. It was felt that *Patient Partner* was more inclusive and better reflects the role patients play in advancing Patient and Family Centered Care across Health PEI.

Patient Partners work together with health care teams to design and inform changes to new and existing programs. They will be invited to participate in steering committees, quality improvement teams, focus groups and projects. Providing feedback and recommendations on the development of patient and family education materials is also a valuable opportunity.

Marion Dowling, Executive Director, Professional Practice, Quality & Patient Experience, and Chief of Nursing noted, “Whether *Patient Partners* are a member of the Patient and Family Advisory Council, a member of a Quality Improvement Team, focus group or special project initiative – *Patient Partners* are very valued contributors to excellence in care throughout the health system.”

Patient Partners are valuable voices in pandemic response work:

As you know Health PEI programs and services underwent and continue to undergo a variety of changes to meet the COVID-19 pandemic guidelines.

One example is the challenge we have faced in modifying the Health PEI Facilities Family Presence Policy and implementing the Visitor Protocol, limiting visitors to Health PEI facilities.

There are many ways Health PEI Patient Partners continue to support the pandemic response:

- 1) Patient Partners provide feedback and a patient / family perspective on redevelopment and operational planning as well as new protocols, such as the Visitor Protocol for Health PEI facilities.
- 2) Teleconferencing, Video Conferencing, WebX and Zoom are all examples of technology that can be used to support Patient Partner consultation safely from their homes.

- 3) Patient Partner consultation and feedback is guided by the four concepts of patient and family centered care:

Dignity and Respect – listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care

Information Sharing – communicate and share complete and unbiased information with patients and families in ways that are affirming and useful.

Participation – patients and families are encouraged and supported to participate in their care and decision making at the level they choose.

Collaboration – patients and families work with health care practitioners and leaders to collaborate in policy and program development, implementation and evaluation.

Source: *Institute for Patient-and Family-Centered Care*

Two residential care workers at PEI nursing homes share Shelley L. Woods Excellence in Personal Care Award

Nancy Rattray Smith and Crystal Dumville became co-recipients of the Shelley L. Woods award which recognizes Health PEI Long Term Care staff who provide excellence in patient and family centered care.

Nancy Rattray Smith, Resident Care Worker, worked in the retail industry for many years. Following a period of caring for her ill parents, Nancy went back to school to learn how to provide good care for others. She started working at Prince Edward Home in March, 2016. One co-worker described Smith as one of the kindest most devoted people to work with - someone who looks after each individual as if they were family.

Crystal Dumville of Brackley Beach has worked for 21 years at Beach Grove Home and loves her job. Staff calls Crystal a gentle, kind, compassionate worker with a wonderful sense of humour who finds her role very rewarding. She is seen as far exceeding the daily goals of ensuring resident needs are met. Crystal understands the importance of knowing the patient's story - to be present in their moment when spending time with a patient.

Fellow staff describe Nancy and Crystal as amazing and reliable care providers and tireless advocates for resident well being. The Health PEI Patient and Family Centered Care Steering Committee would like to extend congratulations to Crystal and Nancy as recipients of this peer-nominated award and for their generous contribution to the lives of the long term care residents with whom they provide care.



Nancy Rattray Smith



Crystal Dumville with resident R. McVicar

Health PEI Patient and Family Centered Care Steering Committee wants your input!

The Patient and Family Centered Care Steering Committee membership represents every division of Health PEI and they are looking for examples of excellence in care.

If you, your colleague or team has demonstrated how Patient and Family Centered Care initiatives result in improved patient-provider relationships, improved patient partnerships and understanding of their care journey - then please share your stories with us and inspire others!

The Steering Committee wishes to share examples of exemplary Patient and Family Centered Care in each newsletter – as well as recognizing these initiatives in future annual reports or other Health PEI publications. Please forward examples of this care approach in action to Rod Stanley at rjstanley@gov.pe.ca

The following page is a resource adapted from the British Columbia Patient Safety & Quality Council and Patient Voices Network. Please review and discuss at your next team meeting to discover ways you and your colleagues ask Patients, Residents, Clients and Families *What Matters to You?*



Asking What Matters

The first step in beginning a conversation is to ask...
“What Matters To You?”

Make this phrase your own and adapt it to the context where you work.
Here are some suggestions for different ways that you can ask,
“What Matters To You?”

What is important to you at the moment?

As we work together is there anyone else you would like with you?

What can I do to best support you in your care today?

For your care, what's your ideal scenario?

Is there anything else you want to tell me that I haven't asked about?

What are your goals and how can I help you achieve them?

To ask what matters to a patient and their family members or caregivers, it's important to foster open communication and support them to speak honestly and directly, by:

Establishing an empathetic relationship.

Understanding the person in the context of their own life.

Making time and space for questions.

Ask your colleagues for more examples of how to ask the question and where you may want to embed it into your practice!



PVN is guided by patient and health care partners and administered by the:

This patient and family centered message was adapted from:



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