

Summer 2019

New Health PEI Patient and Family Advisory Council forms

The first two meetings were held for the new Health PEI Patient & Family Advisory Council. This council has come together to provide advice and guidance across Health PEI worksites in order to improve patient and family centered care and experiences. The council serves in an advisory capacity, making recommendations on matters that impact the experience of patients and families during various care processes.

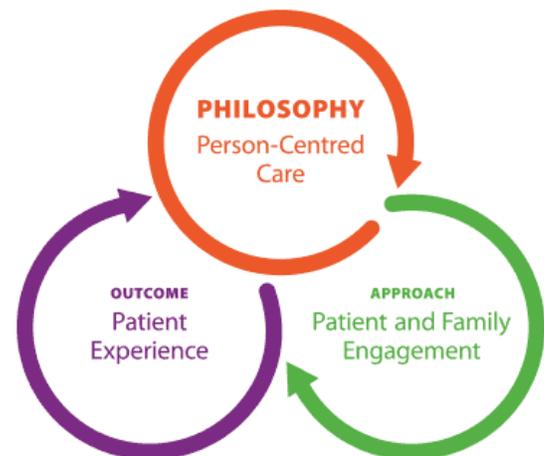
The council brings together individuals with a variety of experiences within Health PEI to:

- ✓ Provide feedback, recommendations and/or ideas for new initiatives and programs that enhance, ensure and embrace the model of patient and family centered care;
- ✓ Be a collaborative, positive and rational force for the enhancement of high-quality patient and family centered care;
- ✓ Advance patient engagement and patient and family centered care principles and practices and;
- ✓ Facilitate and provide a venue for the exchange of information about the health system.

For questions or suggestions relating to the PFCC Advisory Council, contact Mary Laura Coady at 902-620-3418 or via email at mlcoady@ihis.org

The Patient and Family Advisory Council membership includes:

- Chief of Nursing, Allied Health and Patient Experience
- Patient and Family Advisors/community representatives (12 people) which includes
- Advisors from the Quality and Safety Committee/Leadership Quality Team
- Health PEI Patient Navigator
- Quality and Risk Manager Health PEI Divisional representatives
- Physician representative (currently vacant)
- Administrative Support
- Ad hoc invitees (e.g. Health Information Specialist)



Making Patient and Family Centered Care Real - Atlantic Educational Gathering Held



This past September, Health PEI hosted an Atlantic Canada Learning Exchange on Patient Family Centered Care. The event was developed to build staff, physician and public knowledge and engagement in patient family centered care approaches across Atlantic Canada. A second Learning Exchange was hosted by Horizon Health in Moncton, New Brunswick on June 13, 2019.

At the Health PEI event, almost 60 people participated in person and approximately 250 participated online on the Holland College Charlottetown Campus. Online participants also had the opportunity to see presentation slides and send in questions to the presenters.

Participants included frontline staff, patient family advisors, management and a representative from the Canadian Patient Safety Institute.

Health PEI Patient and Family Advisor **Elizabeth Pederson** launched the morning by giving a heartfelt presentation on the importance of including PFCC practices in daily patient care.

“Patients and families will have a better experience if they feel comfortable asking questions and getting the answers they need.

If healthcare providers show interest in what the patient has to say, there will be many rewards.”

Del Evans
- Patient and Family Advisor

“Patient Family Centered Care is an approach to the planning, delivery and evaluation of health care which involves health care providers, patients and their families as active participants. “The result is better outcomes, improved patient and family care experience, better clinician and staff satisfaction and is a wiser way to use resources.”

Elizabeth Pederson
- Patient and Family Advisor

Martie Carnie, Senior Patient Experience Advisor for Brigham and Women’s Hospital in Boston, Massachusetts offered her time as keynote speaker of the event.

Ms. Carnie noted, “Patient and Family Centered Care takes a holistic view of a patient’s health and well being; engages patients and their family members in informed decision making; respects patient and family member preferences, values, and cultural and socioeconomic backgrounds; reflects collaborative, coordinated and accessible care; and aligns health care system level objectives with patient centered goals.”

Ms. Carnie added, “PFCC is about the ability to listen, to be innovative and learn from healthcare successes and failures to improve the patient experience at every opportunity, in every interaction or touch point. The first touch point or patient introduction sets the tone, can ease patient anxiety and begin a patient and family focused conversation.”

A video of the full Health PEI and Horizon Health Learning Exchange events can be viewed on the Staff Resource Centre at <https://src.healthpei.ca/patient-and-family-centered-care>

Patient and Family Centered Care Tool Kit will soon be available on Staff Resource Centre

This new tool kit has been developed to give managers and staff tools to support the adoption a Patient Centered Care approach in all divisions of Health PEI.

The tool kit will be available on the Health PEI Staff Resource Centre: <https://src.healthpei.ca/> and will continue to evolve. By reviewing the content, staff will find key messages when talking with patients, questions to ask patients, and other PFCC related techniques.

A patient centered approach is expected in the delivery of healthcare. Accreditation Canada has Required Organizational Practices (ROPs) that focus on the integration of Patient Centered Care principles.

The Training and Education Working Group welcomes feedback on the tool kit content. If you have ideas on content which would be helpful, please contact committee member Rod Stanley, rjstanley@gov.pe.ca

New Leaders Orientation Offers Focus on PFCC

The Health PEI Leadership Development series has begun offering a training module titled, “Develop Coalitions through a Patient Family Centered Care Approach.” Through the module, leaders are supported in patient engagement, enabling patients and staff to ask questions that encourage patients to be at the forefront of their healthcare. This allows patients to retain control over their own choices, helps them make informed decisions and supports a partnership between individuals, families, and health care providers.

The session covered how to become a Collaborative Leader, focusing on how to:

Purposefully build partnerships and networks to create results.

- Patient & Family Advisors on committees
- Focus groups for special projects and to review public education materials
- Connecting with public on concerns / ideas

Demonstrate a Commitment to Customers and Service

- Facilitate collaboration, cooperation and coalitions among diverse groups

Mobilize Knowledge

- Employ methods to gather intelligence, encourage open exchange of information and use quality evidence to influence action across the system

Navigate Socio-Political Environments

- Be politically astute
- Negotiate through conflict and mobilize support



Presence is being attentive to the needs of a patient or family member & offering your whole self to be with them in that moment. “I’m just going to sit here quietly with you for a moment if that’s okay”

Empathy is understanding, being aware of and sensitive to the feelings and emotions of your patients or a family member “It sounds like you’re feeling...is that right?”

Respect can be shown by hearing the patient and allowing them to express their thoughts thoroughly without interruption. “What do I need to know about you that will help me take care of you?”

Patient Family Centered Care Practice For Health Care Providers

Respect	Patient and family involvement	Patient and family listening	Avoiding confusion & misunderstandings
<p>Offer welcoming words and a smile</p> <p>Introduce yourself and explain your role</p> <p>Use a sincere voice</p> <p>Turn body toward patient</p> <p>Let patients (who are waiting) know they are not forgotten</p> <p>Offer choice where you can</p>	<p>Ask patients ...</p> <p>How are we doing with your care today?</p> <p>What information can we provide to help improve your care?</p> <p>Who would you like to support you during care?</p> <p>Are you feeling prepared for today's procedure?</p> <p>What is your greatest hope/ fear resulting from care?</p> <p>Is there anything else that can be done to improve your care?</p>	<p>Healthcare providers listen for ...</p> <p>Physical comfort: "It hurts when..."</p> <p>Ideas: "I think it would be best if..."</p> <p>I get frustrated when..."</p> <p>Values: "It is important to me that ..."</p> <p>Repeat what you heard from the patient and ask "is that right?"</p> <p>Use encouraging words: "Yes and please tell me more"</p>	<p>Offer explanations and opportunities for questions</p> <p>Consider clear and less overwhelming information when health status is changing - ask if you are giving too much or too little information.</p> <p>Ask if the patient wants anyone else with them when discussing their health condition</p> <p>Work to ensure you and the patient are on the same page.</p> <p>Is staff or physicians giving you the information you need?</p>

Source: Horizon Health & National Patients Association of Canada

Health PEI

Have comments or suggestions for the newsletter?
Please contact Rod Stanley at rjstanley@gov.pe.ca