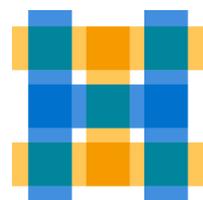


Patient and Family Advisors' Year in Review 2015

PATIENT & FAMILY
CENTRED CARE



**NORTH
YORK
GENERAL**

*Making a World
of Difference*

Patient- and Family-Centred Care at North York General Hospital

At North York General, we partner with our patients and families;
working **WITH** them instead of doing **TO** or **FOR** them.

We are learning to see through the eyes of our patients and families
so we can make their experience the best it can be.

Patient and Family Advisors

Patient and Family Advisors are patients and family members of patients who have received care at North York General within the past two years. Patient and Family Advisors participate in ways that best match their interests, experience, skills and availability. By sharing their unique thoughts and perspectives, Advisors ensure the voices of patients and families are heard, considered and included in North York General's programs and plans for the future. Councils and committees across the hospital include Patient and Family Advisors in their decision-making processes.

PATIENT AND FAMILY ADVISORY COUNCIL The Patient and Family Advisory Council works in partnership with North York General to ensure that the needs and priorities for Patient- and Family-Centred Care are considered and incorporated into matters that impact patients and their families. The Council meets monthly and is comprised of nine Patient and Family Advisors with two of those council members sitting as co-chairs. The Council also includes the Vice President, People Services & Organizational Development and Chief Human Resources Officer, the Director of Patient Experience & Quality and the Patient- and Family-Centred Care Coordinator.

Councils and Committees

Input from advisors is routinely requested on Practice Councils, Steering Committees, Interview Panels and numerous other projects. The list below illustrates these commitments

Strategic Pillar Committees	Access to Care, Assess and Restore, Integrated Funding Model, Senior Leadership Team, Operations Leadership, People and Culture, eHealth
Quality of Care Committees	Medical Imaging, Medical Program, Surgical Program, Ambulatory/Cancer Care, Maternal Newborn, Accreditation, Genetics, Inpatient Pharmacy
Accreditation Committees	Ambulatory Care, Ambulatory Systemic Cancer, Cancer Care and Oncology, Critical Care, Emergency, Infection Prevention and Control, Leadership, Medical Imaging, Medication Management, Medicine, Mental Health, Obstetrics, Perioperative, Reprocessing and Sterilization of Reusable Medical Devices, Transfusion, Organ and Tissue Donation
Steering Committees	Patient- and Family- Centred Care, People and Culture, Palliative Care, Access to Care, Ethics, Senior Friendly Committee
Booklets, Brochures and Literature	Delirium Policy Review, Pulmonary Rehab Brochure, Assess and Restore Therapy (ART) Program Brochure
Other	HR interviews, New Employee Orientation, Breast Cancer Integrated Care Collaborative (ICC), Hip and Knee Integrated Care Collaborative (ICC), Research Ethics Board, Accessibility for Ontarians with Disabilities Act (AODA), Eldercare Council, Medication Use Safety Committee, Diversity Working Group, Influenza Vaccination or Mask Implementation Committee, Toronto Academic Health Science Network (TAHSN) Influenza Vaccination or Mask Task Force, Awards Committee, Quality Based Procedures (QBPs), People Team Retreat

Topics brought to the Patient and Family Advisory Committee

The Patient and Family Advisory Council acts as an advisory body that provides input towards improving patient- and family-centered care throughout the organization. Different programmes present to the council when they require feedback on new initiatives. The following are the presentations made before the council in 2015.

- Quality Improvement Plan (2015/2016)
- Quality Improvement Plan (2016/2017)
- Strategy Refresh
- Review of Staff Education
- Capital Projects
- Research and Innovation Initiatives
- Engagement in People and Culture Strategy
- Accreditation
- Ethical Decision Making Framework

Gemba Walks

Before each monthly meeting of the Patient and Family Advisory Council, advisors are invited to attend a Gemba walk of a previously selected unit or area in the hospital. This provides advisors the opportunity to become acquainted with the different programs, interact directly with point-of-care staff, ask questions and provide constructive feedback. The following is a list of Gemba walks taken in 2015:

February	Support Services Call Centre
April	Steinberg Family Acute Care Unit
May	Branson Ambulatory Care Centre, Cystoscopy Prep Area
September	Genetics
October	Research and Innovation

Patient- and Family-Centred Care Education

In September 2015, Amanda Cepler joined the Patient Experience & Quality Department as the Patient- and Family-Centred Care Educator. This is a new role, developed in response to an increased demand over the past year for specific Patient- and Family- Centred Care education.

Previously, Amanda was a Patient and Family Advisor and has attended the Institute for Patient- and Family-Centred Care's bi-annual training seminar, thus she is uniquely suited to contribute her own experiences to educating staff.

Amanda has been involved in:

- Leading education sessions for different clinical units
- Creating and leading an effective communication workshop for PFCC Education Day
- Providing PFCC education to over 100 new hires during monthly New Employee Orientation
- Providing PFCC education to over 200 employees over 8 separate education sessions
- Orientating new Patient and Family Advisors
- Co-facilitating inter-professional education sessions for students
- Providing PFCC education to University of Toronto clerks and supporting them through the Longitudinal Integrated Clerkship (LInC) program, a patient advocacy project

PATIENT & FAMILY CENTRED CARE

GENERAL SITE

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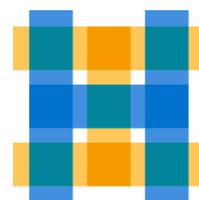
BRANSON AMBULATORY CARE CENTRE

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Specialized Geriatric Services
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