

MEDIA RELEASE

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Patient Family Advisory Council amplifies the voice of the patient at Campbellford Memorial Hospital

February 16th, 2023 – The Patient and Family Advisory Council (PFAC) has strengthened the voice of the patient at Campbellford Memorial Hospital (CMH) thanks to their leadership and commitment to change initiatives that make a meaningful difference to the patient and family experience.

PFAC brings together patient and family volunteers to work hand-in-hand with CMH’s key decision-makers to help influence change. The members participate in monthly council meetings, represent PFAC on hospital and Board of Director committees, identify and lead change, and consult on major decisions and initiatives. Currently, PFAC includes six voting members (patients and families) who collaborate with CMH leaders.



“We have a dynamic and engaged PFAC membership which offers a variety of perspectives,” said Christine Hallett, Chair, PFAC. “The Council has made significant strides, and it has been rewarding for the members to see the value of the effort and time they’re putting into this important work.”

2022 PFAC Accomplishments

- **Community Care Drivers:** Due to COVID-19 restrictions, Community Care Drivers, who transport individuals to the hospital for appointments, had to wait in their cars during the winter months. PFAC proposed a solution to allocate an area inside the hospital where the drivers could stay warm while waiting for their passengers. This solution was approved and helped ensure CMH didn’t lose any Community Care Drivers due to this concern.
- **Updated Visiting Practices:** PFAC engaged family members and essential caregivers virtually to gather their input on what worked well for them and opportunities to improve visiting practices. CMH incorporated the feedback in the updated CMH Visitor Policy and the revised Patient Declaration and Values.

- **Developed Caregiver and Family Presence Policy:** The new policy expands the definition of essential caregivers to include spiritual care providers (if requested by a patient). The policy also introduced the formal process for inpatients to register their designated caregivers, and these individuals wear a special badge, so staff are aware of their role on the care team.
- **Participation in the CEO recruitment:** The PFAC Chair, Christine Hallett, was a member of the CEO Selection Committee, participating as an interviewer in the successful recruitment process.
- **The food menu changes:** As part of CMH’s review of the inpatient food menu, PFAC continues to help taste-test new menu items.

“I am very pleased with PFAC’s impact this year,” said Christine. “We really have our legs under the table now. We’re part of the gang – and it’s a good feeling.”

In CMH’s recent Accreditation Canada Report, the surveyors confirmed PFAC’s benefit to people-centred care: “CMH has established an effective Patient Family Advisory Council that provides good input into planning and policy issues. Aligning the patient advisor role with transformational activities will be instrumental in enhancing the patient experience.”



2023 PFAC Priorities

- **Patient and Family Communication Board:** Consult with the Inpatient Unit team and family members to determine the best location for the Patient and Family Communication Board and the types of information that would be most useful.
- **Emergency Department discharge process:** Collaborate with the Emergency Department to increase the number of patients who receive discharge information (e.g., diagnosis, next steps, and what to do in specific scenarios).
- **Emergency Department waiting room:** Explore ideas with the Emergency Department Team to improve the waiting room space and experience.
- **Patient Handbook review:** Lead the review and update of the Patient Handbook.

“PFAC has amplified the voice of the patient in our decision-making, and we are seeing how greatly that enriches the patient experience at CMH,” said Nicole Wood, VP, Patient Care, Chief Nursing Officer, CMH. “We are incredibly fortunate to collaborate with a committed and inspired PFAC.”

Learn more about PFAC: <https://cmh.ca/about-cmh/patient-and-family-advisory-council>