Engaging Corporate Patient Family Advisory Council (CPFAC) Members to Promote Patient-Centred Care

Jennifer Yoon RN, BScN, MSc (QI/PS), PhD Student; Amanpreet Ghuman RN, BScN, MScN; Todd Finlayson BA; Steve Sottile; Carla Coverdale RN, MN, OCN; Shaniza Sakoor; Carol Hatcher RN, MN; Barbara Collins RN, MBA

Lessons Learned
An active CPFAC:
■ Supports HRH in becoming a high reliability organization by leveraging a community-based healthcare infrastructure.
■ Encompasses quality, safety, and the patients' experience in projects and initiatives.

Description
Patients and families are directly impacted by healthcare services, bringing a unique perspective and providing valuable feedback. By collaborating with Patient Family Advisors, the CPFAC provides perspectives on the patient experience at Humber River Hospital (HRH). As a community-based healthcare institution, HRH prioritized patient-centred care during the COVID-19 pandemic through continued collaboration with the CPFAC. By participating in various initiatives, patients and families remained at the forefront. Partnering with CPFAC members, HRH staff established the Patient-Family Liaison role, Care@Distance application, and appeals committee for visitors during the pandemic, in addition to improving HRH's strategic plan.

Actions Taken
CPFAC collaborated virtually to support HRH in:
■ Creating the Patient-Family Liaison role to facilitate technology use and ensure patients could connect with loved ones.
■ Supporting the integration of the Care@Distance application, which utilizes technology to connect patients/families/caregivers with care teams safely at a distance.
■ Managed appeals for visitors’ process during the period of strict pandemic visiting guidelines issued by the ministry and Toronto/GTA tables.
■ Updating HRH’s strategic plan involving the Quality Improvement Plan, Patient Safety Plan, and Quality and Safety Framework.

Summary of Results
■ Patient experience data indicated improved satisfaction due to initiatives such as integrating the Patient–Family Liaison role (Figure 1).
■ Enhanced the Care@Distance application for patients, including privacy statements and voice-overs.
■ Updated the strategic plan to include technological impacts of research on clinicians, patients, and families.

Figure 1. Consultation with the CPFAC on topics such as the visitor policy and implementing a Patient–Family Liaison role, supported HRH in achieving above target on patients recommending the hospital.

Figure 2. Members of the Corporate Patient Family Advisory Council.

Figure 3. HRH’s Strategic Plan, the foundation for the Quality Improvement Plan, Patient Safety Plan, and Quality and Safety Framework.