

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



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## 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.

“Would you recommend this hospital?”

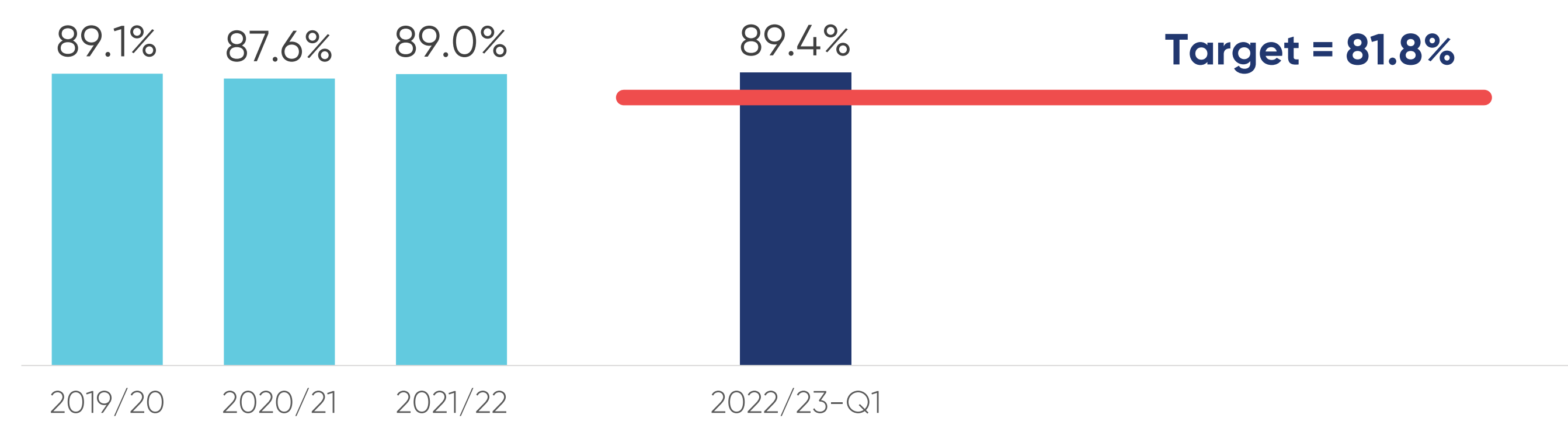


Figure 1. Consultation with the CPFAC on topics such as the visitor policy and implementing a Patient-Family Liaison role, supported HRH in achieving above target on patients recommending the hospital.



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

## 2021-2023 Strategic Plan Elements

**OUR MISSION**

Working together to deliver innovative, safe and compassionate healthcare in our community

**OUR VISION**

Exceptional Care. Healthier Community.

**OUR VALUES**

Compassion  
Professionalism  
Respect

Improve the health of the diverse community we serve	Achieve excellence in patient care by being a high reliability hospital	Foster a culture of engagement and inclusivity to make a positive difference every day	Advance HRH as a community academic hospital	Achieve sustainable, responsive and efficient growth and asset utilization
Formalize partnerships within the Northwestern Toronto Ontario Health Team framework, other healthcare organizations and primary care providers to meet the needs of the community	Achieve consistently high-quality, safe care and exceptional patient and family experience	Champion a people-centred workplace with excellent staff and physician engagement and experience	Establish a Comprehensive Medical Education Program	Provide sustainable, financial security to enable the hospital to achieve organizational priorities
Advance the partnership with Runnymede Healthcare Centre through the development-in-care model	Continue to improve patient care through data driven analytics	Develop and implement an Equity, Diversity and Inclusivity Program	Establish a HRH Digital Healthcare Research Institute	Accelerate the momentum of sustainable innovation through spread and scale across Local, Provincial and global health systems
Grow targeted speciality programs that are responsive to the needs of our community			Explore opportunities for increasing the physical infrastructure for research	Continue to shepherd the development of a long-term care facility
Complete the development and implementation of the Command Centre’s Generation 3				

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