

RECRUITMENT OF PATIENT AND FAMILY ADVISORS TO IMPROVE PATIENT ENGAGEMENT AT HUMBER RIVER HEALTH

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DESCRIPTION

Healthcare organizations, such as Humber River Health (HRH), partners with patients and families in their commitment to provide exceptional patient-centred care. One of the methods of achieving this goal is through the integration of Patient and Family Advisors (PFA) at the program and unit level. HRH has four Patient and Family Advisor Councils (PFACs) across the organization: Corporate, Bariatric, Oncology, and Nephrology, as well as 21 Reinventing Patient Care Councils (RPCCs). These councils consist of leaders, frontline inter-professional staff, and PFAs, who work on quality improvement initiatives in collaboration with patients and families.

OBJECTIVE

To support quality improvement and enhance engagement of patients and families across the organization by increasing recruitment of Patient and Family Advisors.

ACTIONS TAKEN

To help standardize and streamline the PFA onboarding process, HRH uses a similar method to traditional hiring practices. This consists of:

- Online Application of Interest to Quality and Patient Safety Department or referral by Unit/Program Leadership or Patient relations department
- PFA Interview
- PFA Orientation

These steps ensure that PFAs are the right candidates for the council, aware of the role, and are up-to-date on applicable corporate policies.

SUMMARY OF RESULTS

Multiple avenues are utilized to aid in increasing recruitment of PFAs, such as candidate referrals from leaders, online submissions, patient relations department and internal communications, such as outreach for interest from existing volunteers at HRH. Since 2022, HRH has seen an increase of 20 PFAs onboarded to support the organization by providing patient and family perspectives. By employing these strategies over the last year, HRH has seen success in recruiting new PFAs.

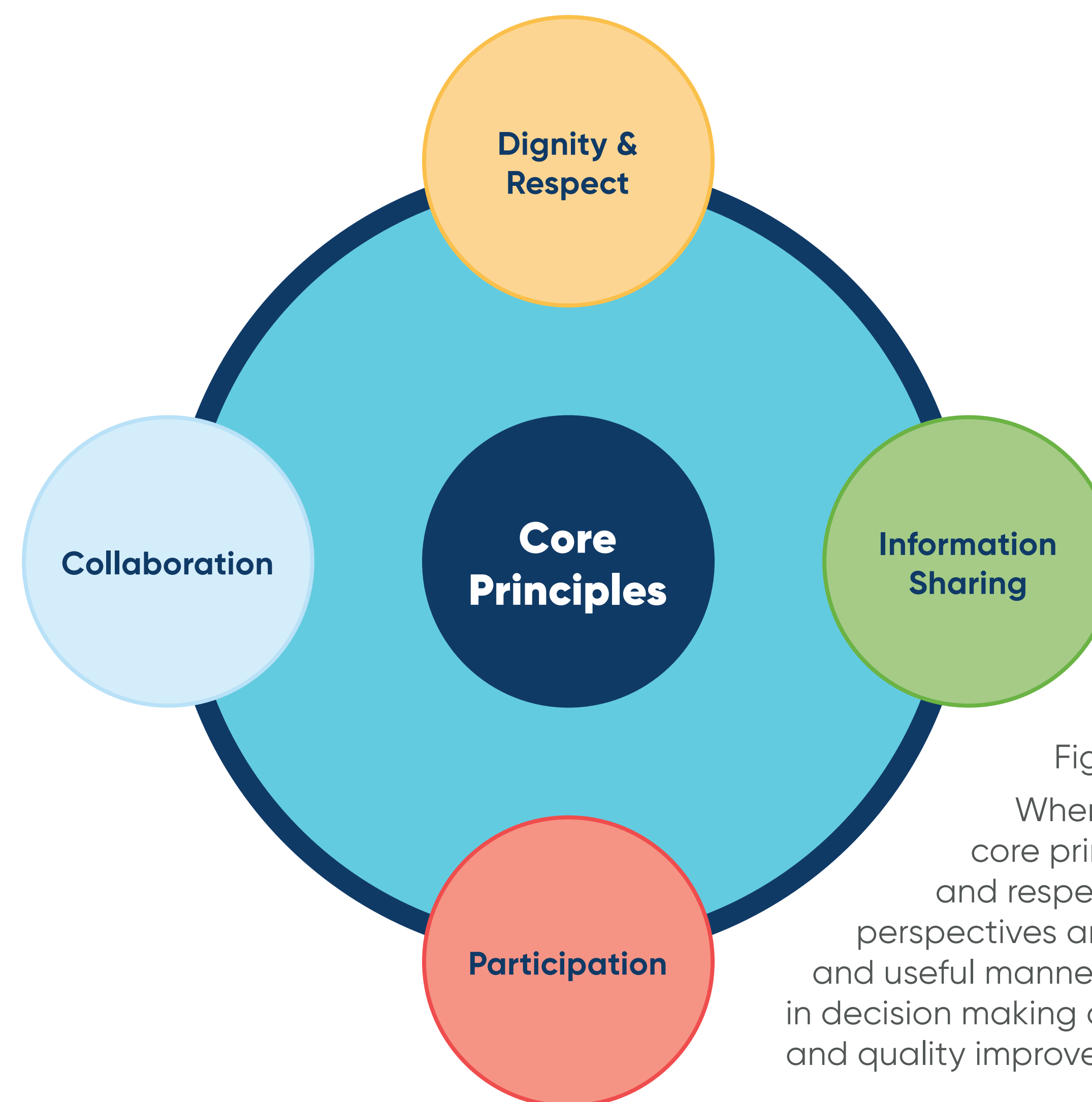


Figure 1.

When seeking recruitment and inclusion of PFAs at HRH, the core principles of patient engagement are considered. Dignity and respect involves listening and honoring patient and family perspectives and choices. Sharing information in an unbiased, affirming and useful manner. Participation in care and decision-making. Collaboration in decision making about personal health, policy and program development, and quality improvement projects.

LESSONS LEARNED

PFAs provide a valuable and unique input that helps enrich dialogues on patient and family perspectives at the program level.



Recruitment of PFAs

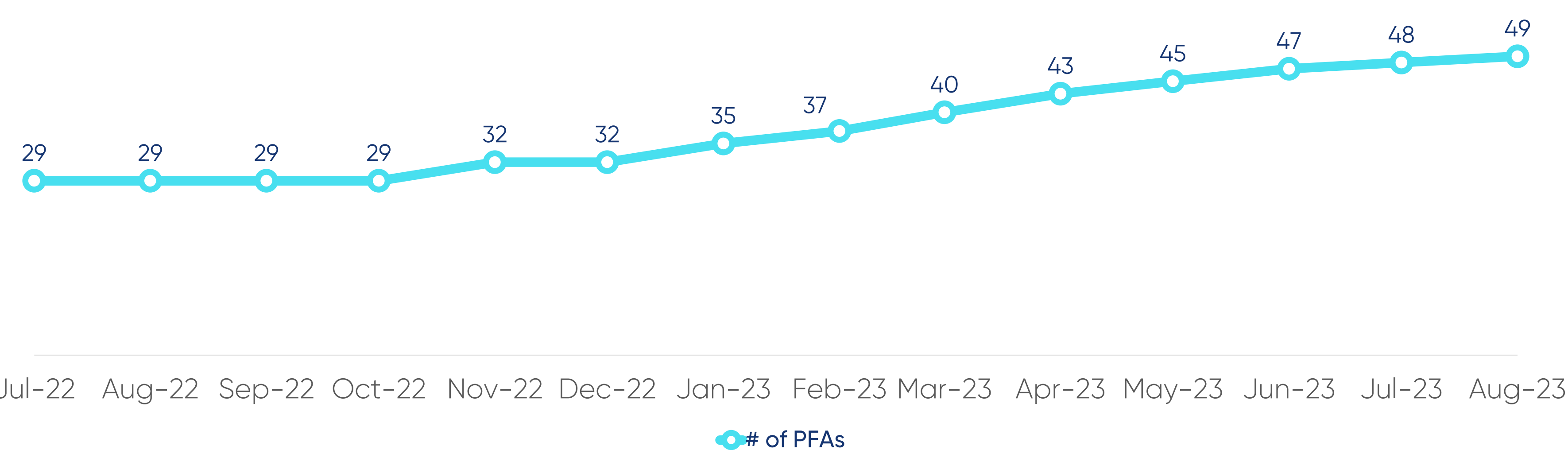


Figure 2.

This figure depicts the increase of PFAs in a 12-month period from July 2022 until August 2023. It was noted that an additional 20 PFAs were successfully recruited through leadership referrals, online applications, and internal communications during this time.