

ENGAGING AND CELEBRATING THE CONTRIBUTIONS OF HUMBER RIVER HEALTH'S PATIENT AND FAMILY ADVISORS

Simrat Jassal, RN, BScN, MN; Amanpreet Ghuman, RN, BScN, MScN; Jennifer Yoon, RN, BScN, MSc (QI/PS), PhD Student; Barbara E. Collins, RN, BScN, MBA; Carol Hatcher, RN, BScN, MN; Elysia Semella, RN, BScN; Akhil Plathanathu, BHS; Samira Shams, HonBHS, MHI; Mariah Amalraj, HonBSc, MHI; Surya Qarin, Hons BHS; Patient and Family Advisory Councils; Reinventing Patient Care Councils

DESCRIPTION

Since 2017, Humber River Health (HRH) has engaged their Patient and Family Advisors (PFAs) across various focus groups, committees, four Patient and Family Advisory Councils (PFACs), and 21 Reinventing Patient Care Councils (RPCCs). To celebrate the contributions of PFAs, HRH organized its *1st Annual Patient and Family Advisors' Forum*. This engagement event celebrated numerous contributions of PFAs, highlighting their many efforts and collaborations in enhancing quality and patient safety at HRH. This forum provided opportunities to disseminate quality improvement initiatives involving PFAs and networking with PFAs, leaders, and Board of Directors.

OBJECTIVE

To celebrate and engage PFAs, foster a sense of belonging, and disseminate quality improvement initiatives at HRH.

ACTIONS TAKEN

The event attendees included PFAs, unit and program leadership, Senior Management Team, and the Board of Directors. HRH's CEO inaugurated the forum with education on high reliability principles and healthcare provision respective to the provincial and national level. The PFACs and RPCCs showcased quality improvement initiatives to present: who they are, what they do, why they do it, what have they done, QI projects, and next steps. In addition to this, legacy quality improvement projects, focus groups, and other PFA initiatives were shared and recognized.

Overall Satisfaction with Forum Content

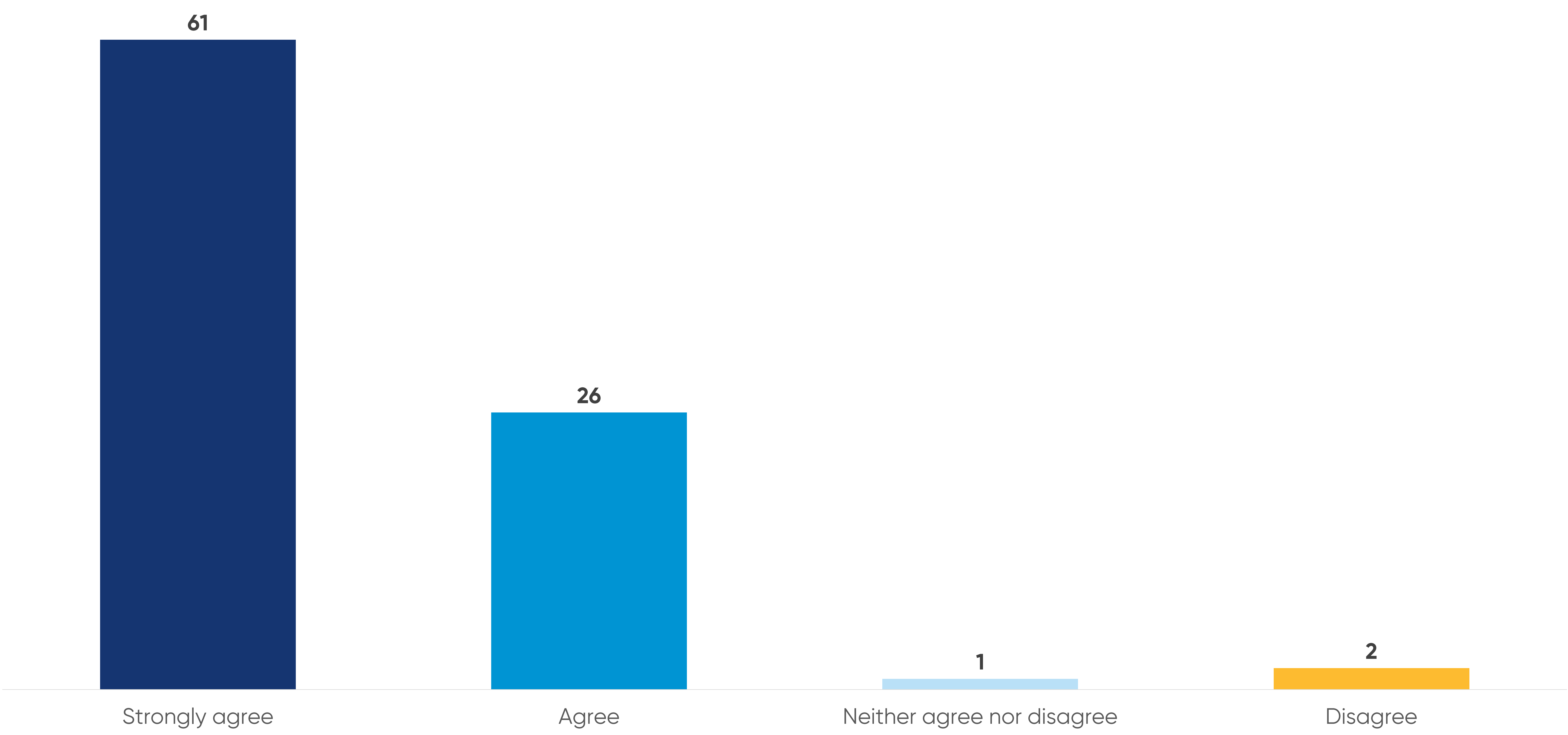


Figure 1. The 1st Annual Patient and Family Advisors' Forum attendees completed an event feedback and evaluation survey. Eighty-seven out of the 90 respondents (97%) indicated that they were satisfied with the content of the forum.



Figure 2. Humber River Health's (HRH) President and CEO, Barbara E. Collins, inaugurating the 1st Annual Patient and Family Advisors' Forum with an introduction and education on Patient and Family Advisor engagement at HRH and the organization's goal of high reliability healthcare.



Figure 3. Humber River Health's (HRH) 1st Annual Patient and Family Advisors' Forum attendees included staff, physicians, volunteers, and Patient and Family Advisors involved in Patient and Family Advisory Councils, Reinventing Patient Care Councils, committees, and groups across the organization.

SUMMARY OF RESULTS

There was a total of 155 attendees. The forum feedback and evaluation survey indicated:

- 98% responses found that the forum facilitated knowledge sharing among participants
- 92% felt that the activities gave them an opportunity to reflect on patient experience and high reliability
- 97% overall were satisfied with forum content

With consideration to the success of the inaugural PFA forum, the organization looks forward to annual events that foster knowledge on quality improvement, patient safety, and high reliability healthcare in the years to come.

LESSONS LEARNED

By engaging PFAs at the forum, it created opportunities to network, disseminate ideas, and connect on shared experiences at all levels of the organization.

