

REIMAGINING ENGAGEMENT

Enhancing the Second Annual Patient and Family Advisors' Forum Experience

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DESCRIPTION

This year, Humber River Health (HRH) hosted its 2nd Annual Patient and Family Advisors' (PFA) Forum with renewed focus on celebration and learning. In response to feedback from 2024, the event evolved from presentations to an interactive experience celebrating achievements and fostering shared learning on safety, communication, and collaboration. Over 125 attendees, including PFAs, frontline staff, Leaders, and Board members participated in two experiential sessions: The Healthcare Escape Room, and Cognitive Biases: Patients, Clinicians and Gradients. The event also featured storytelling sessions and a magazine-style handbook showcasing accomplishments of the 25 councils at HRH. The event celebrated success while promoting reflection, partnership, and continuous improvement across the organization.

OBJECTIVE

To celebrate achievements and strengthen collaboration through experiential learning that promotes shared understanding of quality, patient safety, and partnerships.

ACTIONS TAKEN

Co-designed by PFAs and the Quality and Patient Safety team, the event was informed by insights from the 2024 evaluation to celebrate and foster interactive, experiential learning.

- The Healthcare Escape Room allowed participants to identify safety hazards in a simulated environment and discussed the factors contributing to harm. The exercise promoted situational awareness and teamwork; while encouraging reflection on how different patient, clinical, and system perspectives contribute to care.
- Through discussion on Cognitive Biases, attendees explored how perception, hierarchy and bias influence decision making and communication in healthcare.
- PFA Storytelling Sessions linked lived experiences to improvement initiatives, reinforcing the importance of patient-and family-centered care.
- Participant feedback was gathered to guide ongoing enhancements for future forums.



Figure 2. PFA picture from Forum Day.

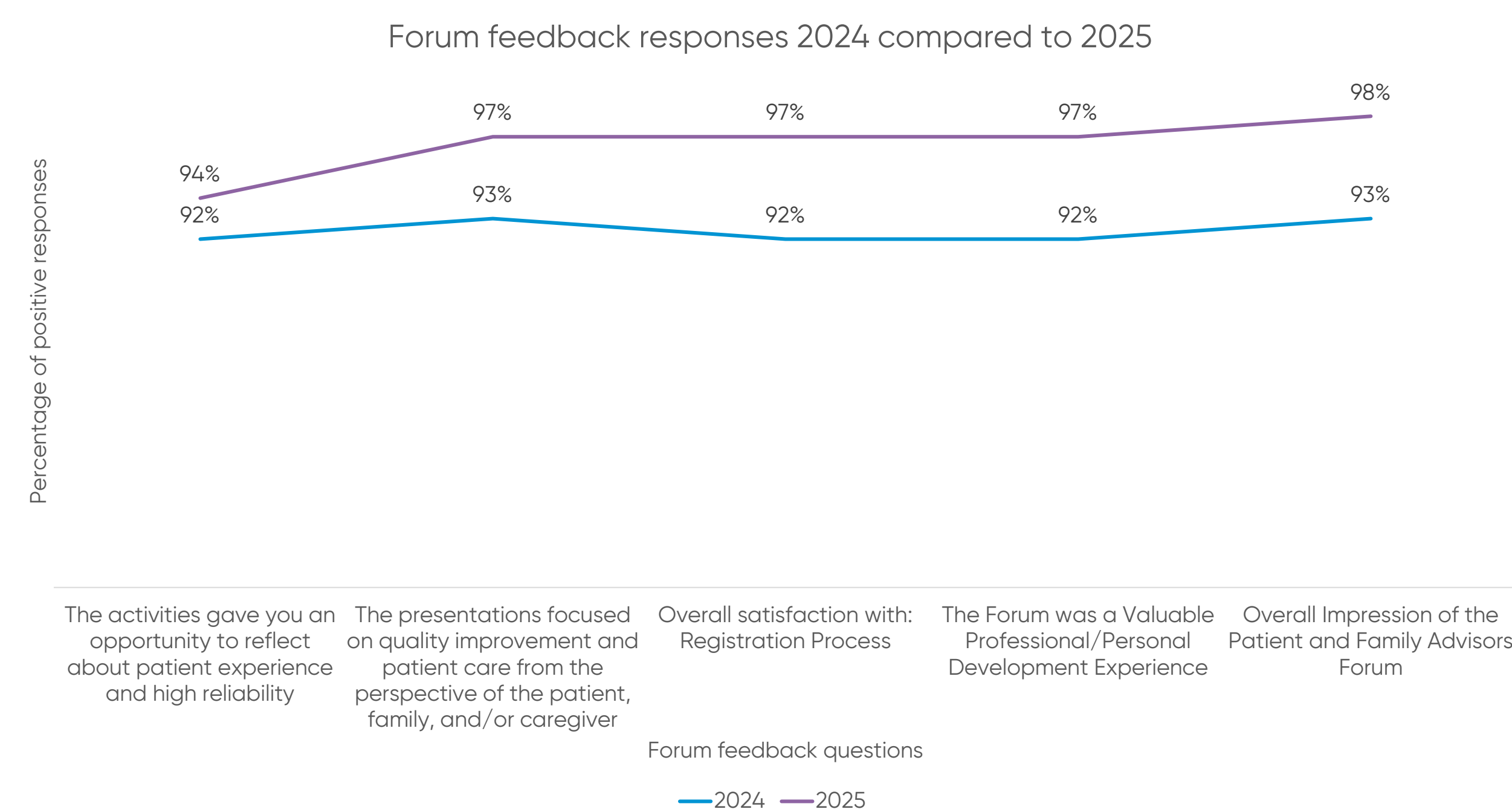


Figure 1. Comparison of forum feedback from 2024 and 2025 showing improvements in key areas, including registration processes and overall impressions of the Patient and Family Advisors Forum.



Figure 3. Participants engaging in the Healthcare Escape Room activity.

SUMMARY OF RESULTS

The Forum engaged over 125 participants.

- 83% were satisfied with the content.
- 93% agreed the activities were well-organized.
- 94% said the sessions encouraged reflection on patient experience and high reliability
- 96% agreed the presentations effectively highlighted quality improvement and patient-centered care.

Participants described the format as "energizing" and "thought-provoking," appreciating the balance of learning, interaction and celebration. The blended approach of recognition and experiential learning reinforced PFAs as true partners and experts in lived experience.

LESSONS LEARNED

Combining celebration with experiential learning deepened engagement, strengthened collaboration, and reinforced the value of patient and frontline partnerships in advancing quality, patient safety, and shared learning.

