

Scan me!



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### DESCRIPTION

Since its inception, the Patient and Family Advisory (PFA) Program at Humber River Health (HRH) has continued to grow. The program was centered around meaningful engagement with patient, families, and caregivers who have experienced care at HRH, in partnership with leadership and frontline staff to engage in continuous quality improvement across various councils and corporate committees (i.e. Patient and Family Advisory Councils (PFAC) and Reinventing Patient Care Councils (RPCCs)) at the organization. In efforts to enhance visibility of the PFA Program, restore activities, and re-engage PFAs with their respective councils' post-pandemic and in consideration to the recent Accreditation cycle in October 2023, the program was revamped to align with the organization's strategic objectives and overall vision post-pandemic.

### OBJECTIVE

To enhance the engagement of patients, families, and caregivers with the Patient and Family Advisory Program at HRH and to re-engage existing PFAs and quality improvement councils post-pandemic at HRH.

### ACTIONS TAKEN

- Conducted a Field Assessment: Reviewed all existing materials and practices, including the recruitment, orientation, and matching practices with PFA candidates.
- PFA-related Program Outreach: Developed a questionnaire and contact hospital counterparts in Ontario to review their patient, family, and caregiver engagement programs.
- Updating Materials and Engaging in Recruitment Projects: Revising and adapting existing materials to consider equity, diversity, and inclusion of an individual's lived experiences, and implementing initiatives focused on increasing visibility and recruitment of the program.
- Implementation of Changes: Rolled out updated recruitment and orientation process, and enhanced engagement of PFAs across the organization.

### Patient and Family Advisory Program Revamp

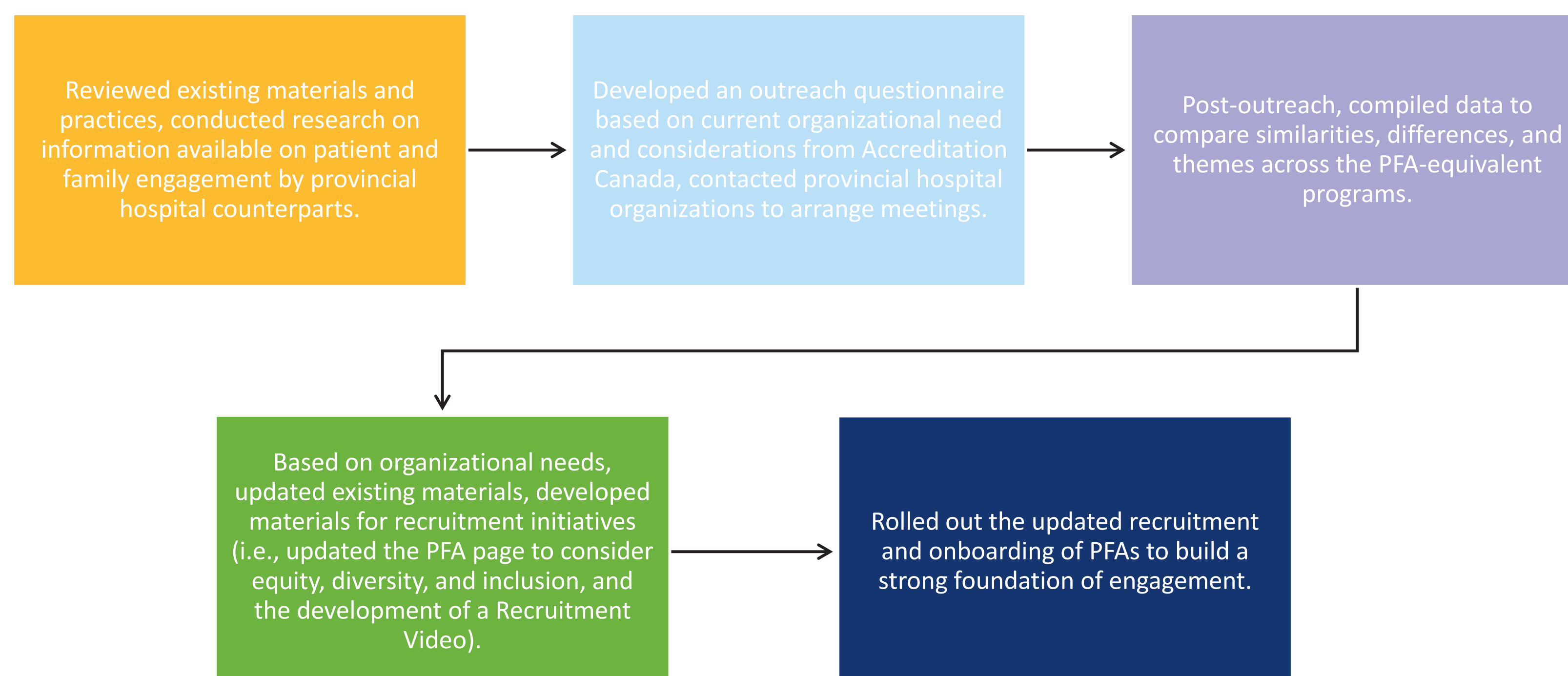


Figure 1. Patient and Family Advisory Program Revamp Process.

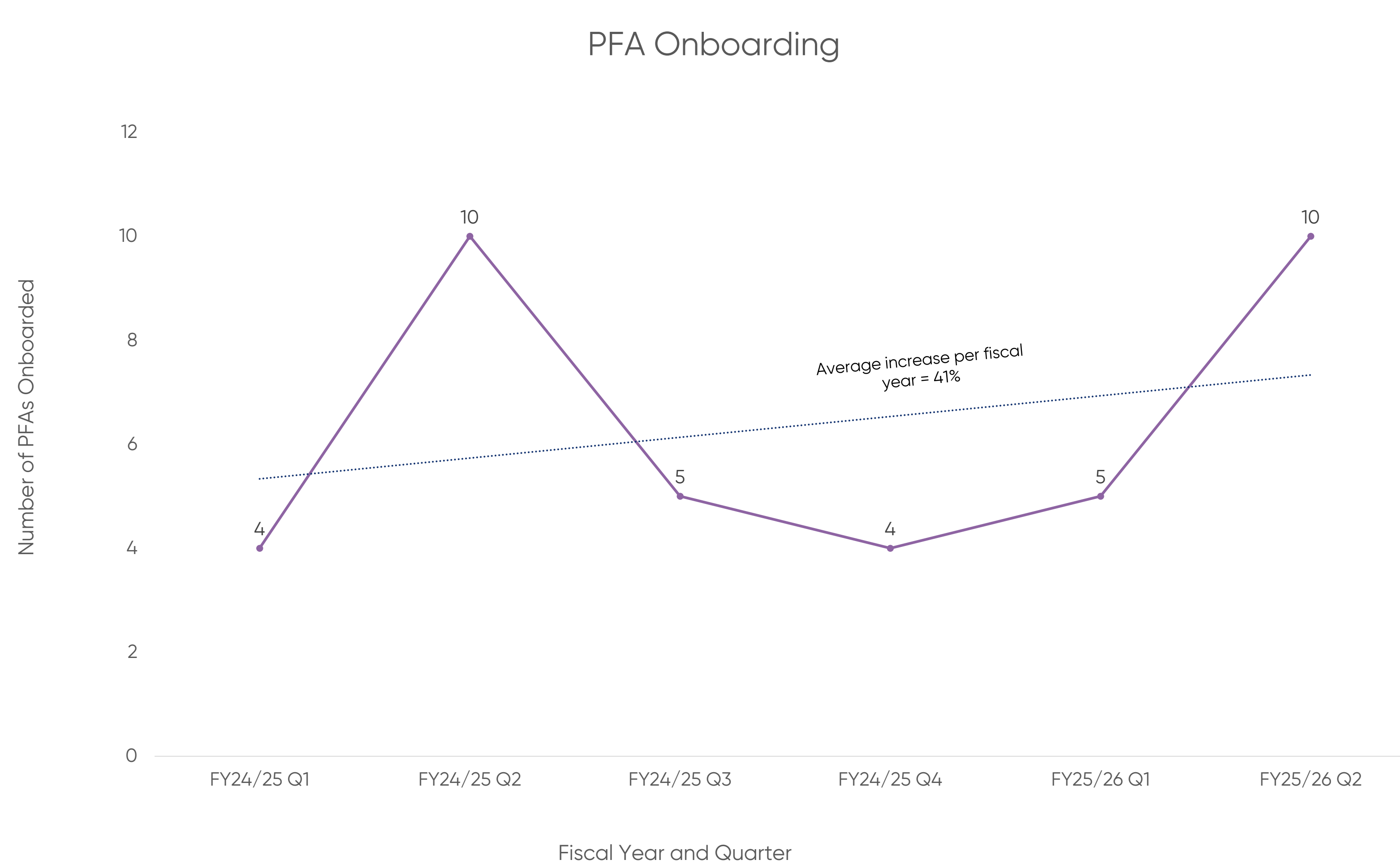
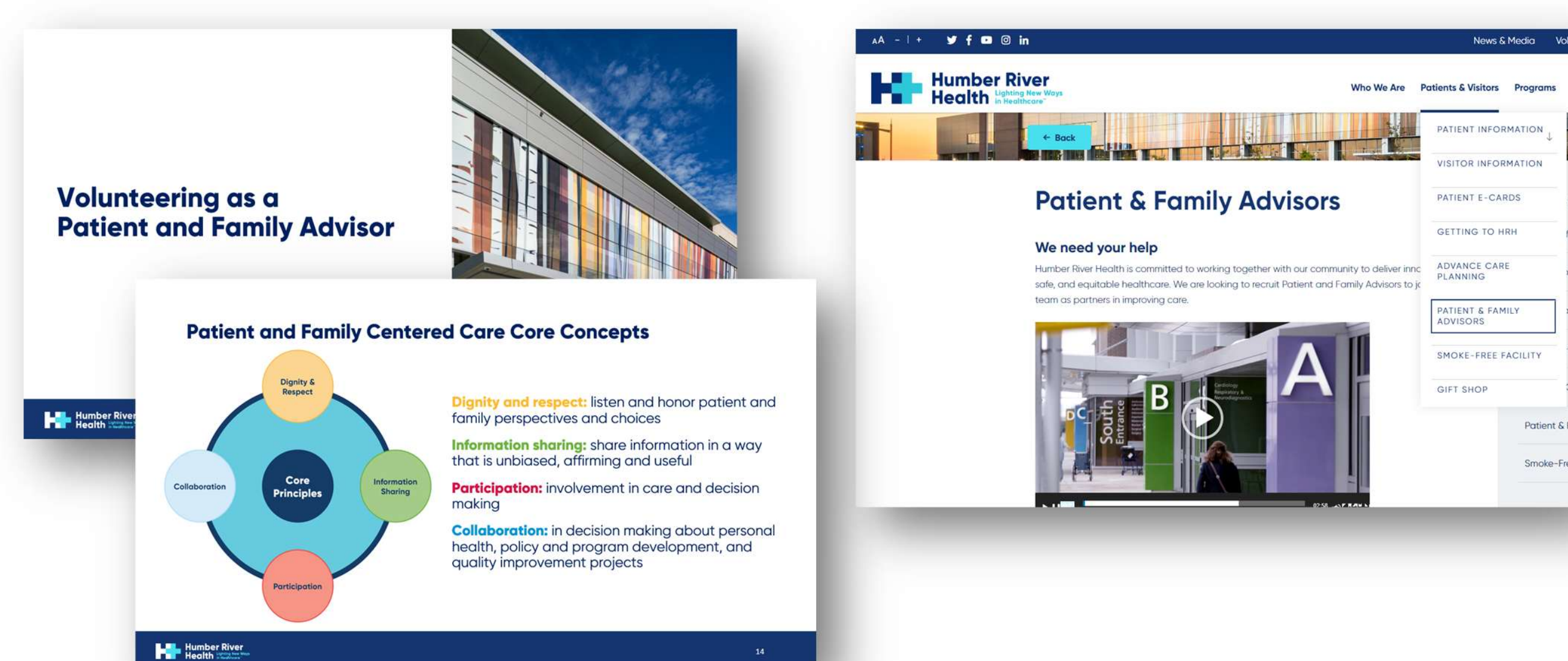


Figure 2. As a direct result of the PFA program revamp, there was a notable increase in Patient and Family Advisor recruitment candidates of 41% from FY 24/25 Q1 to FY 25/26 Q2.

### Outreach Questions

- Please tell me about your patient, family, and caregiver engagement program? What are your advisors referred to as?
- What are the types of councils/committees the advisors engage with?
- Has there been any engagement-related events held at your organization (i.e. banquets, forums, etc.)?
- Are there are other incentives provided for volunteering time?
- Are there any specific interventions or practices to meet equity, diversity, and inclusion?

Figure 3. Some examples of the Outreach Questions asked during the field assessment.



PFA Program Orientation Slides

Updated PFA Webpage

Figure 4. As a result of the field assessment, several materials and processes were revised, ushering in meaningful planning, delivery, and engagement of the program overall.

### SUMMARY OF RESULTS

This initiative supported efforts to understand how regional hospitals engage the patients, families, and caregivers, identify opportunities for PFA involvement, and integrate PFAs in a meaningful and impactful way. This further supports HRH's strategic plan, directives, and mission, along with the continued vision of developing meaningfully partnerships with patients, families, and caregivers with the common aim of patient- and family-centered care.

### LESSONS LEARNED

By engaging in outreach and revamping of the PFA Program, it has allowed for sustainable improvement in internal process, planning, and implementation, which has further ushered the opportunity for growth of PFA activities.

