

Advancing PFCC in Saskatchewan

Welcome to the Fall issue of our patient- and family-centred care (PFCC) newsletter.

The Saskatchewan Patient- and Family-Centred Care Guiding Coalition is a group of individuals responsible for advancing the philosophy and best practices of patient- and family-centred care. The Coalition's goal is to increase the number of opportunities for patients and families to be active partners in our health system.

The Coalition set four targets for 2016-2017:

- 100% of Regional Health Authorities (RHAs) have patient- and family-centred care content included in staff orientation sessions by March 31, 2017
- 100% of RHAs and the Saskatchewan Cancer Agency have patients and families involved in Quality and Safety Committees by March 31, 2017
- 100% of RHAs engage patients and families in the 2017-2018 health system planning process to ensure targets are set from the patient perspective
- 100% of the provincial strategic initiatives have a patient engagement plan in place by March 31, 2017

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Note: In this document the term 'patient' is used as an overarching term inclusive of all individuals with personal experience of a health issue or experience. This word may be interchanged with the word client, resident or person, depending on personal preference and care setting.



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Advancing care cont'd

The Coalition currently includes eight patient and family advisors, as well as an executive sponsor and a staff lead from each health region, the Health Quality Council, 3sHealth, eHealth Saskatchewan, the Saskatchewan Cancer Agency, and the Ministry of Health.

Working groups have been created to advance each target. These groups develop resources and tools to help regions and agencies more easily implement change. We're excited to move forward on each of these targets – which will further embed the patient voice in staff education, quality and safety, and provincial priority setting.

In addition to these targets, work is occurring at a regional level – this newsletter highlights some great examples.



Find us on:
facebook®

Want to know more about the Guiding Coalition or staying connected with PFCC provincially?

We've established a Facebook group for patient and family advisors (search: Patient & Family Advisor Network and request to join).

This group meets quarterly via webinar to learn and share their experiences as advisors.



To learn more about patient- and family-centred care in an international context, visit www.ipfcc.org

To learn more about health care improvement in Saskatchewan, visit www.BetterHealthCare.ca

If you have any questions or comments about this publication, or patient- and family-centred in Saskatchewan, please email pfcc@hqc.sk.ca

Long-Term Care Advisory Council benefits Saskatoon residents

More than 2,200 residents live in 30 long-term care homes in the Saskatoon Health Region – and 78% of those residents are over the age of 75. Their care is a significant part of the health system.

Elaine Feltis, a family advisor with the Saskatoon Health Region, is co-chair of the Region's Long-Term Care Advisory Council. She believes the Council's creation in December 2013 has been a very important step in the advancement of resident-directed care, and shows ongoing commitment to enhance and enrich residents' lives.

Council members are very proud of the work they're involved in.

"I feel very privileged to have the opportunity to team up with residents, fellow advisors and staff who are passionate and truly committed to make change that will positively influence the lives of those who live in long-term care. I've established connections and lasting relationships, by being involved in the Council," says Elaine.

Audra Remenda, Manager of Resident Care Program Development and Resident/Family Communications, is the other co-chair of the Council.

"Through the Council, residents, family members, care providers and leaders have the opportunity to collaborate and engage in dialogue and action that brings forth growth and builds trusting relationships. This increases satisfaction – not only for residents and their families – but also for care providers and leaders," says Audra.

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The Long-Term Care Advisory Council poses for a holiday group photo.

Long-Term Care Advisory Council con't

Since it began, the Council has influenced and collaborated in:

- Developing regional policies and programs such as purposeful interactions;
- Participated actively in committees including the Model Line Home Committee, provincial and regional Resident and Family Experience Survey Development Committees, and the Abuse-Free Environments for Long-term Care Residents Policy Development Committee;
- Developed a brochure (in response to the Region's Patient Flow strategy) to provide information to family members considering hospitalization for their loved ones.

The Council is currently a 13-member group comprised of five residents, five family advisors, and three staff. Its goal is to improve the service experience for individuals living in long-term care in Saskatoon Health Region. The Council empowers residents and their families to identify processes or practices that could be improved to better meet residents' needs with respect and dignity.

Additional resources for health regions that would like to establish, or further develop, a Long-Term Care Advisory Council can be found here:

www.saskatoonhealthregion.ca Quick link to Seniors' Health/Long-Term Care and then Resident and Family Resources

<https://www.saskatoonhealthregion.ca/patients/cfcc/Pages/Home.aspx> Double click on Patient and Family Advisory Council and scroll down to Long-Term Care to locate the Council's Terms of Reference

<https://www.youtube.com/watch?v=gbmRt9s10Kc> 'Will You Care For Me' video as part of a Purposeful Interactions presentation



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“Much can be accomplished when you're part of a compassionate, care-focused team working together.”
– Family advisor
Wilma Thompson

Residents are at the heart of The Meadows



Completed during spring 2016 in Cypress Health Region, The Meadows is a beautiful 225-bed long-term care facility in Swift Current. The complex connects to the Cypress Regional Hospital – allowing for efficient transfer of residents, staff, and supplies. Cypress Health Region and the province completed construction using a public-private partnership (P3) procurement model, the first of its kind in Saskatchewan.

“I love everything about this facility,” says Sharon Sletten, a resident at The Meadows. “I’m also very excited that all the residents from the three previous long-term care facilities are moved and getting settled in. Having just 10 residents per house has given me the opportunity to get to know residents from other facilities and that’s rewarding.”

Amazingly, resident and family advisors spent more than 160 hours helping with the move to The Meadows – in the form of greeters, volunteer aides and more!

Featuring 21 houses and a hospice/palliative care house with 15 beds, the facility offers a more resident-centred atmosphere that is less institutional and has a more home-like environment. Sharon adds: “A new, clean building means room to scoot around in my power chair exploring other areas and meeting lots of new people. The Meadows has given me a more positive outlook on long-term care and I’m extremely excited for resident care moving forward as the best care possible.”



Resident Sharon Sletten

Rooms feature a memory box where items that are near and dear to the resident’s heart can be displayed.

Advisors share their stories at Safety Alert training



Patient and family advisors were front and centre to launch a Safety Alert System at Lloydminster Hospital, the pilot site for this initiative in Prairie North Health Region. Margaret Petrie and Jenice Ward, along with Jenice's son Gaven, shared their patient experiences to open manager training sessions about the new system.

The Safety Alert/Stop the Line (SA/STL) strategy is a provincial initiative that is designed to build a safety culture and make health care environments safer for patients and providers. It encompasses processes, policies, and behavioural expectations that support patients, staff, and physicians to identify and fix potentially harmful mistakes in the moment, or to Stop the Line and call for additional help to restore safety.

The Safety Alert System stresses the value of everyone speaking up when they sense something is not right. The stories shared by Margaret, Jenice and Gaven illustrate why this is so important.

Margaret's husband passed away while in hospital in 2015. She has been a patient and family advisor with Prairie North since, inspired by her family's negative experience to help effect change for other patients and families.

Margaret shared this insight: "People need to understand that they have the right – both staff and family or patients – to say 'You know what, we need more of an explanation of what's going on here, because we don't really know.' I think that is so important, and that's something that I felt was missing."



Because of a lack of open communication, Margaret says, "things progressed, rather than came to a stop. If that changed, it would benefit everyone."

Margaret Petrie shares her family's health system experience.



Advisors share stories con't

Seven year-old Gaven told a story about seeing his family physician due to a suspected bladder infection.

“The doctor, when he did the check-up, he never wore any gloves or washed his hands. After, he went onto his computer without washing his hands. I told my mom, ‘That’s gross!’” Gaven’s mom, Jenice, wonders why she didn’t say anything to the physician.



Advisor Jenice Ward and her son Gaven.

“I don’t know. Did I not want to embarrass him? I’m still not quite sure. I knew it was an awkward situation, and it became more awkward as I stayed silent. When my son can say, ‘Mom, that was wrong,’ you know you need to speak up.”

Jody Mayer is the director of Prairie North’s Quality Improvement Program. “The common thread between those two stories is a fear of speaking up when we sense something is wrong. Maybe we don’t want to be a bother, we’re worried we may be wrong, or we don’t want to offend a health care provider or employee,” says Jody.

“That fear or discomfort is often shared by health system employees, as well! The Safety Alert System is meant to take the fear away and empower staff, patients and families to speak up, and we promise to say ‘thank you’ when you do.”

In reviewing Safety Alert System communication material, patient and family advisor Jenice noticed right away that saying thank you to a person who raises a safety concern is a key part of the process.

“Knowing someone’s response to a concern will be ‘thank you,’ for me as a patient, it gives such validation. I would feel more comfortable next time bringing forth those concerns,” says Jenice. “When a situation is not safe for us or our loved ones, we can speak our truth and not worry about hurting someone’s feelings or feeling awkward or embarrassed.”

Margaret shares her story: <https://youtu.be/pOPuGU2j9i4>

Jenice and Gaven tell their story: <https://youtu.be/0x3Vn8sI3WY>