

St. Michael's Hospital Academic Family Health Team and Department of Family and Community Medicine

New Patient Advisor Orientation

Jane Cooney, Co-Chair, Patient and Family Advisory Council

Nassim Vahidi-Wiliams, Co-Chair, Patient and Family Advisory Council

Dr. Karen Weyman, Chief, Department of Family and Community Medicine

Linda Jackson, Senior Clinical Program Director, Primary and Community Care

Welcome & Land Acknowledgement

SMHAFHT acknowledges that the sacred land in which we operate is situated upon the traditional territories of the Wendat, Haudenosaunee, the Anishinabeg, and the Mississaugas of the Credit. This territory is covered by the Dish With One Spoon Wampum Belt Covenant, an agreement between the Anishinabeg and Haudenosaunee allied nations to peaceably share and care for the lands around the Great Lakes. We recognize the many Nations of Indigenous People, who presently live on this land, those who have spent time here and the ancestors who have hunted and gathered on this land known as Turtle Island. We recognize and support the Truth and Reconciliation Calls to Action, which we apply to our work.

We also acknowledges the many people of African descent who are not settlers, but whose ancestors were forcibly displaced as part of the transatlantic slave trade, brought against their will, and made to work on these lands.

Despite the ongoing violence inflicted on Indigenous peoples and Black Canadians, we grateful for the care and contributions made by BIPOC leaders and communities, to improve the experiences of patients and the healthcare system as a whole. We believe that advancing Indigenous sovereignty is deeply and inextricably linked to Black liberation and we remain committed to advancing both.

Agenda

- Icebreaker & Introductions
- What is patient engagement and why is it important?
- History of St. Mike's and more about our Family Health Team
- Our Patient and Family Advisory Committee and Your Role
- Wrap Up & Questions

In one word, how would you describe patient engagement?



<https://healthcare.ascension.org/locations/tennessee/tnnas/shared-content/person-and-family-advisory-council-pfac>
<https://www.childrensmercy.org/about-us/advisory-boards/ibd-patient-family-advisory-council/>

<https://app.sli.do/event/vvtj71yu/embed/polls/517cd492-4463-494b-8d20-7fbcd02c7467>

In one word, how would you describe patient engagement?

In one word, how would you describe patient engagement?

partnering access
equity required improvement
openness Essential

<https://app.sli.do/event/vvtj71yu/embed/polls/517cd492-4463-494b-8d20-7fbcd02c7467>

We'd love to hear more about you!

Tell us who you are and what brought you to this work...



What is possible through patient engagement?



How do we approach patient engagement?

ACROSS A SPECTRUM OF ENGAGEMENT APPROACHES



<https://www.hqontario.ca/Patient-Partnering/Patient-Partnering-Tools-and-Resources/Resources-for-Health-Care-Providers/Get-Started-Working-with-Patient-Advisors>

- Working directly with our PFAC
- Engaging patients through our patient pool
- Patient Surveys
- Large forum events (town halls)
- One-on-one provider/patient practices
- Youth Advisory Council

Engagement at a Glance



The momentum for including the public in the work to improve healthcare is gaining speed.

About 5 years ago in Canada, we started to see **Patient and Family Advisors (PFAs)** at local hospitals become popular. **Resident and Family Councils** have been in place in long term care facilities in many provinces and territories for even longer. And more recently we see **citizen councils** at local health authorities, at quality councils, at health professional bodies and other types of health organizations.

Some disease-based organizations have had active groups of patients for years. Some examples, HIV/AIDs and mental health.

We can learn from each other. And we can help embed the practice of involving the public working toward a better future for the health and wellness of Canadians.

Patients First: Action Plan for Health Care

February 2015

https://www.health.gov.on.ca/en/ms/ecfa/healthy_change/docs/rep_patientsfirst.pdf

The *Excellent Care for All Act* puts patients first by improving the quality and value of the patient experience through the application of evidence-based health care. It will improve health care while ensuring that the system we rely on today is there for future generations.

June 2010

<https://www.health.gov.on.ca/en/pro/programs/ecfa/legislation/act.aspx>

- Quality Committees
- Patient Surveys
- Employee and Service Provider Surveys
- Patient Relations Process – **PFAC!**
- Patient Declaration of Values
- Annual Quality Improvement Plans
- Performance Based Compensation
- Critical Incident Reporting

St. Michael's History and Overview



Established in 1892 to care for the under-served **sick and poor**

Dedicated to **treating all** with respect, compassion and dignity

Large acute teaching hospital with **strong relationship with community**

Our Vision

The best care experiences. Created together.



Our Mission

Unity Health Toronto is a Catholic health care organization providing compassionate physical, emotional and spiritual care to all in need. We advance excellence in health care through world-class education, research and innovation.

Our Values

COMMUNITY
EXCELLENCE
COMPASSION
HUMAN DIGNITY
INCLUSIVITY

SMHAFHT Strategic Plan 2020-2025

Global leaders in the teaching, study and practice of equity-driven primary health care and advocacy



VISION



MISSION

To improve health through advocacy, equity and world-leading primary health care, teaching and research

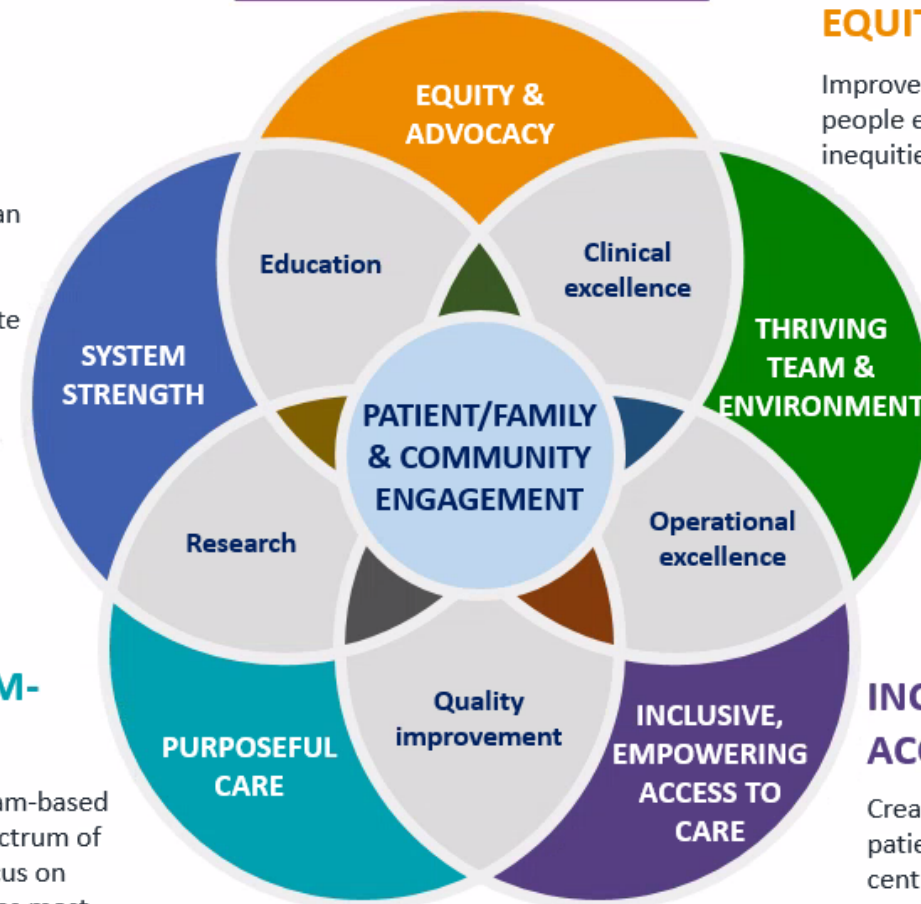
Department of Family and Community Medicine Academic Family Health Team Strategic Plan 2020-2025

SYSTEM STRENGTH

Partner with others to create an integrated healthcare system and share our knowledge and expertise, develop and innovate solutions, and collaborate on research.

PURPOSEFUL TEAM-BASED CARE

Optimize our models of team-based care to provide the full spectrum of high-quality care with a focus on those who need our services most.



EQUITY & ADVOCACY

Improve the health and lives of people experiencing structural inequities.

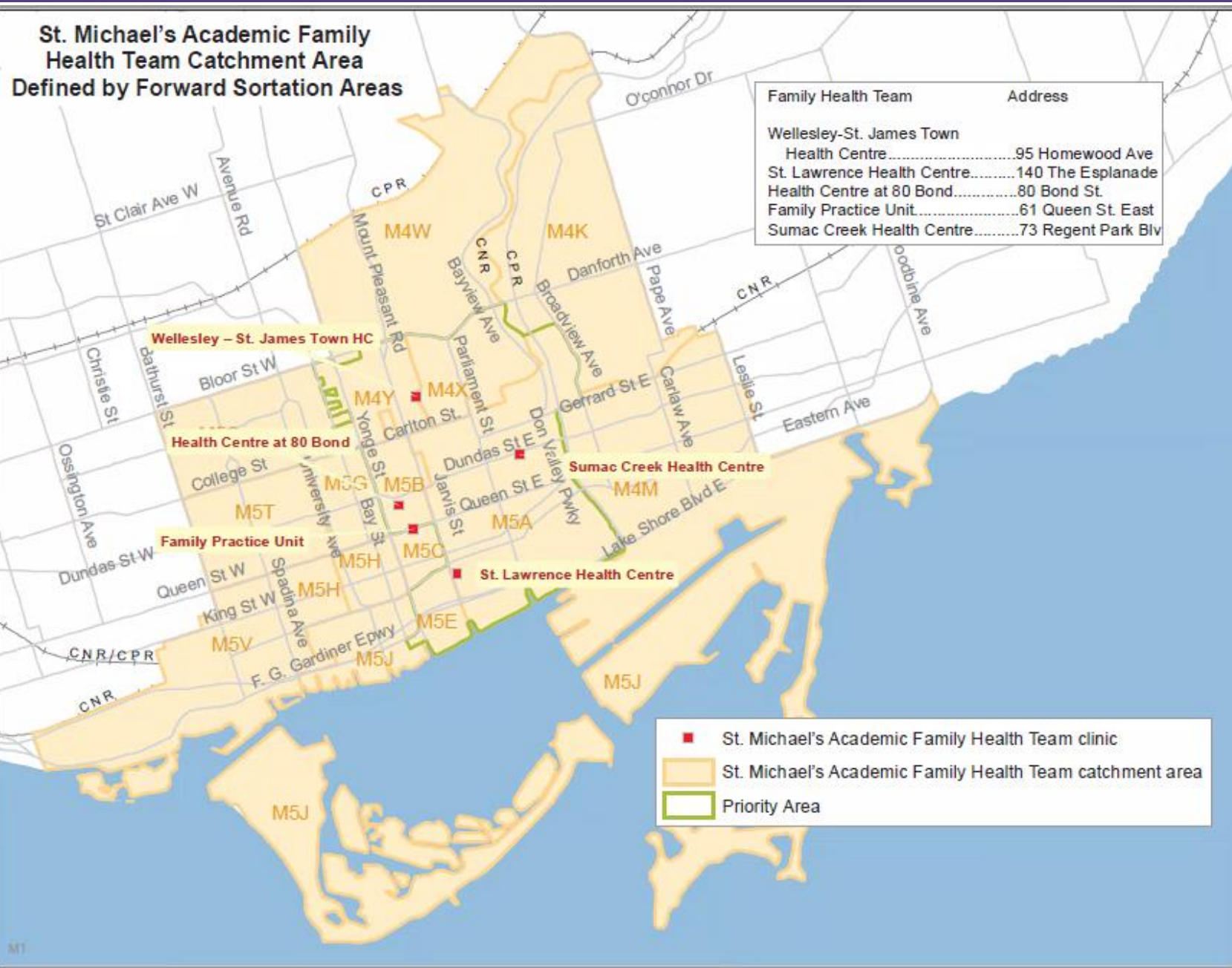
SUSTAINABLE THRIVING TEAM AND ENVIRONMENT

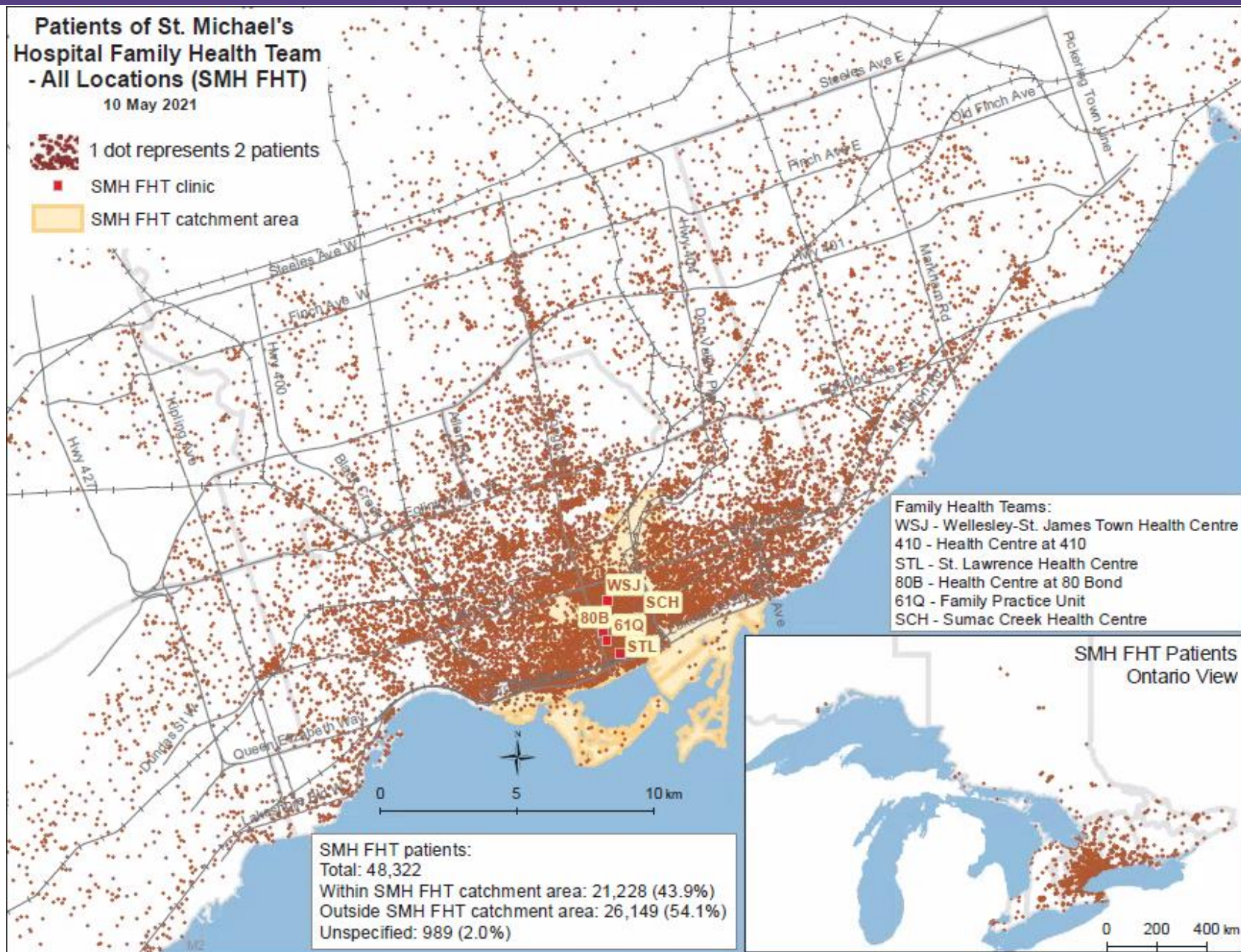
Strengthen our own wellbeing to cultivate resilience in all aspects of our work and prioritize sustainable environmental choices.

INCLUSIVE, EMPOWERING ACCESS TO CARE

Create multiple pathways to empower patients to access care through patient-centred technology and virtual care.

1. Improve the health and lives of people experiencing structural inequities.
2. Strengthen our own wellbeing to cultivate resilience in all aspects of our work and prioritize sustainable environmental choices.
3. Create multiple pathways to empower patients to access care through patient-centred technology and virtual care.
4. Optimize our models of team-based care to provide the full spectrum of high-quality care with a focus on those who need our services most.
5. Partner with others to create an integrated healthcare system and share our knowledge and expertise, develop and innovate solutions, and collaborate on research.





Who are we?

Our Current Staff



266
Staff



80
Physicians



38
Resident Physicians



38
Nurses

43.6 FTE

St. Michael's Academic Family Health Team Sites



Health Centre at 80 Bond



Family Practice Unit, 61 Queen



St. Lawrence Health Centre



Wellesley-St. James Town Health Centre



Sumac Creek Health Centre

- Clerical team
- Clinical Nurse Specialist
- Nurse Practitioners
- Registered Nurses
- Pharmacists
- Social Workers
- Dietitians
- Chiropodist
- Diabetes Education Team (1 RN, 1RD)
- Income Security Health Promoter
- Community Engagement Specialist
- Physiotherapists
- Psychologists
- Chiropractors
- Dentist and Hygienist
- Legal Services

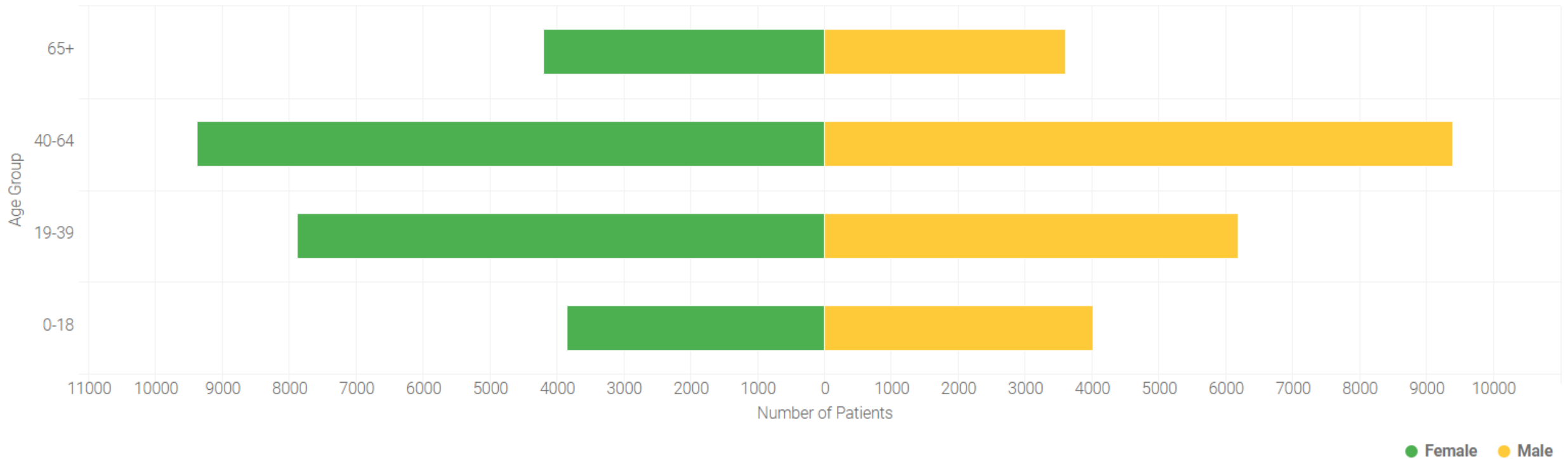
Who are we caring for?

Age and Gender

All Patients

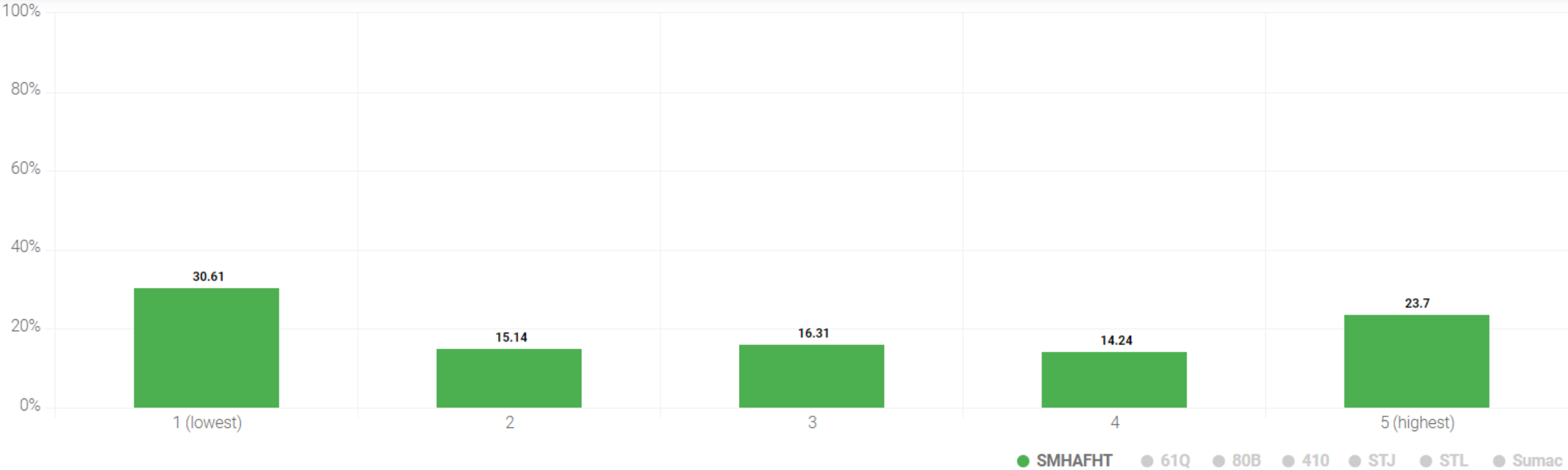
Female Patients

Male Patients



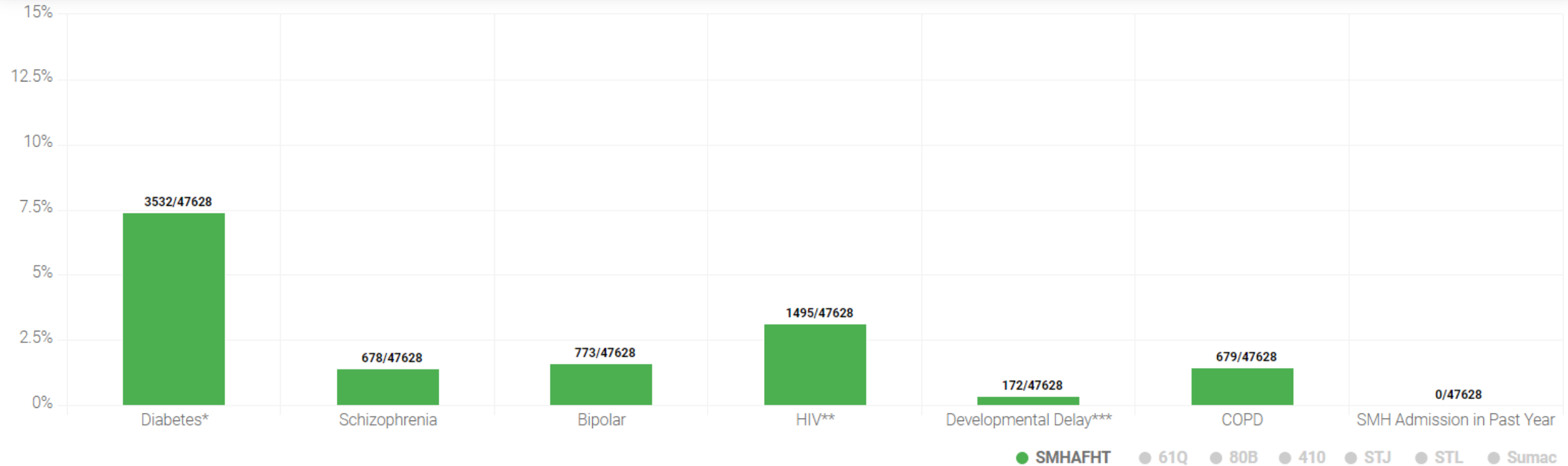
Who are we caring for?

Income Quintile



Who are we caring for?

Chronic Conditions



*DM patient list updated as of test and does not include patients diagnosed after this date

**HIV patient list updated as of test and does not include patients diagnosed after this date

***Developmental Delay cohort is still under development and might not include all applicable patients



Our goal at St. Michael's Hospital is to put the patient at the centre of everything we do. The Patient and Family Advisory Council (PFAC) is part of our strategy to partner with our patients and families to improve the design and delivery of care. Through inclusion, transparency, open dialogue and respectful relationships the PFAC will work collaboratively to ensure the best possible experience for patients and families at St. Michael's Academic Family Health Team.

Member Roles:

- Make recommendations to improve the patient and family experience and ensure that the FHT services and programs are meeting the needs of patients and families.
- Provide input on specific projects which affect care and services for patients and families in the Family Health Team
- Provide input on Family Health Team strategic, quality, and annual operating plans
- Review patient experience survey feedback and make recommendations

Expectations of members:

- Use respectful language, free of discrimination, harassment, and bullying.
- Every group member has a right to privacy. Personal stories shared within PFAC meetings should be kept private and not shared outside the group. Stories may be shared if consent is given by the person sharing the story.
- Share **mindfully**. Meetings are public forums, though we have an expectation of confidentiality, for questions related to **personal** health conditions please reach out to your provider.
- Membership term for all members (patient and family advisors and staff) will be one year renewable. Members will follow a rotation schedule to change over to new members to maintain consistency within the group.
- Attend 10 meetings per year.

Thank you!

Next PFAC Meeting
Dec 1st, 4-5pm*

What time works best for our meetings?

Answered: 8 Skipped: 0

