

Quarterly Briefing Note

Lake of the Woods District Hospital
Patient and Family Advisory Committee
Q1: 2021

Topic: Patient and Family Advisory Committee Update

Briefing Note:

The Lake of the Woods District Hospital (LWDH) Patient & Family Advisory Committee includes individuals representing Kenora and the surrounding area who have had experience as a patient or are a family member or friend of a patient who has received care at LWDH. These members provide direct input into policies, programs and practices which affect LWDH patient care and services.

In December 2020, members of the Patient and Family Advisory Committee felt it was important to regularly share Committee accomplishments, current projects, as well as future plans for the Patient and Family Advisory Committee, also known as PFAC.

It is our hope that regular communication with our communities and LWDH staff will let everyone know that Lake of the Woods District Hospital is committed to having patients and families have a direct impact into the planning, delivery and evaluation of health care.

The Patient and Family Advisory Committee will circulate briefing notes quarterly.

Accomplishments to Date:

PFAC has completed several projects, including development and implementation of the following:

- "Declaration of Patient Values, Rights and Responsibilities", "Fragrance Reduction" poster, and the "Patient Services Directory" brochure.
- Installed enlarged posters of the "Declaration of Patient Values, Rights and Responsibilities" in key areas of the hospital.
- Development of the PFAC Quarterly Briefing Note.
- Recruited three (3) new members to the Patient and Family Advisory Committee.
- One PFAC member currently sitting on Regional CEO Committee to provide input.

Current Projects and Committee Work:

The following is a list of PFAC projects and work currently underway:

- Developing an Orientation Binder and Request Form for feedback from PFAC members.
- Reviewing the hospital Sympathy Card (with grief resources) distributed after a patient death.
- Advocating with the hospital for improvements to Life Labs processes and their participation in the provincial registry.
- Working with hospital Leadership to ensure quality improvements are effectively addressed and reported to key stakeholders.
- Ongoing review of COVID-19 patient information and applicable policies.
- Monthly education sessions for PFAC members.

Future Initiatives Planned:

- Implement patient advisors in specific patient care services and quality committees.
- Provide input to the re-establishment of the LWDH Volunteer Program.