

## 2022 YEAR IN REVIEW **IMPACT REPORT**



### CLIENT AND FAMILY- CENTRED CARE

Eastern Health is committed to People Centred Care (PCC) and a Client<sup>1</sup> and Family Centred approach to care. You may hear us say CFCC. Eastern Health's vision of **Healthy People, Healthy Communities** can only be achieved by working **with** our clients, patients, and families.

Client and Family-Centred Care is respectful, compassionate, culturally appropriate, and competent care that responds to the needs, values, beliefs, and preferences of clients and their families.

“Putting the client/patient and family at the heart of every decision and empowering them to be genuine partners in their care”

—*Institute for Healthcare*

CFCC involves working **in partnership with** and in the seeking of **input from** our clients and families—listening and partnering to improve the experience of health care and the services we provide, engaging you, as a partner and as a team member, from the bedside of a loved one for personal care and health decisions to the board room for designing and improving services.

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<sup>1</sup> The term Client is used to represent clients, patients and residents. These terms may be used interchangeably.

# THE CFCC ENGAGEMENT FRAMEWORK

The **CFCC Engagement Framework** supports our client and family engagement practices. The key to integrated and successful patient engagement is matching the right approach, to the right situation, at the right time – and often using more than one approach to achieve the intended goal.



The engagement framework outlines some of the ways we seek to partner with our clients and families:

## Share

Providing information that is easy for patients and their caregivers to get, understand and act upon; to support personal care decisions, as well as supporting engagement about a program, service, policy, or decision.

Examples include tip sheets, brochures, website, reports.



## Consult

Feedback and input from patients and their caregivers is important to us.

Examples of ways to get feedback include surveys, focus groups as well as client relations (compliments, complaints).



## Involve

Clients and family members are engaged to discuss a health issue, policy, or decision, and to explore solutions with health care professionals.

Examples include client and family advisory councils, working groups, individual health care plans.



## Collaborate

This includes clients and families, their caregivers, health professionals, planners, and organizations, finding and applying solutions together on health issues, policies, or decisions.

Examples include co-design/re-design of spaces, policy/policies, and services.



The framework is used across these domains:

**Personal care and health decisions**

**Program and service design**

**Policy, strategy, and governance**

## CLIENT AND FAMILY ADVISORY COUNCILS

One of the ways Eastern Health partners with community members is through client and family advisory councils, also known as patient or resident and family advisory councils.

Client and family advisory councils are comprised of volunteers who have an interest in making a positive impact in health care.

In addition to the various councils, there are a number of other initiatives that client and family advisors are actively engaged with.

Some examples include:

- Baby Friendly Initiatives Working Group
- Wayfinding (finding your way) Committee
- Focus group sessions around topics such as the Diagnostic Imaging Registration Process
- Surveyors for our client relations evaluation
- Stroke Process Improvement Process
- Provincial Insulin Pump Committee
- Medical Imaging Quality Committee
- Community Support Quality Committee

### Current Client and Family Advisory Councils (CFAC/PFAC)

- Provincial Patient & Family Cancer Care Advisory Council
- Regional Client & Family Medicine Advisory Council
- Mental Health & Addictions Client and Family Advisory Council
- Regional Long- Term Care Resident & Family Advisory Council
- Burin Peninsula Health Centre Client & Family Advisory Council
- Provincial Rehabilitation Patient & Family Advisory Council
- Janeway Youth Advisory Council (YAC)



## OVER 80 ADVISORS

We are pleased to share we have over 80 advisors partnering across Eastern Health and that number is growing.

### Are you looking for a meaningful volunteer opportunity?

Apply to become a client and family advisor.

Call 709-777-8295 or visit:

[www.easternhealth.ca/prc/your-say/how-to-apply-to-become-a-client-and-family-advisor/](http://www.easternhealth.ca/prc/your-say/how-to-apply-to-become-a-client-and-family-advisor/)

### Examples of Client and Family Engagement Activities in Eastern Health

- Experience of Care Surveying
- Client Relations Office evaluation
- Sharing an experience of care story to support learning and improvement
- As Client/Patient/Resident Advisors with Advisory Councils or Quality Committees
- Participating in Focus Group Sessions to support improvement discussions and planning
- Input for policy development, such as the Family Presence Policy, Disclosure Policy etc.
- Human Resources, as part of the selection process for some of the leadership positions
- Canadian Patient Safety Week-planning and co-hosting.

## IN THEIR OWN WORDS

Meet Robert Meaney, a patient and family advisor.

Robert resides in St. John's with his wife and son. Robert is a cancer survivor and recently celebrated his 8-year cancer free (remission) milestone. At the encouragement of a co-worker, he responded to Eastern Health's open call for Provincial Cancer Care Patient and Family Advisory Council volunteers.

While Robert acknowledges that he can't impact someone's diagnosis or illness; he can support service improvements that can make a difference in the experience of care for others. It is with this in mind that Robert was inspired to become a volunteer client/patient and family advisor with Eastern Health's Provincial Cancer Care Patient and Family Advisory Council.

Robert's role as an advisor sees him engaged in many meaningful activities. These include suggesting website enhancements to ensure easy access to information, increasing awareness for patient navigators, participation in the planning for Client Experience Week and Patient Safety Week activities. Robert is a member of numerous advisory councils including "Early Access Palliative Care", "Medical Imaging Quality" and "Survivorship - Sexual and Mental Health". Robert also presented a patient experience perspective at the CAMRT-ATL 2022 conference.

Working together provides insight into the experience of a patient, care givers and family. As the organization considers making improvements to health care, the client, patient, resident, and family volunteer advisors are able to add a people perspective; offering experience insights to improve the service delivery. Robert encourages you to consider how you can partner with Eastern Health to make difference in our health care services.



**"Sharing these perspectives and insights provides Eastern Health the opportunity to enhance the experience of the patient and their family."**

*—Robert Meaney*

## CLIENT AND FAMILY ADVISOR

The role of a client and family advisor is just one of the many ways we are engaging our clients and family members to partner with us. Learn how you can share your feedback and help us to support the journey of excellence to provide the best healthcare services.



**LEARN MORE**

[www.easternhealth.ca/prc/your-say/client-and-family-advisors/](http://www.easternhealth.ca/prc/your-say/client-and-family-advisors/)

## ADVISORY COUNCIL PROFILE: ADULT REHABILITATION



My name is Jennifer Penney, and I am the Program Coordinator with Adult Rehabilitation, Geriatrics and Palliative Care, based at the Dr. L.A. Miller Centre in St. John's. I started in this role in the fall of 2021 and at that time I assumed the role as chair of our **Adult Rehabilitation Patient and Family Advisory Council**.

Despite the challenges of the last several years, our PFAC has met regularly, every second month. I'm pleased to report that we are making some small but significant improvements in Client and Family Centred care and meaningful engagement of our advisors. I'd like to take this opportunity to highlight a few accomplishments that I believe highlights our commitment to CFCC in Adult Rehabilitation, Geriatrics and Palliative Care.

In January of 2022, one of our advisors, George Becket assumed the role of co-chair for the PFAC. George's involvement has been instrumental in shaping meeting agendas, which helps to ensure that we are spending our precious meeting time on agenda items that are important to advisors.

We have focused on a variety of topics at our regular PFAC meetings including but not limited to:

- Review of the new Adult Rehabilitation website which was launched in the fall of 2021
- Review of proposed renovations to the main entrance of the Dr. L.A. Miller Centre. Advisors provided input on factors that affect accessibility.
- Review of newly developed patient and family information
- Review of new and existing policies
- Review of program specific data from the National Rehabilitation Reporting System (NRS) that illustrates current program performance and highlights opportunities for improvement

“Co-chairing the PFAC is truly one of the most rewarding aspects of my work. I look forward to continuing to partner with our advisors and continuing our journey towards meaningful engagement.”

—*Jennifer Penney*

On September 17<sup>th</sup>, our PFAC met in person for the first time since its inception in 2020. We spent a few minutes at the beginning of the meeting getting re-acquainted given council activities were impacted by the pandemic, and for introducing the new advisors. It was truly a pleasure to finally meet our membership in person and to learn a little more about what they enjoy doing in their personal life, such as spending time with family, gardening or travelling. Some of our members have children away at university for the first time while others have adopted new pets!



## LEARN MORE

[adultrehab.easternhealth.ca/about-adult-rehabilitation/patient-and-family-advisory-council/](https://adultrehab.easternhealth.ca/about-adult-rehabilitation/patient-and-family-advisory-council/)

## Program activities and initiatives our advisors have been involved with:

Advisors are invited to attend both Adult Rehabilitation Grand Rounds and Palliative Care Grand Rounds. **Grand rounds** are a method of medical education and inpatient care that generally involve discussions and presentations among care providers such as doctors, pharmacists, residents, and medical students.

At Eastern Health, we value the perspective advisors bring to the table and they are a welcome part of these discussions and learnings. Advisors are also welcome to suggest topics for discussion.

- **Tanya Kenny** had an opportunity to present to staff at a nursing education day. She talked about her experience as a family member at the Dr. L.A. Miller Centre and highlighted some key strengths in the program as well as some opportunities for improvement. She also described the role of the patient and family advisor and how it can be beneficial in bringing the client and family lens to the table.

Feedback on the session was excellent and nursing staff now have a new appreciation for the role of the patient and family advisor and the overall patient and family experience.

- **Sheila Farrell** and **Dion Regular** recently participated in a series of process improvement workshops in collaboration with the inpatient rehabilitation team. As part of this work, they received coaching on quality improvement principles and heard about previous process improvement work completed by the 2 South Stroke Team.

They also took part in a ThoughtExchange where participants were asked to identify the biggest challenges that we need to address as a team to support process improvement,

listened to some case studies presented by day services staff and participated in sessions where the team mapped out the current process for an inpatient admission including opportunities for improvement.

We are grateful to Sheila and Dion for their involvement in this important work and hope they will continue to contribute to the development of timely and effective paths of care for three of the most common patient populations: stroke, spinal cord injury and traumatic brain injury.

- **Amanda Carter** contributed to the development of a patient and family advisor onboarding package specific to adult rehabilitation. As our newest advisor, Amanda brought a unique perspective to this work that enriched the onboarding process.
- **George Beckett** drafted mission statements for adult rehabilitation services, which have been shared with program staff for review and feedback.
- **Nancy Reid** in collaboration with program staff, participated in a virtual care collaborative sponsored by Health Care Excellence Canada.

## ADVISOR NETWORKING SESSION

Each year advisors are invited to participate in a networking session. This session provides an opportunity for advisors to get to know each other better, share engagement activities, talk about improvements that are happening across the region and to further develop their advisor skills.



The 2021 networking session was planned and co-facilitated virtually by advisors and included small and larger group discussions. Learnings were incorporated into future CFCC development. Planning is currently underway for the 2023 Networking session, with a return to in-person participation.

## 2022 WINNERS OF THE CEO AWARDS OF EXCELLENCE FOR CFCC



### Client and Family-Centred Care (Staff): Harm Reduction Team, Primary Care

The Harm Reduction Team's interactions and ability to provide on-the-spot response to needs, coupled with a judgement-free approach and environment, has significantly enabled our team to develop relationships and build trust so that clients feel safe to engage with members. This approach often leads to clients seeking additional services as well as spreading the word within their community.



### Client and Family-Centred Care (Advisor/Advisory Council): Long Term Care Resident & Family Advisory Council, Long Term Care Program

The members of the advisory council are dedicated to the residents of long-term care and are passionate about advocating for the best possible care. The *Site-Specific Resident Family Council Policy* and its accompanying guidelines will see the transition from facility led to family-led councils. This will modernize the resident family council process and make the councils more family and resident focused to ensure the needs, wants and preferences of the residents are identified and achieved through collaboration with the site and staff.



### LEARN MORE

[www.easternhealth.ca/employees-and-physicians/recognition/the-ceo-awards-of-excellence/](http://www.easternhealth.ca/employees-and-physicians/recognition/the-ceo-awards-of-excellence/)

## IMPROVEMENT INITIATIVES

Eastern Health consistently works towards service excellence, implementing improvements to services to provide the best healthcare possible.



Examples of service improvement initiatives include:

- Operational improvements for the **Janeway Peri-Operative Program** to improve booking times, surgery prep and start time, address space issues and ultimately improve the pediatric patient pathway flow. Changes included consideration of feedback received from parents, staff, and physicians.
- Improvements for communication and engagement of families to reduce falls and injuries by the **Long-Term Care Program** with the development of the brochure *"Step Safely! Reducing Falls and Injuries Without Using Restraints."* This resource was developed with the advisors of the Regional Long-Term Care Resident and Family Advisory Council.
- **The Community Paramedicine Program** (formally Paramedics Providing Palliative Care) is in the process of expanding the services it provides. The program will follow an Advanced Care Paramedic (ACP)/ Primary Care Paramedic (PCP) model and will start a phased approach to offering mini comprehensive geriatric assessments, fall risk assessments, frailty assessments and medication reviews along with the delivery of some IV antibiotics to be given in the home. To facilitate this, we have partnered with the geriatric medicine team, pharmacy at Eastern Health, Medication Therapy Services Clinic, MUN School of Pharmacy, community supports (community IV program) as well as the Health Sciences Centre and St. Clare's Mercy Hospital emergency rooms.



### LEARN MORE

Contact the Quality, Patient Safety and Risk Management Department  
1-709-777-6777

### Meet the CFCC Manager: Darlene Didham, Quality, Patient Safety and Risk Management Department, Eastern Health

The CFCC manager role was implemented in 2016 to enhance quality, patient safety and risk management through engagement and in supporting the voice of clients and family members as active partners at all levels of healthcare. Client and family engagement is essential to understanding what is working well and where we can improve. Eastern Health is committed to working with our clients and family members to provide safe, equitable, quality healthcare services for all.





## EASTERN HEALTH STRATEGIC PLAN

Client (patient, resident) and family engagement is an objective for strategic planning 2020-2023 for Quality and Safety. The objective of engaged clients and families in service and care planning and delivery to ensure that their needs, values, beliefs, and preferences were respected reflects Eastern Health's commitment to excellence in the experience of care. Meaningful client and family advisor engagement is one of the key performance indicators. Ongoing and annual advisor feedback is incorporated to support meaningful engagement practices.



### LEARN MORE

[www.easternhealth.ca/about-us/achieving-our-aim/strategic-plan-2020-to-2023/quality-and-safety/](http://www.easternhealth.ca/about-us/achieving-our-aim/strategic-plan-2020-to-2023/quality-and-safety/)

## YOUR SAY

At Eastern Health, we believe that the most important voices are yours: the patients, clients, residents, families, and communities that we serve. Your voice can be heard as a CFCC Advisor, and/or by contacting our client Relations Office (suggestions, compliments, and complaints), and/or by participating in Client and Family Experience of Care Surveys. All feedback is used to support healthcare improvement.



### LEARN MORE

[www.easternhealth.ca/prc/your-say/](http://www.easternhealth.ca/prc/your-say/)



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