

# Patients as Leaders: A Success Story



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Thunder Bay Regional  
Health Sciences  
Centre

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together

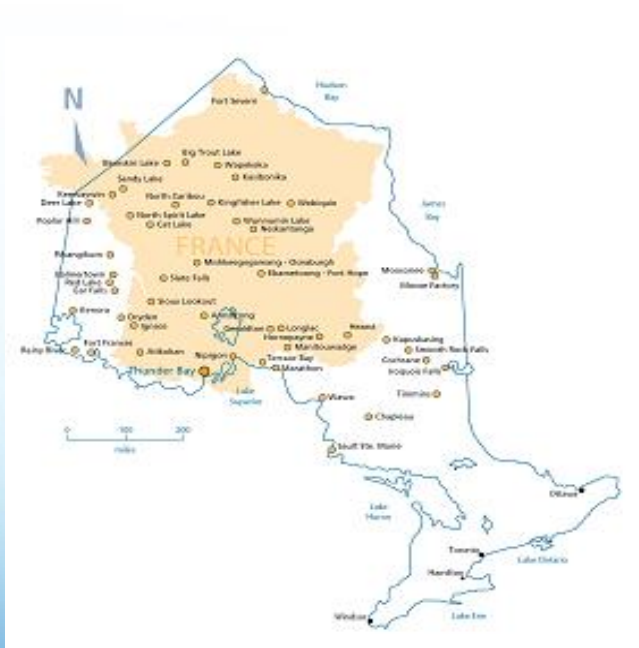
# Overview:

## How to Effectively Bring Patient and Family Centred Care to an Organization!

- Visioning the Future
- Aligning Supports for Success
- Recognizing the Impact / Value of Patient Family Advisors



# Thunder Bay Regional Health Sciences Centre



- Is a 395 bed academic health science centre with a mission to advance world-class Patient and Family Centred Care in an academic, research-based acute care environment.
- We provide service to Northwestern Ontario with a population of 250,000 residents scattered over a geographical area the size of France.



# Beginning our Journey



- **New Strategic Plan Direction**
- **Engaging Partners**
- **Visioning the Future - What do we want in our care?**
  - Engaging staff, physicians, volunteers, community, regional partners, patients, families ...
- **Telling stories – sharing experiences**
- **Setting the stage for a different kind of care**



# Building the Culture of Caring Together...

Develop a shared understanding of Patient & Family Centred Care ... and what it looks like in policy, program, teaching, research and practice.



## ENGAGE

Together, create the core foundation for our Regional Health Sciences Centre to enable us to move forward toward the ideal.



# Transforming our Care...

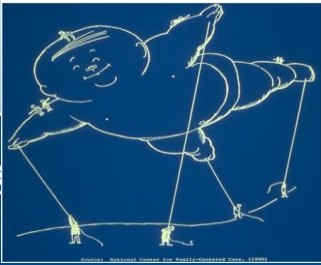
## Recognizing the Differences



**System Centred:** Designed around the needs and values of the organization &/or provider.



**Patient Focused:** Healthcare providers doing what they think is best on behalf of the patient each working independently from each other. Doing things *to* and *for* the patient.



**Family Focused:** Acknowledging there is a family but not that they are part of the healthcare team.

# Critical Success Factors

- Include all stakeholders in the creation of the Vision
- Engage the Board: Identify PFCC as a key element within the Mission, Vision and Values
- Build from the ground up –
- Create a shared understanding: What is PFCC?
- Develop key corporate strategies in support of advancing Patient and Family Centred Care –
- Creating Priority: Creating clear expectations / practice changes throughout the organization
- Accountability / Reporting



# From Vision and Strategy to Action

## 3 Clear / Simple Corporate Strategies:

1. **Engagement:** Creating the shared understanding - clinically and corporately, departmental action plans around priorities...

2. **NOD:** Name, Occupation, Do

3. **Listen:** Intentional focus to build “patient’s voice” into all process”, integrate PFAs across the organization, share stories...





# Welcoming Patients and Families

## Advisors of the Patient Experience

- Patient Family Advisors (PFAs) are experts who advise the organization about the patient experience
- Active partners in “everything we do”
- Share their experience of what went well and why, as well as what could be done differently to improve the patients experience
- Partners in policy and program development
- Partners in education



# Organizational Impact

## How Partnerships have Changed our Care...

- Storytelling is a part of every meeting
- PFAs are a part of every team (SMC to Care Team)
- Policies / System Change / requires PFA involvement and sign off
- PFA provide education, orientation to new hires, learners, physicians
- Expectation that PFCC philosophy guides everything we do

*Transforming our culture ...and our care*



# Organizational Impact

As a result of our PFCC philosophy and PFA driven initiatives, Thunder Bay Regional Health Sciences Centre is the only organization in Canada to earn

**“Patient and Family Centred Care Leading Practice”**

awarded by Accreditation Canada in 2011  
and also named one of

**“Canada’s 10 Most Admired Corporate Cultures of 2014”**



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# Moving Forward

- It's a corporate Journey
- Takes commitment and partnership at all levels
- Intentional integration of the patient's "voice"
- Cannot achieve quality care without ALL care experts – patients as equal partners – in care, planning, strategy, everything!
- Patient perspective must be present, welcomed and supported at all tables
- Engage the community – embrace the change!
- Make the commitment...what is your promise?



# Questions

