



PATIENT AND FAMILY ADVISORY COUNCIL

MIDDLESEX HOSPITAL ALLIANCE

Patient and Family Advisory Council Handbook

January 8, 2025

Introduction

This document will provide a foundation of knowledge regarding the roles and expectations of membership on the Patient and Family Advisory Council (PFAC). Members can refer to the handbook as they progress through the council's meetings and other processes throughout the term.

Membership on the Patient and Family Advisory Council is all about supporting a culture shift to one that includes patients and families in a new and dynamic way, and contributes to the wellbeing of both the hospital and community. In order for MHA to improve patient and family centered care members will be encouraged to share experiences and insights to ensure the voice of the patient and family is incorporated into the decision-making process. It is imperative that those interacting with the MHA have input on how their care and other processes are delivered.

The council will be guided by the MHA Mission

"To Provide the Healthcare we Would Expect For Our Own Families"

MHA's Vision and Values

We are committed to providing the highest standards of quality care to all of our patients and families. In our commitment to champion excellent health services for our community, our actions are guided by four core values:

Feedback

If you have questions/regarding the Patient & Family Advisory Council or feedback on the terms of reference, handbook, and other documents provided please do not hesitate to contact:

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Being a Patient & Family Advisory Council Member

What is a Patient & Family Advisory Council Member?

Members are patients or their family members/caregivers who have had recent experiences with the MHA. Members are passionate about improving the quality of health care experience and have a strong motivation to enhance the success of patient and family-care principles and services within the hospital. They volunteer their time to provide perspectives of patients and families towards the planning, development, implementation and evaluation of policies and programs/services that affect care and services delivered to patients and families.

Role of Members/Advisors

To share experiences and insights regarding care at the MHA to improve the organization with a bottom-up approach, more specifically:

<ul style="list-style-type: none"> ◆ Uphold the Vision, Mission, and Values of the MHA ◆ Share ideas for the purpose of problem-solving and achieving improvements ◆ Respect the collaborative process and understand that the final decision making related to care delivery and process improvements is the responsibility of the leadership of MHA ◆ Have the ability to view the organization as a system by leveraging personal experiences and perspectives ◆ Participate in the annual development of the MHA Quality Improvement Plan (QIP) 	<ul style="list-style-type: none"> ◆ Feel comfortable speaking in a group or interacting with others ◆ Be an active listener and respectful of others' opinions ◆ Actively participate in meetings and maintain regular attendance ◆ Be willing to provide input on policies, programs, and practices that directly impact patient care and services ◆ Maintain confidentiality of patient and organizational sensitive material ◆ Celebrate and share successes and milestones ◆ Provide feedback and advice on items referred to the council, including policies, patient education materials, strategic planning and quality
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Preparing for Meetings

All required materials will be provided in advance before each meeting or at the beginning of each meeting.

- ◆ Members should reflect on what experiences they wish to share during the meeting, keeping a journal may be a useful way of organizing topics covered
- ◆ Members should understand that others will wish to share, and should be respectful of others' thoughts and experiences

We encourage members to come to the meetings with an open mind and readiness to promote change for the better of the patients and families of the MHA.

During Meetings

Follow the lead of the Chair/Co-Chairs

- ◆ They introduce topics covered and will invite members to respond

Confidentiality and Representation

- ◆ Much of what is said during meetings will be confidential and members should be considerate of this when speaking outside of meetings
- ◆ Members are representing the greater community, not speaking on behalf of the MHA

Stick to the agenda

- ◆ The chair/co-chairs will guide the Council through the topics covered and duration of each

Respect everyone in the room

- ◆ Listen to others without interruption
- ◆ Resolve conflict through mutual collaboration (work to meet in the middle, to come to an understanding)

Come prepared

Review and documents provided beforehand **Participate!**

- ◆ Members will be encouraged to bring their unique skills, experience and expertise when contributing to the meetings
- ◆ Be an active participator!

After Meetings

Members are encouraged to reflect on the topics after each meeting, and to reach out to council chair(s) as needed. There will be a post meeting survey emailed to members to share feedback from the meeting.

Overcoming Challenges

There will undoubtedly be challenges that arise with the PFAC, but being able to overcome these challenges is what will make the council beneficial, some anticipated challenges:

Member disagreements

- Similar to any team, members will disagree, it is key to respect others' opinions and come to a mutual understanding coordinated by the facilitator

Patience

- Not all members will have the chance to share everything in one meeting, being patient is a key trait for the success for the council

Commitment

- Members are encouraged to participate in all meetings to maximize the benefits of the PFAC, but we understand that unique circumstances arise and please contact the coordinator when this occurs

Seeing the "bigger picture"

- Members may have experiences that are specifically impactful to them, please share these experiences and ensure suggestions are positive and constructive for change.

What Members Can Expect from the MHA

- MHA will provide a safe environment where members can express views and opinions without fear
- MHA will send out necessary documents to prepare members for meetings
- MHA will serve as a reliable point of contact for any inquiries regarding the PFAC
- MHA will provide additional details for meeting preparation when necessary
- MHA will cover fees required to participate in meetings (i.e. parking)

Feedback

If members would like feedback on their role as a member or if members would like to give feedback on any aspect of the PFAC, then please contact the VP of Clinical Services!

Thank you!