



Celebrating TBRHSC's 20th Anniversary: *Tell us your story*



Name of your Program/Service:
Patient and Family Centred Care

Name and title of submitter:
Shannon Schiffer, Manager of Patient and Family Centred Care, Patient Experience, Engagement & Advocacy

1. Briefly describe your program/service.

Patient & Family Centred Care (PFCC) is the philosophy that guides us. PFCC is the foundation for all care and services putting patients and families at the centre of everything we do. It highlights the importance of patient and family involvement in every aspect from the bedside to the boardroom ensuring exceptional care for every patient every time. PFCC is composed of Advocacy, Engagement, Patient Experience and Patient Family Advisors

2. How has your program/service grown or evolved over the past 20 years?

The Patient and Family Centred Care journey began in our organization in 2009, and since then our program has had the honour and the privilege of working with a dedicated group of volunteers known as Patient Family Advisors (PFAs). The PFAs; who make up our Patient Family Advisor Council (PFA Council), represent the voice of the patient and help us to improve the patient experience.

Initially participating on a handful of councils, committees and working groups throughout the organization, their valuable contributions didn't go unnoticed and soon there was an effort to intentionally integrate their voice at **all** levels of the organization, from the patient bedside to the boardroom.

Additionally PFCC has evolved to now administer digital patient experience surveys offering real time data which can be used to identify real time opportunities for improvement. TBRHSC has also recognized the importance of Patient Advocacy and has now invested in 1.5 FTE Patient Advocate position on a permanent basis.

PFCC played a pivotal role through the pandemic with the development of the Essential Care Partner Policy which was also internationally recognized in the 2022 Institute for Patient and Family Centred Care "emerging best practices for preserving the essence of family presence during a pandemic."

Exceptional **care** for every patient, every time.





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3. What is your most cherished accomplishment, milestone or memory?

As a result of our PFA driven initiatives and our PFCC philosophy, TBRHSC earned the Patient & Family Centred Care Leading Practice Designation from Accreditation Canada – the only organization in Canada to do so.

That recognition spurred requests from other organizations; first locally, then provincially and then internationally, on how to start their own PFA Councils.

As experts who advise the organization about the patient experience, PFAs are active partners in everything we do. They have brought the patient perspective to over 600 councils, committees and working groups, participated on new hire interview panels, the hospital's strategic plan, Accreditation and provided input into policies and programs that shape the care patients receive at TBRHSC.

PFAs are the Heart of PFCC.