



Agenda Item	Patient and Family Centred Care Update
Submitted By	Laurie Leith, Vice President, Regional Hospitals and Health Services
Guests Participating	Julie Fraser, Chief Nursing and Allied Health Officer and Executive Director, Professional Practice
Time Required	5 minutes
Expected Outcome	<input type="checkbox"/> Decision <input type="checkbox"/> Discussion <input checked="" type="checkbox"/> Information

Question We Are Asking

Does the Fraser Health Board Quality and Performance Committee endorse this update as part of our commitment to Client Centred Care?

Background

Over the past two years and in alignment with the Ministry of Health Mandate Letter, Fraser Health has led and supported several activities to foster a compassionate care experience, and a patient and family centred culture across the healthcare system. It is our privilege to share the important work the Patient Experience Team is leading in partnership to enhance the quality, safety and experience of care within Fraser health. The following is an overview of the activities completed (and ongoing) that the Patient Experience Team supports Fraser Health in achieving its objectives and key results.

Patient and Family Centred Care:

Patient and Family Centred Care approaches are being piloted in key areas within Fraser Health. For example in July 2022, Surrey Memorial Hospital, Abbotsford Regional Hospital and Cancer Centre and Burnaby Hospital Emergency Departments began a pilot aimed at enhancing Patient and Family Centred Care in order to create a welcoming, patient centred experience in our Emergency Department waiting rooms for patients and families, and to positively support Emergency Department staff and physicians. Guided by a Model for Improvement, site working groups identified goals and tested changes to help them reach those goals. Examples of the Patient and Family Centred Care tests of change include: compassion and communication education for screeners / volunteers; daily Patient and Family Centred Care compassion huddles, comfort cart (ear plugs, heading pads, phone chargers, etc.), and integration of a Spiritual Health Practitioner into the Emergency Department team. Preliminary metrics indicate teams are moving towards their goal of enhancing the patient and provider experience in the Emergency Department.

Patient Engagement:

To help inform service delivery and enhance compassionate care practices, the Patient Experience Team continues to grow and support the Fraser Health Patient Advisor Network. Currently composed of a Regional Patient and Family Advisory Council, and several Local, Network, and Program Patient and Family Advisory Councils.

Patient Centred Measurement:

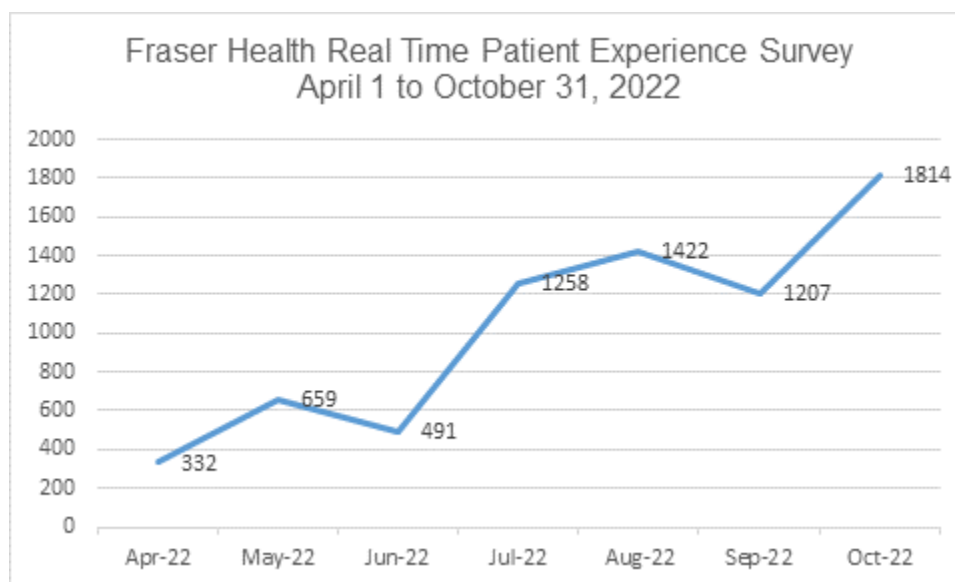
Patient experience surveys are one way for patients/clients/residents and families to inform how healthcare is provided. Feedback and insights from those who we serve in Fraser Health is used to improve the healthcare quality, safety and the overall experience of care. In addition, the qualitative

data received from the patient experience surveys can support staff retention, morale and positive reinforcement of effective communication, compassion and care.

In 2022-2023, a key result for the objective to ensure a compassionate experience was established. The metric is to record patient and client surveys for 500 respondents daily with an 80% positivity rate by Quarter 4. In addition to being embedded in the Real Time Patient Experience Survey (RTPES), a single question survey (“What is your overall level of satisfaction with your care?”) is advertised via Quick Response Code (QR Code) available on posters within Fraser Health Acute Care site public spaces (main entrances, elevators and bathrooms), and a three question survey is available on the Fraser Health External Webpage.

As our Acute Care, Long Term Care and Hospice sites welcome visitors, and volunteers back from COVID-19 restrictions, patients, clients and residents will be supported to actively complete the Real Time Patient Experience Survey, enabling increased response rates. This coincides with the continued spread and integration of the Real Time Patient Experience across Fraser Health, as the Real Time Patient Experience Survey spreads to other networks and programs not already using it, response rates will increase over time. Chart 1 below shows the increase in Real Time Patient Experience Survey response rates over time starting in April 2022 to Year to Date.

Chart 1



Patient Education:

The Fraser Health Patient Education Team has balanced the requests for patient resources for COVID-19 Recovery, Accreditation, and Patient Safety. Supporting Health Literacy¹, the patient education team, focuses on building organizational capacity and provides plain language consultation, medical images/drawings and maintains the Patient Resource Catalogue (containing more than 3000 resources). Working in partnership with the Fraser Health Ethics and Diversity Team, we strive to ensure the resources created are evidence informed and translated to the top languages used by those who live with the geographical area of Fraser Health. Between 2019-2020 (pre-pandemic) and 2021-2022, there was a 122 per cent increase in the number of downloads from the Patient Resource Catalogue, a source of credible health resources accessible online.

¹ Accreditation Canada. (2016). Accreditation Canada Primary Care Standards Aligned with the AHRQ Health Literacy Universal Precautions Toolkit, (2nd ed.).

Spiritual Health:

The Fraser Health Spiritual Health Team, based in Long Term Care and Palliative Care, is taking an active role in the Patient and Family Centred Care in Emergency Department Pilot. The provision of spiritual care in the Acute Care setting was notably missing during the COVID-19 Pandemic. In August 2022, a Spiritual Health Practitioner has started to spend two days a week in the Abbotsford Regional Hospital Emergency Department. The following quote shares how the Abbotsford Regional Hospital Emergency Department Staff feel about having the Spiritual Health Practitioner present;

“Emmanuel has fit right into our Emergency Department Team and is a huge asset to the department. Recognizing the high rate of provider burn-out within healthcare, his presence and through his daily work has been a much needed morale booster for our department and community supports. He has been able to connect with *all* staff members from housekeeping, clerks, aides, nurses, paramedics, corrections, police etc. which is important as we can tend to focus on our nursing staff, when it truly takes a village to provide Patient and Family Centred Care. His compassion, wisdom, and personable attitude has allowed the team and our patients/family to feel heard and valued. Staff have expressed the great job he’s doing and it’s noticed that he’s always engaging with patients, their families and the staff.”

Options

Not Applicable

Recommendation

It is recommended the Fraser Health Board Quality Performance Committee accepts this Patient and Family Centred Care update.

Specific Measurable

Not Applicable

Timelines

Not Applicable

Motion

Not Applicable