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MEDIA RELEASE

For Immediate Release

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SHHA TO INTRODUCE PATIENT AND FAMILY ADVISORY COUNCIL

EXETER, ON -

Exemplary patient care includes listening and learning from others and incorporating new ideas and perspectives to continually improve care, SHHA is launching its first Patient and Family Advisory Council (PFAC) to bring together patients, family members and hospital personnel in an ongoing effort to enhance the patient care experience. The hospital is seeking patients, and/or family members, to join this new PFAC. This new Council will provide a formal and structured forum to encourage reflective feedback and elicit suggestions for improvement from our community on the care and services at SHHA. Patients and their families are recognized as being knowledgeable members of the care team, and can offer unique perspectives and valuable feedback regarding the standard of care they receive. This is a new engagement initiative, focused on utilizing patient feedback to continually improve the hospital experience.

SHHA has many opportunities to receive feedback from care recipients on its services and programs. These opportunities include daily rounding by nursing with patients and families, follow-up phone calls to discharged patients, various surveys, feedback given to the patient relations office and the Speaker's Bureau.

“The new PFAC builds on the many existing opportunities the organization has to gain feedback from patients, families and caregivers and will establish a new formalized partnership between care recipients and the hospital. By working together, this partnership will help SHHA to continually improve the care experience and identify additional improvement opportunities”, stated Todd Stepanuk – SHHA President & CEO.

PFAC members will become trusted volunteer advisers to the organization to help embed the voice of patients into all aspects of care including actions, decisions and planning. Members will be able to reflect on their own experiences with SHHA and offer meaningful and actionable suggestions on how the organization could improve the patient experience at the Hospital or the primary care location.

“Ignoring the input of patients and their families is like trying to win a hockey game with one key player in the penalty box. Patients bring a unique perspective to the development of a safety culture, and, without their input, an organization is operating without its full compliment of resources, added Todd Stepanuk.” Gina Taylor – Interim Chief Nursing Executive added “Our purpose is to strengthen collaboration between patients, family members and the health care team to enhance our ability to provide superior service. The result will be outstanding patient experiences while delivering the highest standard of safe, comprehensive and compassionate healthcare.”

How to apply to become a PFAC Advisor?

South Huron Hospital Association invites patients and/or family members of patients, who have received care within the past two years, to apply to become a PFAC Advisor by completing an on-line application. The application, as well as more information, is available on the SHHA website: www.SHHA.on.ca

Applications are being accepted until Friday, September 26, 2016. Applicants will be contacted to arrange an interview to determine eligibility and confirm ongoing availability.

We are looking for committed, enthusiastic individuals with an interest in health issues, and in the health and well-being of our community. Advisors must be willing to share their stories and experiences to help make a difference for others. If you are interested in applying to be a member of the South Huron Hospital Association's Patient and Family Advisory Council or would like additional information, please visit the SHHA website at: www.shha.on.ca or contact Katie Willert (Administrative Assistant) at (519-235-5169) or (katie.willert@shha.on.ca)