



### **Who are the staff leaders partnering with PFPs?**

- Staff leaders at all levels of the organization partner with Patient Family Partners in many ways. Some SHA staff are new at engaging with Patient Family Partners and others have many years or varieties of experience. Regardless of experience level, staff ranging from frontline staff to the highest level of leadership can benefit from partnering with Patient Family Partners.

### **Why does the SHA have PFPs?**

- Our Mission as the SHA is that “We work together to improve our health and well-being. Every day. For everyone.” In our organizational values, we state that “Our commitment to a philosophy of patient and family centred care, is at the heart of everything we do and is the foundation for our values.” Partnering with PFPs helps us to ensure our organization is collaboratively built by the people it is meant to serve.

### **What are the responsibilities of a Staff Leader engaging with PFPs?**

Leaders working with PFPs are responsible to

Prepare...

- The Patient Family Partner by providing them all the materials & information they need ahead of time
- Any colleagues or SHA staff who will also be working with Patient Family Partners to engage well
- Themselves & dedicate the time to work effectively with Patient Family Partners

Communicate...

- In ways that work for the Patient Family Partners, whether that is by phone, email, or in person communication methods
- With plain language, not using acronyms or other health care jargon
- In a timely manner, with as much advanced notice as possible

Provide...

- The PFP with the opportunity to be a part of choosing meeting times
- All documents that other members of the team receive in ways that are accessible to the Patient Family Partner
- Facility information for any meetings with detailed information on how to get there, where to park, and how to navigate the building as well as a contact number in case they get lost
- Online engagement opportunities, as appropriate
- Any specific support Patient Family Partners need to participate (in collaboration with Patient and Family Centred Care Leads)

## ***Staff Leaders Engaging with Patient & Family Partners (PFPs): Definitions, Roles and Responsibilities***

Follow up by...

- Checking in with Patient Family Partner through the duration of the engagement opportunity
- Providing honest, open, and respectful feedback to the Patient Family Partner as engagement unfolds and ask for feedback from them as well
- Close the loop on work by providing clear information on what came of the engagement, the final outcomes of the work, and any foreseeable next steps
- Say Thanks and express appreciation to the Patient Family Partner

### **When do Staff Leaders include PFPs?**

Staff leaders bring Patient Family Partners in as soon as they're able. Patient Family Partners can be involved right from the initial idea phase. PFPs are part of development, implementation, evaluation and improvement.

### **Where are PFPs involved?**

- PFPs engage with our staff across all geographic areas of our province, in local and provincial work. PFPs partner at every level of the organization; right from areas related to the ongoing care of patients, in the planning, delivery and evaluation of programs and services, and at the leadership and organizational governance of the SHA.

### **How do SHA staff and PFPs work together?**

- Staff can engage with PFPs through:
  - Committees/Councils
  - Focus groups
  - Speaking at events, meetings, or planning days
  - Planning teams
  - Working Groups
  - Quality improvement
  - Review teams
  - Unit meetings
  - Facility planning
  - Education events
  - Staff training
  - Policy Development
  - Hiring panel
  - Other