

Renal Patient & Family Advisory Council

Accomplishments in 2014-2015

- **Renal PFAC established**
- **Terms of Reference developed**
- **Created logo**
- **Pamphlet developed**
- **Newsletter developed**
- **Surveys sent to home hemo and KCC patients**
- **Staff name tags recommended**
- **Participation at Kidney Foundation Walk**
- **PFAC Link on Renal Website**
- **A bulletin board posted at each site to advertise PFAC**
- **Patient transport task group formed**
- **Include PFAC info in new CKD patient binder**
- **Trialing new hemo chairs**
- **Christmas cards from PFAC to in-centre units and home hemo patients to promote PFAC**
- **Education for renal PFAC members and for staff/physicians**

Accomplishments in 2015-2016

- **Participation at Vital Behaviours workshops**
- **Continue to publish the Kidney Kronicle Newsletter quarterly**
- **PECC (Patient Experience Coordinating Committee)**
- **Visited all 8 Regional Satellite units**
- **Satellite Representative Advisor Role**
- **Resource Centre Kiosks**
- **Near completion of the LHSC PFAC Network**
- **Additions to the PFAC webpage including meeting minutes, satellite visit reports and bios**
- **Patient Panel at Renal Education Day, November 2015**
- **Participation at World Kidney Day Display, Kidney Foundation Walkathon and Kidney Foundation Patient Christmas Party**
- **Inclusion of advisors on Renal Program Emergency Preparedness Committee, Health & Safety Workplace Violence Work Group, Renal Patient Assistance Fund and Southwest Integrated Renal Program Council and VH Dialysis CQI Council**
- **Renal patient storytellers at Central Nursing Orientation**
- **Large PFAC posters distributed to satellites**
- **PFAC Chair appointed to the Renal Executive Committee**
- **At the suggestion of PFAC a brochure was created to advertise the Renal Patient Website**
- **Participation on the LHSC advisor orientation in January**

Accomplishments in 2016-2017

- **First Satellite Representative Advisors joined**
- **Participation of advisors on:**
 - **Transitions Task Group Transplant Pathway**
 - **The Voice at Westmount Dialysis**
 - **The KCC CQI (Continuous Quality Improvement Group)**
 - **Emergency Preparedness Committee**
 - **Volunteer Role at Dialysis Units Committee**

- **Renal PFAC Resource display stands supplied to ALU, UH Dialysis unit and KCC waiting rooms**
- **PFAC members visited all London in-centre hemodialysis units to gather information and comments from patients and families, official recommendations made to Renal program**
- **Transportation task group along with Renal Program Director and Manager met with a representative from London Transit to discuss dialysis patient transportation issues**
- **Continued publishing of the Kidney Kronicle Newsletter**
- **Participation of displays at Quality/Patient Safety week, and World Kidney Day 2017**
- **Recommended review of the Save your veins campaign to the ORN**
- **Member participation at Person Centred Care Summit held by CCO and ORN (Cancer Care Ontario and Ontario Renal Network)**
- **Reviewed LAUNCH (Learning about you new to chronic hemodialysis) patient education materials**
- **Provided input to ORN around name change of CKD clinics to MCKC (Multi Care Kidney Clinics)**
- **Consulted by LHSC Patient Experience Office around the definition of Person Centred Care and a new LHSC Patient of Declaration of Values**
- **Consulted on the new LHSC Corporate Strategic Plan**
- **Participated on Ontario Hospital Association (OHA) visit to update the OHA on work being done by advisors in the different programs at LHSC**
- **Continued patient education about PFAC at CKD education classes**

Accomplishments in 2017-2018

- **Revisiting all of the satellite dialysis units**
- **Continued publishing of the Renal PFAC Kidney Kronicle Newsletter**
- **Surveyed all home dialysis, satellite dialysis and in-centre dialysis patients regarding their interest in a Patient Experience/Patient Education Day**
- **New Chair and Vice-Chair elected**
- **PFAC member instrumental team member in the planning and building of new Parkwood Hospital Satellite Dialysis unit**
- **Participation of advisors on:**
 - **Parkwood Hospital Satellite dialysis unit**
 - **Accreditation Team**
 - **Emergency Preparedness Committee**
 - **LAUNCH Manual Review**

- TAP (Transplant Ambassador Program)
- Fistula Needles Working Group participation
- Discussion and education session about MAID (medical assistance in dying) with LHSC's ORN Palliative Team and Southwest LHIN representative
- Poster discussing patient and family engagement in quality improvement projects accepted to Institute of Patient and Family Centred Care conference in spring 2018 which includes participation of PFAC member
- Plans to revisit paratransit transportation improvements

Accomplishments of 2018-19

Participation of Advisors on:

- Renal Accreditation Committee
- Renal Health and Safety Committee
- Renal Nursing Professional Practice
- Renal Infection Control Committee
- Leading the way, and being the first LHSC program area to have Advisor Led Tracers related to upholding the standards of Accreditation Canada
- In-centre Hemodialysis unit visits to discuss patients perceptions of care
- Identification that patients are not always aware of who they can bring issues to in their treatment area, and subsequently placing posters with leader contact information in all of the waiting areas so patients will know who to go to
- Continued publishing of the Kidney Kronicle Newsletter 3 times per year
- Inception of Collage "All the people who touch the care of a patient"