



The Most Important Voice Patient & Family Advisory Committees



Patient and Family Advisory Committees (PFAC) are making a difference in the care provided at Almonte General Hospital and Carleton Place & District Memorial Hospital. The committees include patients and caregivers who reflect on their own experiences. They also provide ideas and input on all aspects of care. They are a key part of the health care team.

These committees act in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of health services. They make recommendations on matters that impact their experience.

In Carleton Place, Dawn Fortin is the new PFAC Chair. Thank you to outgoing Chair Peter Litster for his leadership. Dawn moved to the area 10 years ago and says she wants to be involved in her community and make a difference. "It is so interesting and it's amazing how many good ideas emerge when we brainstorm together. And we learn as well."

Dawn says the committee has worked on many projects from improved signage to a new Family Presence policy to replace the traditional visiting hours. "Some of us have also been part of the planning of the new Emergency Department, sitting on focus groups to provide a patient

perspective. And we are even looking at a pet visitation policy."

In Almonte, the PFAC is newer and has met twice. "We are just getting started," notes Rachel de Kemp, Vice President, Patient/Resident Services and Chief Nursing Executive. "But in the short time they have been involved, the committee has already provided a very valuable perspective on the patient experience." The PFACs will also play a key role as the hospitals prepare for a joint Accreditation survey next May.

CPDMH is looking for additional members to join the Patient and Family Advisory Committee and applications are being accepted. "You do not need any special qualifications to be an advisor. What's most important is your experience as a patient or a patient's family member or caregiver. We will provide you with any other training you need," adds Rachel de Kemp.

To learn more, call 613-253-3829 in Carleton Place and 613-256-2514 ext. 2505 in Almonte.

