# The PEP Connect



## at Oak Valley Health

Welcome to the fourth edition of our annual newsletter detailing the Patient Experience Participant (PEP) Program at Oak Valley Health. PEPs are specialized volunteers embedded in our hospital who contribute in a wide range of ways, including sharing perspectives, opinions, and providing input on decisions that improve quality of care.



# A Note from the Editor

#### We're turning 5!

Established in November 2017, our PEP team was founded upon the principle of a patient-led organization; one in which patients and families would feel included, represented, and embedded throughout our hospital. Over the last 5 years, our PEPs have grown with us through unimaginable change, and evolved into a team of advisors who have brought this vision to life - representing our local communities and greatly impacting decisions made from the board to the ward.

Our patient advisors are valued now more than ever, as we continue to witness first-hand and better understand the power of patient and family voices. Through the twists and turns of COVID-19, our PEPs have stay steadfast and continued to inform hospital strategy, operations, and policies around quality, patient safety, family presence, essential caregiving, practice, patient and staff education, and so much more.

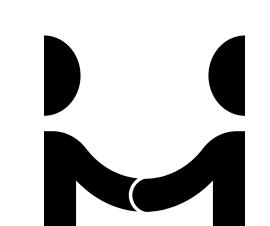
Thank you to our dedicated PEPs; we couldn't grow without you! Please stay tuned for upcoming celebrations as we commemorate this special milestone and recognize the contributions of our PEP members.



# to our Patient **Experience Participants**

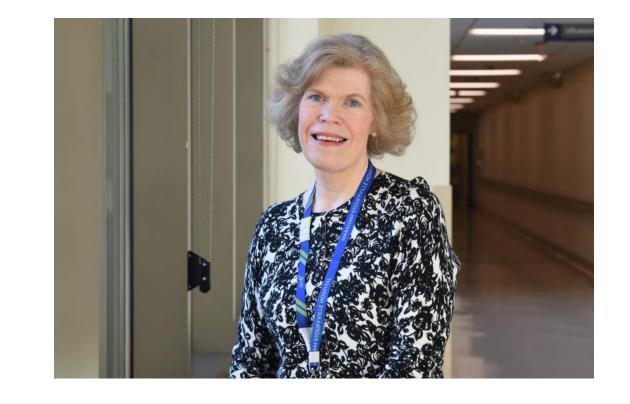
**Deborah Rotta-Loria Betsy Antonik Donna Dougan** William Haywood **Anne Rouillard** Theresa Arbuthnot **Shafic Kara Christine Schmidt Shana Betz Debbie Talbot** Teresa Kucheran **Barb Bitter Dianne Mann** Michael Teutenberg Lih Ling Chung Jim Penny Meiki Tsang **Kyle Comishen** Jacquie Cushing Dill **Ruth Wallace** Prachi Ray Joanna Reesor-McDowell Brenda Young Vicky Da Fonseca

Cecilia Remo Joe D'Amico



# A new level of Partnership

Congratulations to Anne Rouillard, one of our founding PEP members who has taken on the role of PEP Co-Chair, for the 2022/23 Fiscal Year.



In this new role, Anne works closely with the staff co-chair to plan and develop all PEP related activities, including joint responsibility for monthly agendas, facilitating committee meetings, providing orientation to new members, as well as communicating with and supporting other PEP members in their roles. Anne has been an invaluable support in the growth of our program this year. Thank you Anne!

Special mention to our PEP members who retired from the program this year. Thank you for your valuable contributions:

- Sherene Chen-See
- Barbara Caiger
- Susan Knetsch
- Nancy Leung
- Marsha Permut



# Year in Review





Increase in PEP requests following launch of PEP101 Toolkit, and organization-wide training.



Slight increase in inperson activities; expected to further rise over 2022/23.



11

PEP committee meetings hosting program updates, advisory requests, guest speakers and roundtable discussions.

# Recent Initiatives:

Below are just a few examples of the depth and breadth of activities our PEPs have been involved in:



Lean
Transformation
Steering
Committee



Quality and Safety Committee of the Board



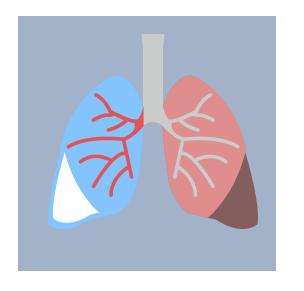
Breastfeeding Clinic Working Group



OHA Patient Experience Measurement Program



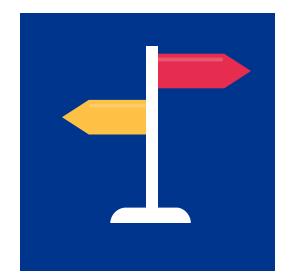
Workplace Violence Prevention Committee



Trillium Gift of Life Steering Committee



SMART Patient and Caregiver Council



Emergency Department Wayfinding Consultation



Canadian Institute for Health Information Document Review



HR Interviews for VP of Clinical Programs



Accreditation Walkaround Mock Tracers



Honoured to Care Award Selection Committee

# What's in a Name?

PEP member Joanna Reesor-McDowell has been a longstanding member of the Markham community. She was an integral part of the Corporate Rebranding project, a multi-year initiative to develop and select a new brand, name, and visual identity for our organization. In August 2021 Joanna was a part of the official rebrand launch and provided the below speaking remarks, delivered with eloquence and received with warmth. Thank you Joanna for your representation, and your voice as a PEP in this important project.



Plctured (L-R): • Mike Arnew, Chair, Board of Directors, Oak Valley Health; Jo-anne Marr, President and CEO, Oak Valley Health; Joanna Reesor-McDowell, PEP, Oak Valley Health.

"It is a pleasure to be part of this exciting brand launch. I am speaking as a Patient Experience Participant – we are commonly known as PEP's. One of the organization's strategic pillars is to 'deliver an extraordinary patient experience.' Part of that strategy is to be a patient-led organization through partnerships with patients and families.

PEPs were consulted as a group during the process of choosing a new name that would unify our multiple sites: Oak Valley Health. I was also pleased to serve on the committee that led the process of choosing our new logo.

As a long time resident of the area, I would like to say a few words about how I think the new corporate identity celebrates the organization's rich history as a cornerstone in the community.

As part of the committee, we looked at abstract design options for our new logo but in the end recommended one that is fresh, but has a visual connection to the hospital's first logo.

If you look at the bottom of the new version, you will see the outline of an oak leaf, connecting the logo to the name: Oak Valley Health. The image of an oak tree is a feature of our local natural environment. I grew up on a farm in the area and have always been intrigued by a few massive oak trees that stand alone in a number of fields. They must have been already growing when my ancestors came here generations ago.

To me they are symbols of strength and resilience throughout centuries of change. These qualities - strength and resilience - are ones I see permeate Oak Valley Health as we serve this community into the future. Just think of the way we cared for the community, putting its safety and needs first during the pandemic. Changing how we delivered care that was needed most, as the COVID-19 circumstances evolved.

Now at the top of the logo, you will still see three figures representing our hospital community. Depending on your interpretation they could be patients, a family, community members, or even care providers – members of the hospital team, the staff, physicians and volunteers. Whatever the role, these figures are derived from the old version of the logo and like a lot of us have been the very fabric of the hospital community for many many years.

I have been a volunteer for 10 years originally in the endoscopy suite and now as a PEP for the last two, and very recently volunteering in the vaccination center. I have also been a patient at the hospital for two surgeries and a broken arm, and a caregiver to mom, who had a stroke on June 14 and spent a month here in rehab. She had an excellent care team and received many acts of kindness as a patient. My family and I have benefitted from countless services over the years and we are grateful.

I would like to end off with what I imagine the new Oak Valley Health symbolizes...As an endoscopy volunteer, I was very hands-on, one of my favorite jobs was bringing a warm blanket to a patient. You could see the smile on their face as they are wrapped around with a feeling of comfort, safety, and knowing they received the best care possible – and an extraordinary patient experience. And that is what I think Oak Valley Health symbolizes.

Thank you."



# Our Declaration of Values

The Excellent Care for All Act (ECFAA) requires all hospitals to have a publicly available patient declaration of values produced after consultation with the public. This is a series of values that convey a path toward patient partnership, and describe key elements that are important to patients, families, and caregivers as partners across the healthcare system.

Reference: Ontario Excellent Care for All Act: 2010, c. 14, s. 7 (1).

Oak Valley Health's Patient Declaration of Values (PDoV) was developed in 2021 by our PEP team, and is founded upon the Institute for Patient and Family Centered Care (IPFCC) core principles: Respect and Dignity, Information Sharing, Collaboration, and Participation.



This month, you will see our Patient Declaration of Values, alongside the existing Oak Valley Health Code of Behavior, publicly posted at all 3 of our sites. PEP feedback has been integral in the co-design of this document, with many revisions and improvements along the way!



# As a community, we pledge to live these values:

#### Respect

We embrace diversity and inclusion and treat everyone with dignity.

#### Trust

We are reliable and show integrity in everything we do.

#### Commitment

We take accountability to follow through.

#### Compassion

We approach all relationships with empathy, sensitivity, and understanding.

#### Courage

We take ownership of our actions and responsibility for solving problems.

We encourage all people (whether they are a staff member, physician, volunteer, patient, or visitor) to live these values, through our everyday interactions and work.

### What matters to me as a patient:

#### **Dignity and respect**

My perspective and choices are listened to and honoured, and I am treated with respect and compassion.

#### Information sharing

I receive complete, unbiased, and accurate information through open and seamless communication.

#### **Participation**

I am recognized as part of the care team, and participate in decision making.

#### Collaboration

My voice and opinions matter, and are included in policy and program development, implementation, and evaluation.

The patient declaration of values is intended to serve as a compass for our organization and reflects a summary of the principles and values that patients and families stated are important to them.



This new, harmonized poster depicts a partnership between all individuals interacting within the health care system including patients, families, caregivers and those who provide health services.

# Member Updates

Our PEP members are a busy bunch! We recently asked: What PEP activities have you been involved in? What does being a part of this program mean to you? What else are you involved in outside of PEP? Please share any fun or exciting stories about summer activities, travel and/or family:



**Theresa A:** "I've really enjoyed participating in the Walk-around Mock Tracers (at both the Markham and Uxbridge sites) and feel that this activity is 'making a difference' towards achieving Oak Valley Health's accreditation goals. This summer, I've been playing lots of golf and I'm already looking forward to curling in the fall, upon my return from a long-awaited trip to Europe!"



Anne R: "Being a part of this program has allowed me to give back in some small measure to my local hospital, as well it has allowed me to work with wonderful people who are devoted to a high level of quality care. I have always felt that my participation in the Corporate Quality Committee has had a strong impact, I have always felt included and that I truly have had a voice at the table. With respect to other areas the Surgical section has always included me and I feel that my comments either concerning pamphlets, booklets or in meetings have always been heard. As well I have continued my work with Falls Prevention and I know that my voice has had an impact on many decisions made."



**Joanna R**: "I was recently involved as a member of an interview panel for a manager position. It was satisfying to be a member of the team and to find that we all agreed about who was the strongest candidate. The right person in a role makes such a difference to the quality of our services at the hospital."



**Betsy A**: "As far as the summer goes, it's been great. Lots of time with grandkids at the cottage, and nursing my husband through a hip replacement that was a very positive experience at MSH! PEP activities have been with the Wayfinding Committee and we're at the beginning of the project, with another meeting this week. Take care, enjoy remaining days of summer."



**Shafic K**: "I had a busy summer at MSH training volunteers for the Emergency Department and the Outpatient Lab, numbering about 20 trainees, sometimes on my shift and sometimes after my shift. Now there is a trickle, but, as the students go back to classes, there are others to be trained, so my days might increase at MSH.

Apart from that, I have been busy with the Food Bank delivering groceries and helping out refugees with summer clothing.

I am slated for my weekly donation to the Blood Clinic, it will be my 54th donation, considering every donation saves 3 persons. It would have been almost #90 if it was not for my GI, as I could not donate for five years after end of my medication, but I am still happy and they told me that they would take the last pint on my way to six feet under.

Finally, the most happiest time in our lives will be when our daughter will make us grandparents for the first time in October. If you don't see me at your monthly meeting, you will know that I was busy changing diapers."



# Accreditation Corner



Accreditation is a continuous process in which organizations are evaluated against national standards of excellence. Oak Valley Health participates in the Accreditation process because it helps to improve quality, reduce risk, and strengthen accountability.

PEPs have been assisting with Accreditation activities since 2018, when our organization was accredited with Exemplary Standing. Our next onsite survey is just around the corner, scheduled for <u>September 26-29th</u>, 2022.

Over the last 18 months, PEPs have helped to lead Accreditation preparedness activities such as weekly ROP-OPOLY, a fun and interactive way for staff to collect tip sheets to test their knowledge about required organizational practices (ROPs) that the organization must have in place.

PIctured below: PEP member Donna D. assisting our Accreditation lead with weekly ROP-OPOLY activities.







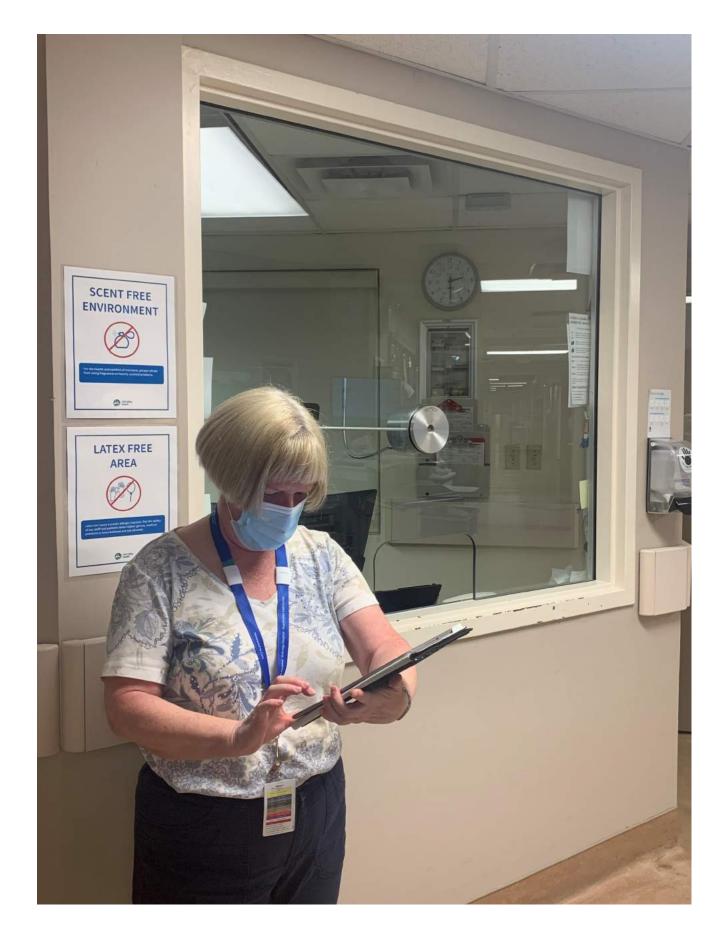


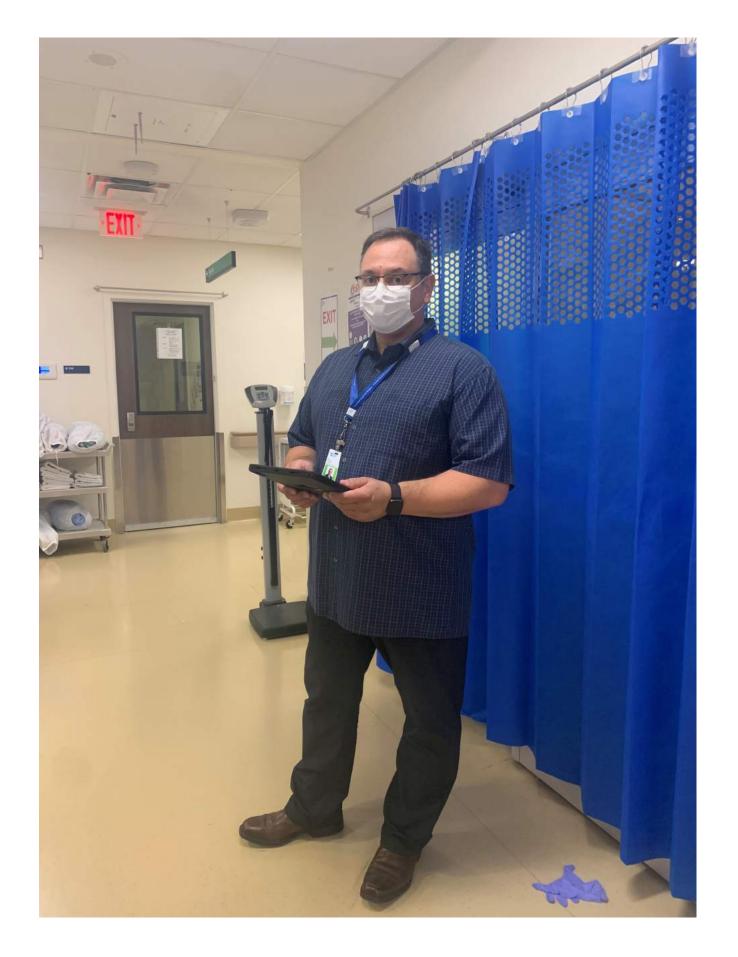


# Accreditation Corner



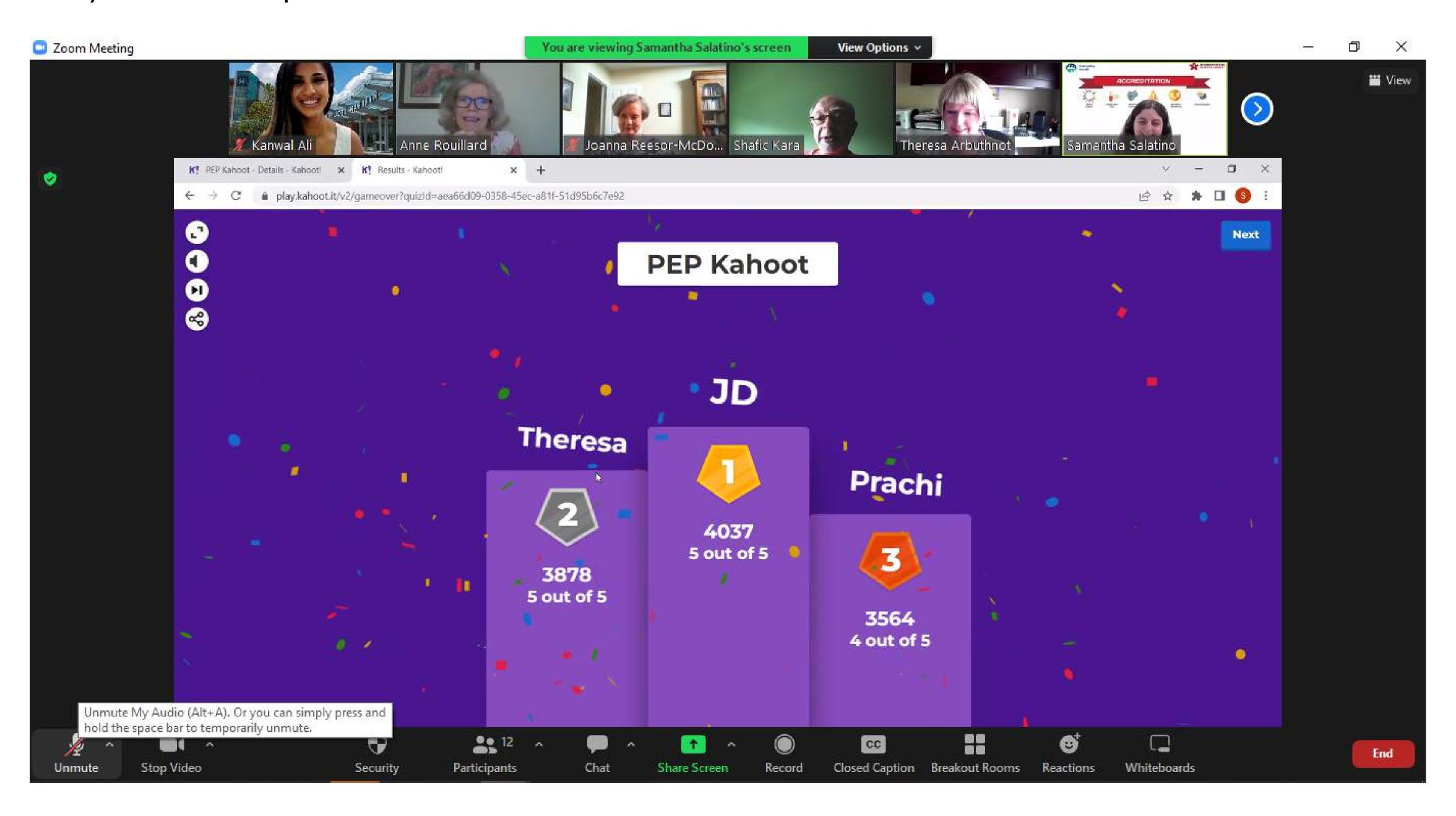
PEP Members have also participated in General Walk Around Mock Tracers. Utilizing a checklist based on specific criteria, they have completed environmental scans and assessed program areas for compliance with standards; for example, in reviewing privacy, checking that there is no patient information publicly available, or reviewing IPAC practices to ensure that hand hygiene reminders are clear and visible.





Pictured above: PEP members Theresa A. and Joe D. conducting onsite Mock Tracers to help staff prepare for the upcoming Accreditation survey.

Accreditation Lead Samantha Salatino guided our PEP committee through their own personalized Mock Tracer, which was conducted online via Kahoot, during our July PEP Committee meeting. Three PEP members took the podium after a strong but friendly competition (and lots of laughter). Good work to everyone who took part!



# Meet our NEWEST members:



# JOE D'AMICO

"I became a PEP to share my family's experiences and to support MSH with providing the best care possible."



## Why did you become a PEP?

Markham Stouffville Hospital has been our community hospital for over 20 years beginning with the birth of our youngest daughter and continuing through to today. We have depended on the care and treatment teams at MSH for many needs such as emergency services, mental health care, pediatrics, ICU care and more over the years. I became a PEP to do what I can to share my family's experiences to support MSH with providing the best care possible.

## Professional Background

I have been an educator for over 25 years and did most of my teaching as a secondary school science teacher. I have been a high school administrator for the past 15 years and am currently working at the York Region District School Board as Principal, Curriculum and Instructional Services, Modern Learning and Digital Literacy.

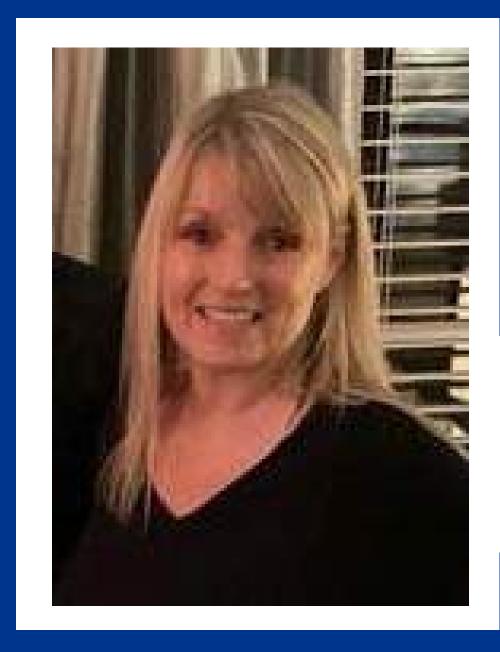
### Skills and Interests

I do my best to be open to new learning experiences. Through my career, I have learned about teaching and learning, mental health, anti-racist and anti-oppressive practices, and mostly that there is still much for me to learn. I am an avid reader and a fan of science fiction.

## PEP Involvement

I am interested in working in Mental Health and Wellbeing, Equity and Inclusion, Emergency Room Services, and ICU care.

## Meet our NEWEST members:



# CHRISTINE SCHMIDT

"I have had many experiences at MSH, and feel it is time to formally become part of the hospital community."



## Why did you become a PEP?

As a resident of Unionville for the last 20 years, I have had many experiences at Markham Stouffville hospital. From the joyous births of my 2 sons, to a broken ankle, to the many tests and scans my family has needed, to caring for my mother with lung cancer with her final days in palliative care. I feel it is time to formally become a part the hospital community.

## Professional Background

I graduated from the University of Toronto with a BA in Urban Geography. I started my career in commercial real estate, moved to the digital world of real estate boards across Canada and finished my working career as a National Account Manager at Hewlett Packard. Since having my 2 boys, I have spent many hours volunteering for various school programs including: co-chairing the environment committee at our local public school for many years, driving seniors for Pink Cars, helping to organize countless school events, assisting with billeting families for school events and much more. I like to help wherever and whenever I can.

### Skills and Interests

My key skills include bringing efficiency and organization to processes and spaces. Having cared for my mother for almost 2 years in her battle with lung cancer, I feel I have a lot of experience in oncology, chemo clinic, radiation and palliative care. I have a passionate interest in a more holistic approach to medicine. I have been dealing with a health issue for my 16 year old son and have really struggled with the current silo structure of our healthcare system.

## PEP Involvement

I recently joined the PEP team, in February of 2022.

# Tools & Resources



Oak Valley Health: PEP101 Patient Engagement Toolkit

https://www.oakvalleyhealth.ca/sites/default/files/documents/PEP101%20Engagement%20To olkit%202022.pdf



Canadian Institute for Health Information (CIHI): Report on Patient Experience in Canadian Hospitals, 2022

https://www.cihi.ca/en/patient-experience-in-canadian-hospitals-2022



Ontario Caregiver Organization (OCO): Support and Resources for Caregivers <a href="https://ontariocaregiver.ca/for-caregivers/">https://ontariocaregiver.ca/for-caregivers/</a>



Government of Canada, Canadian Institute for Health Research: Patient Engagement <a href="https://cihr-irsc.gc.ca/e/27297.html">https://cihr-irsc.gc.ca/e/27297.html</a>



Healthcare Excellence Canada: Engaging Patients in Patient Safety, Canadian Guide <a href="https://www.healthcareexcellence.ca/media/z2rgrtoj/engagingpatientsinpatientsafety\_en\_2020-final-ua.pdf">https://www.healthcareexcellence.ca/media/z2rgrtoj/engagingpatientsinpatientsafety\_en\_2020-final-ua.pdf</a>



The Beryl Institute: Patient and Care Partner Community (sign up for newsletters)

https://www.theberylinstitute.org/page/PatientCarePartnerCommunity



Ontario Health: Patient and Family Advisors Network

https://www.ontariohealth.ca/our-team/patient-and-family-advisors/patient-and-family-advisors-network

# For more information:





patientexperience@oakvalleyhealth.ca



905-472-7373 ext. 6914



https://www.oakvalleyhealth.ca/patients-andvisitors/patient-engagement/patient-experienceparticipants-pep

We're always looking for new members! If you or someone you know is interested in becoming a PEP, please contact us to fill out an application or to speak to a member of the Patient Experience department.

We can't wait to have you join us!



