

Highlights of the 2018 Patient and Family Advisory Council Annual Survey Report

In 2018, the Patient and Family Centred Care (PFCC) team at Alberta Children's Hospital (ACH) surveyed Patient and Family Advisors (PFAs) about their experience as a member of one of the hospital's three organizational advisory councils.

These councils include the Child and Youth Advisory Council (CAYAC), Youth Transition Patient and Family Advisory Council (TAC), and the Family Advisory Council (FAC).

This document provides a brief summary of the results of the Patient and Family Advisory Councils survey. For a detailed report of this survey, please contact achpfcc@ahs.ca.

Top 3 answers – What the “council” means to me?

Child and Youth Advisory Council

1. Family
2. Community
3. Opportunity to improve the healthcare system

Family Advisory Council:

1. Giving back
2. Having a voice
3. Sharing my experiences

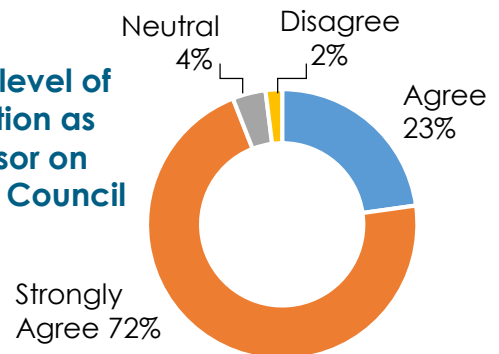
Youth Transition Council:

1. Opportunity to improve the healthcare system
2. Sharing my experiences
3. Future change

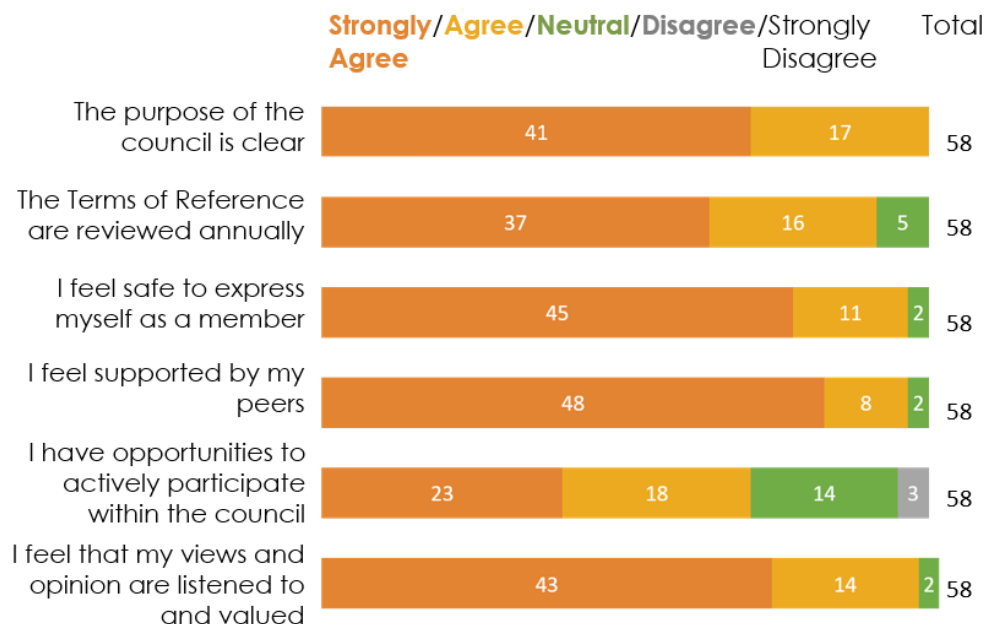
71% Response Rate



Overall level of satisfaction as an advisor on an ACH Council



Overall Advisor satisfaction was supported by the following survey questions (results are for all councils combined):



How council members feel they impact AHS, the larger health system and Albertans generally

"I think the council impacts AHS in an important way. Many times, consult presenters have returned to share what they have done with our information and the impact that it has held on our health system."

CAYAC Survey Respondent

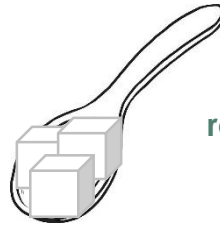
"By improving the way AHS provides services, the impact goes indirectly to all Albertans." FAC Survey Respondent

FAC Survey Respondent

"It will impact AHS for the better-bringing about real people with real stories and hearing what they need or want as people using the services."

TAC Survey Respondent

Most valuable thing accomplished by the councils



Top CAYAC and FAC response: Decreasing the amount of sugary drink products available in the ACH cafeteria.

Individual Impact of being on the Council:

"It has expanded my way of thinking, and made me consider both sides of a decision, and who it could all potentially impact, keeping in mind that there is no exact ``Yes or No`` answer." ~ CAYAC Survey Respondent

"This council has helped me therapeutically heal from some of the trauma I have been through with my ill child." ~ FAC Survey Respondent

"My experience has really helped me to be more understanding and open-minded towards people with all sorts of disabilities or medical conditions. It has also given me a much better understanding of my own transition." ~ TAC Survey Respondent

Recommended areas of focus to strengthen patient and family council member engagement at Alberta Children's Hospital:



Improve report back to councils about the impact of their suggestions and/or feedback



Increase opportunities for council members to provide more regular feedback on consult activities



Review Terms of Reference annually (purpose, meeting logistics, etc.)



Increase diversity of overall membership



Further develop council member skill sets (telling your story, group dynamics, shared leadership, etc.)



Review AHS Travel & Expense Policy (transit use, parking options, and recording of travel time)



Want more details about the survey?

Please contact the PFCC team at achpfcc@ahs.ca for a copy of the full survey report.