

**Provincial Patient & Family Advisory  
Group (PFG)**

# **Annual Report**

**September 2019 - March 2021**

*\*Consolidated report due to ongoing COVID-19 pandemic response.*



# Message to Alberta Health Services and Patients & Families

**PFG "shows others the importance of patient and family voices in healthcare excellence."**

**-PFG Member, 2021**

The Provincial Patient & Family Advisory Group (PFG) is a council of volunteer Patient & Family Advisors from across Alberta who work with AHS to ensure what matters most to patients and families is at the centre of everything we do. PFG members live in all geographical zones in the province and represent their personal healthcare experiences of programs and services spanning the continuum of care. PFG's work is aligned with the AHS Four Foundational Strategies and the AHS Health Plan & Business Plan.

It goes without saying that there were many unexpected changes since Fall 2019; over the past two years PFG has demonstrated their flexibility, agility, and unwavering commitment to improving Patient Experience in AHS. Just three months before the COVID-19 pandemic, PFG transitioned from in-person to virtual meetings. This timely transition enabled the Group to seamlessly continue its work throughout the pandemic; it also provided an opportunity to share relevant virtual engagement tools, practices, and methodologies with other advisory councils. PFG has also started internal development work on bringing anti-racism to the forefront to better champion the rich diversity of Albertan communities. Over the past two years, PFG also elected new Patient & Family Advisor Co- and Vice-Chairs, recruited and welcomed new volunteer members, ratified updates to its Terms of Reference, and were engaged in an enterprise-wide performance review.

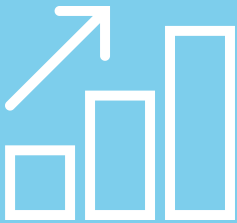
As we close out the last two years, we thank all AHS staff and Albertans who chose to keep each other safe and healthy. While the next few months remain untold, you have our commitment that we will stand strong in our role of advocating for healthcare that is Patient & Family Centered, safe, and sustainable.

# By The Numbers



**121**

Total consultations (2019-2021)



**177%**

Increase in consultation requests (2019 to 2020)



**2500+**

Volunteer hours

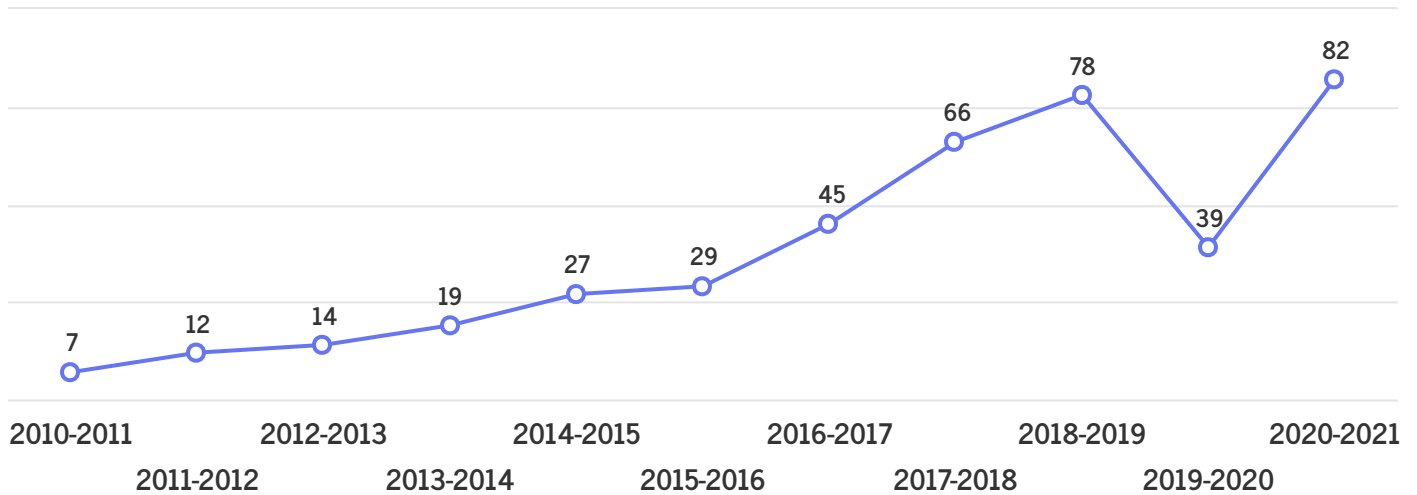


**25**

Members

# Our Impact

## Total Consultations by Year



## Key Consultations

Program / Project	Involvement
Family Presence & Visitation	As part of the AHS pandemic response, collaborated as a key stakeholder in developing visitation guidance with 2+ consultations each month. Ongoing partnership to develop provincial Family Presence Policy Suite.
AHS Review	Engaged Ernst & Young during AHS Performance Review process. Partnered with Sustainability Program Coordinating Council (SPCC) and identified opportunities for theme engagement.
Virtual Health	Informed practice guidance, provincial strategy, and executive council structure.
Provincial Policy	Brought Patient Experience to the forefront in various provincial policies (e.g. Animal/Pet Policy, Cannabis). Refined new policy development framework to include Patient & Family Advisors.
Quality Referral Evolution	Tested and edited patient and family resources for use when moving between providers or services.
Communications Access	Championed provincial strategy for equitable, consistent, and individualized communication practices for all patients.
Pandemic Surgery Mitigation	Created core patient and family experience principles regarding each strategy and embedded engagement into project plan.
Beyond COVID-19 Innovations	Provided essential patient and family perspectives of potential improvement beyond pandemic response.

# Looking Ahead



**PFG is the group that will empower AHS to become the leader in PFCC.**

**- PFG Member, 2021**

Moving into 2022 and beyond, PFG is well positioned to continue bringing robust lived experience feedback to AHS. Together, the members and support staff seek out work that is a priority for Albertans and approach all we do with a "how might we?" attitude.

We've partnered with executive leaders at each of our meetings and will continue this practice to ensure Patient Experience permeates all corners of the healthcare system. We look forward to continuing our direct involvement with the immediate needs of the pandemic response and shifting to a learning and improvement lens of making healthcare safer, more equitable, and increasingly Patient and Family Centered.