

MEDIA RELEASE:

For Immediate Release

October 9, 2015

Council Gives Voice to Patients and Family

One year ago Norfolk General Hospital CEO Kelly Isfan invited former patients or their family members to the decision making table. The main purpose of the Patient and Family Advisory Council is to review current NGH practices and to suggest fresh and different perspectives as to how NGH manages concerns and suggestions received from patients and members of the community.

The Patient and Family Advisory Council is comprised of 15 community members from varied backgrounds and hospital experiences who work in collaboration with 5 hospital Managers. The Council is co-chaired by NGH staff lead Joe Bitz and local Pastor Ron Mullin. Council members are invested in the enhancement of care provided to patients and families at NGH.



Back row: Kim LeBlanc, Linda Taylor, Ron Mullin, Clarence Wheaton, Ken Gilpin, Gerry Hamill, Joe Bitz. Middle: Leslie Gillies, Shirley Cruickshank, Tina Lopes, Margaret Lancaster, Sue Goble. Front: Sharon Moore, Isabel Cunningham, Bernie Mummery, Eva Dixon. Absent: Christine Ritchie, Mike Murray, Gail Johnson, Dodie Trimble.



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The council has been learning from one another to find common ground on what an ideal hospital could be and what resources are required in order to set and attain realistic goals.

PFAC Accomplishments to Date: Since December 2014 the PFAC has contributed to the NGH Concerns and Feedback process, has had input on coming changes to ER parking and has an ongoing involvement with the hospital's Senior Friendly initiative. Some members are currently working with nurses on a method of improving communication with families of patients.

Looking forward, the Council will be represented on each of the patient care teams in the hospital's accreditation process. One of the key features will be ensuring that the Council is empowered to set its own direction and goals. While the hospital will continue to bring initiatives and areas of need to the table, it is important for the community to define what success looks like from the patient and family perspective and, in collaboration with staff, be able to turn those visions into a viable and realistic work plan.

Staff Lead and Council co-chair Joe Bitz remarked "hospital staff members of this Council, administration and staff are so incredibly thankful to these community members who give of their time, energy and talents to help improve and enhance the incredible patient experience at NGH."

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"Our mission is to relieve illness and suffering, and help people live healthier lives."

