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HEALTH QUALITY  
& PATIENT SAFETY



*nova scotia  
health authority*

# Establishing a Patient and Family Advisory Team at the Dartmouth General Hospital

Bridget Pierce, Quality & Patient Safety  
Leader

Cecilia Murphy, Clinical Nurse Educator

Maribeth Allen, LPN 4 East



# Rationale for the project

- **When**
  - January 2016 – Conception of idea
  - March 2016 – Recruitment
  - Spring 2016 – Interviews
  - June 2016 – First meeting
- **Who**
  - Quality team co-leads / meetings, leadership, citizen engagement advisors
- **Why**
  - Patient engagement, quality improvement!

## Slide 2

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**C1** instead of co-leads/meetings should we say committee members?

Cecilia, 08/05/2017



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# The Goal of the Project or Strategy

- What was intended to be accomplished by the project or strategy?

Patient engagement – feedback, involvement/  
collaboration (IAP2)

Patient voice

Improving the patient experience – learning from  
their experiences and making change

Accreditation requirement

C3



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# Measures

- How did you demonstrate and know that the project or strategy has met the goal?

Regular meetings & check-ins

Collaboration on projects, initiatives and change throughout entire hospital:

Welcome packs, education pamphlets, surgical materials, patient/family experience surveys, reviewing ROPs, departmental projects (pregnancy loss)

**Slide 4**

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**C3**

Cecilia, 08/05/2017



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# Tips & Tools for Others

- What can you suggest to others addressing similar issues?

Patience and time

Advisor selection – experience navigating the system

Collaboration with co-leads – link with quality teams

Don't over think it!

- What ideas can you offer on how to incorporate the patient and family voice?



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# Our Team







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# Contact Information

Name: Bridget Pierce, Quality & Patient Safety Leader

Organization: Nova Scotia Health Authority – Central Zone

Email: [bridget.pierce@nshealth.ca](mailto:bridget.pierce@nshealth.ca)

Phone Number: 902-465-8461