

 	Name of Activity: Gemba walk for Patient and Family Advisory Councils (PFACs)		
	Role performing Activity: Staff and Patient and Family Advisors		
<h1>WORK STANDARD</h1>	Location: Acute Care Facilities		Department: Wards/Units
	Document Owner: Client and Family Centred Care Department		Region/Organization where this Work Standard originated: Saskatoon Health Region
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Work Standard Summary: How to do a Gemba Walk at PFAC meetings

Essential Tasks:	
1.	Before the Gemba walk the PFAC chair is to notify the manager of the unit, and for the manager to notify staff that the Patient and Family Advisory Council (PFAC) will be coming to talk to a few staff and patients for 15 minutes about their experience on the unit. Clear the first hour of the PFAC agenda for the Gemba walk (5 minute huddle on unit to pair up and identify who each group will be talking to; 15 minutes for the Gemba walk; 15 minutes of transportation time to reconvene PFAC meeting; 10 minutes for groups to share observations; 10 minutes for PFAC to decide what action needs to be taken as a result of the Gemba walk learning's).
2.	Before the Gemba walk the chair of the PFAC should print the Observation Sheet for PFAC Gemba walks (with the questions and spaces to write responses) and give them to each PFAC member.
3.	Arrange a place for PFAC members to meet on the unit and have a quick huddle. Pair Patient and Family Advisors with staff from the PFAC (in groups of 2 or 3). Decide who will have the role of the scribe and timekeeper and who will facilitate the conversation. Each group should seek to talk to a patient first and a staff member if they have time. The total Gemba walk should take no longer than 15 minutes.
4.	<p>Before entering a patient room follow proper hand hygiene procedure. Introduce yourself as a member of the Patient and Family Advisor Council. Explain that the purpose of the group is to make improvements on the unit that are patient and family centered and that you are touring the unit for 15 minutes to ask patients and staff a few questions about their experience. Ask for permission to continue. Suggested questions are below; however, if the PFAC is doing some targeted improvement work they may want to consider tailoring the questions (such as asking about whiteboard use).</p> <ol style="list-style-type: none"> 1. How has your care been so far? (<i>For patients</i>) How has your workday been so far (<i>For staff</i>) 2. What suggestions for improvement do you have to improve the patient experience? <p>If there is a concern where further follow-up is required encourage the patient to talk to the unit manager or call the Client Representatives for help navigating care (306-655-0250 or client.rep@saskatoonhealthregion.ca).</p>
5.	<p>Reconvene at the PFAC meeting and share your learning's. Each group should report out in 2 minutes what stood out for them based on their conversations. Suggested reflection questions are:</p> <ol style="list-style-type: none"> 1. What are some of the positive things you heard from patients and staff regarding their experience on the unit? 2. What opportunities for improvement did the patients and staff identify to improve the patient experience? 3. What do we as a PFAC want to move forward? 4. What should our action be?