



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

Patient and Family-Centred Care at Kingston General Hospital

Kingston General Hospital's (KGH) Patient and Family-Centred Care (PFCC) program is an innovative initiative that puts the patient voice at the forefront of improving and defining quality patient care. Since the program was introduced in 2010, KGH has recruited over 90 patient and family members to partner with staff and physicians on committees, councils, steering committees and working groups with the objective of having patients/family as full members of all decision-making bodies.

Presently, KGH has 167 patient/family positions on 78 long- and short-term committees. There have also been 97 committees which have completed their mandate with a total of 152 advisory positions. And to date, advisors have participated in over 400 hiring interviews. In the past year alone, advisors volunteered 4,875 hours of their own time.

Contact:

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Individual Champion

Eleanor Rivoire

Eleanor Rivoire is the heart and soul behind KGH's PFCC program. Eleanor's genuine passion in, and leadership for, involving patients in organizational planning and decision-making, and her ability to inspire and influence others into action has positioned KGH as an internationally recognized leader in PFCC.

Eleanor has been tireless in her commitment to having staff/physicians partner with patients/families so the best decisions can be reached. In the early days, engaging patients/families was met with a lot of skepticism. While there is still resistance and reluctance in some quarters, Eleanor continues to move forward respectfully and uncompromisingly.

*The information provided above is taken directly from 2014 Minister's Medal applications –
Facts and information herein have not been checked for accuracy.*