

## **Frequently Asked Questions**

### **Patient, Family and Caregiver Declaration of Values (PFCDV) October 2021**

The purpose of this document is to provide information, in the form of an Frequently Asked Questions (FAQs), to approved Ontario Health Teams (OHTs) and their nominated transfer payment recipients (TPRs) in relation to their transfer payment agreements (TPA) with the Ministry of Health (ministry), specific to the adoption of the Patient, Family and Caregiver Declaration of Values (PFCDV).

The information in this document is generally applicable to all approved OHTs, regardless of the date that the ministry announced their approval.

OHTs are encouraged to join the online community where teams can share information with one another: <https://quorum.hqontario.ca/oht-collaboratives>.

### **PROVINCIAL PFCDV DEVELOPMENT**

#### **Q1. How was the provincial PFCDV developed?**

A1. The provincial PFCDV was first developed by the Minister's PFAC in 2018 through a comprehensive consultation process that included patient, family and caregivers from across Ontario. Through this process, patients, families and caregivers provided input on what they expect when they receive health care services. The PFCDV reflects the expertise and lived experience of patients, families and caregivers throughout Ontario and is an important tool to ensuring health care is delivered in a way that is patient-centred. The recently (summer 2021) amended provincial PFCDV builds upon the original declaration development and extends values to additional areas of importance such as anti-racism, accessibility, equitable care delivery and partnership with patients, families and caregivers.

The provincial PFCDV will continue to evolve and be updated to reflect the needs and expectations of patients, families and caregivers over time. The MPFAC and the Ministry of Health are committed to continuing to work with patient, family and caregiver advisors to inform the ongoing evolution of this provincial document.

#### **Q2. What's is the purpose of PFCDV? Who is meant to use it?**

A2. The purpose of the PFCDV is to articulate patient, family and caregiver expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care delivery and reflects a summary of the principles and values that patients, families and caregivers note as important to them. It is meant to create a partnership between individuals interacting with the health care system including patient, family and caregivers and those who provide health services. The PFCDV should be used by providers across the health care system in addition to patients, families and caregivers to inform partnership in care.

**Q3. How does the PFCDV address the different needs of patients, families and caregivers in Ontario including racialized persons?**

A3. Equity and Engagement is one of the five core values of the PFCDV. Patients, families and caregivers expect that there will be equal and fair access to health care systems, opportunities to be included in health care policy development and program design and an awareness of efforts to eliminate systemic racism and discrimination.

**Q4. The PFCDV uses “patient” as its predominant terminology when referring to individuals accessing health care services. However, the term is not used in all sectors (e.g. client or resident are used in some sectors). Is it possible to replace the word “patient” in the PFCDV to a more inclusive term?**

A4. The term patient is intended to be inclusive of all individuals who access health care regardless of the sector. The use of the word patient should not be interpreted as excluding those who receive care in settings where the term client, resident or person with lived experience are used.

The PFCDV will continue to evolve and be updated to reflect the needs and expectations of people and their loved ones who interface with the health system over time. The MPFAC and the Ministry of Health are committed to continuing to work with these partners to inform additional amendments.

**Q5. Is the PFCDV available in French or other languages?**

A5. The PFCDV is available in French and can be accessed here: <https://www.ontario.ca/fr/page/declaration-de-valeurs-des-patients-families-personnes-soignantes-pour-lontario>. The MPFAC and the Ministry of Health are looking into translation of the PFCDV into other languages.

**OHT PFCDV ADOPTION**

**Q6. What guidance or template documents are available to OHTs that outline requirements related to the Patient, Family and Caregiver Declaration of Values (PFCDV)? When can teams expect to receive the template?**

A6. The Ministry of Health provided information through our Virtual Engagement Series on September 27<sup>th</sup>, 2021, outlining key requirements for OHTs as they work to adopt the PFCDV. Presentation materials and recordings will be posted in on patient engagement community of practice forum. In additional, a standard attestation template is being provided to all approved OHTs directly.

**Q7. My OHT has already begun work on a local PFCDV. Why are we being required to adopt a provincial PFCDV instead?**

A7. The ministry appreciates that some OHTs begun the work within their OHT partnership to adopt a local PFCDV.

The Minister's PFAC and the Ministry of Health have heard from OHTs and from patient, family and caregiver advisors that there is a need to set a provincial standard on what patients, families and caregivers can expect from their health care system. This is why the ministry has asked OHTs to adopt the provincial PFCDV to support a common approach to high quality care.

Adoption of the provincial PFCDV is a first step for OHTs as they advance patient, family and caregiver partners. OHTs may build upon the TPA patient partnership requirements (Patient Family and Caregiver Partnership and Engagement Strategy and adoption of PFCDV) through additional local activities.

Further, local work that has already advanced toward a declaration should be seen as a strong contribution to the TPA requirement to adopt the PFCDV.

**Q8. Are OHTs allowed to make local adaptations, that are proposed by our patients, caregivers and community members, to the provincial PFCDV? Or is it expected that all OHTs adopt the PFCDV as is?**

A8. Ontario Health Teams are required to adopt the provincial PFCDV. OHTs may build upon the TPA patient partnership requirements (Patient Family and Caregiver Partnership and Engagement Strategy and adoption of PFCDV) through additional local activities.

**Q9. I am not affiliated with an OHT. How should I consider the PFCDV?**

A9. The Patient, Family and Caregiver Declaration of Values for Ontario is a provincial document that should be considered by all health service providers, patients, families and caregivers including those not captured by an OHT.

**Q10. What supports are available to OHTs to develop and implement their PFCDV and patient, family and caregiver strategy and engagement?**

A10. The ministry and OHT support partners including Ontario Health, Rapid-Improvement Support and Exchange (RISE), Ontario Caregiver Organization and Public and Public Engagement Collaborative continue to develop and offer resources to help OHTs advance their model including strengthening patient, family and caregiver partnership and engagement efforts.

One resource that OHTs are encouraged to review is the [Patient, Family and Caregiver Partnership and Engagement Strategy: Guidance Document](#). This document provides guidance to OHTs as they work to establish their Patient, Family and Caregiver Partnership and Engagement Strategy. It outlines core elements including content requirements, guiding principles, relevant examples, key resources, and the process for

validation and posting once complete. The ministry undertook consultation with key stakeholders to inform the development of this document, including patients, families and caregivers.

## **TPA REQUIREMENTS**

### **Q11. How are OHTs required to report on adoption of the PFCDV in quarterly reports of implementation funding?**

A11. The adoption progress can be captured in Section C: Status on Outputs and Milestones where the current status of the PFC Declaration of Values adoption can be identified as Green (progressing well), Yellow (some challenges), Red (at risk), or N/A (not applicable/not yet started). Risk(s)/barriers can also be identified in this section. Progress may also be captured in narrative sections A (Showcasing Success to Date) and B (Key Activities Achievements), where appropriate.

For OHTs that complete and submit an attestation to adopt the Ontario Patient, Family and Caregiver Declaration of Values, this Transfer Payment Deliverable can be marked as completed for the purpose of reporting on key milestones. OHTs would continue to report on their adoption activities of the Declaration including in the narrative (section A). and key activities achievements (section B).

### **Q12. What is the process for attaining attestation within an OHT and who needs to approve it?**

A12. OHTs are encouraged to work through established OHT collaborative decision-making arrangements to appropriately communicate and inform all partners within the OHT of the requirement to adopt the Ontario PFCDV. This process should focus on building awareness and support among all partners within the OHT, not only patients, families and caregivers.

Teams are required to submit a signed attestation to the Ministry of Health by the applicable TPA deliverable date (based on your cohort), attesting your OHT's commitment to:

- strive to uphold the goals and principles of the Ontario Patient, Family and Caregiver Declaration of Values (the “**Declaration**”); and
- provide services in a collaborative manner which is centred around patients, their families and caregivers and which seeks to improve the experience of care; and
- undertake partnership and co-design activities with patient, family and caregiver advisors to advance the OHT model.

The attestation must be signed by the following two representatives: (i) a representative of the OHT's collaborative decision making body (e.g., the Chair(s) of the OHT's Steering Committee or equivalent body); and (ii) a representative of the organization that has been designated as the transfer payment recipient for the OHT's implementation funding.

Teams are required to provide this signed attestation to the ministry in accordance with their transfer payment deliverable due dates for cohorts 1, 2, and 3.

**Q13. Is the PFCDV required to be displayed on OHT websites?**

A13. Posting the PFCDV on the OHT's website is at the OHT's discretion. Posting the PFCDV on the OHT's website may be leveraged as an initial activity demonstrating adoption of the PFCDV within the OHT.

**PFCDV APPLICATION**

**Q14. Should the PFCDV only be considered by OHTs to patient, family and caregiver partnership and engagement? How does the PFCDV apply to health service providers or other providers who are members of an OHT?**

A14. The purpose of the provincial PFCDV for Ontario is to articulate patient, family and caregiver expectations of Ontario's health care system. The Declaration is intended to serve as a compass for the individuals and organizations who are involved in health care and reflects a summary of the principles and values that patients, families and caregivers say are important to them. The PFCDV is encouraged to be used by OHTs as well as all those who provide health services to help guide service delivery in a way that is patient-centred.

The Declaration is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law. Further, the adoption by the OHT of the PFCDV does carry any obligations to the members organizations of OHTs.