



## PATIENT & FAMILY ADVISORY COUNCIL MINUTES

**Monday, January 20, 2014**  
**@3:00 – 5:00 pm**

### ***Dofasco Board Room***

**Patient/Family Members Present:** L. Dore, G. Halyk, C. Machida (Co-Chair), J. Robertson, M. Slusarenko, S. Skalko, D. Vandenberg and M. Wilson.

**Staff Members Present:** G. Boag, M. Doma, M. Gagnon, A. Howarth, M. Joyner, J. O'Neill (recorder), and F. Wilson.

**Regrets:** J. Armstrong, W. Doyle (Co-Chair), M. Figliola, J. Green, T. Jackson, and L. Volman

The meeting was chaired by C. Machida

<b>Topic</b>	<b>Discussion</b>	<b>Action</b>
1. Introductions	A round table introduction was done.	
<ul style="list-style-type: none"><li>• Review of previous minutes</li></ul>	Minutes approved	
<ul style="list-style-type: none"><li>• Finalization of Terms of Reference</li></ul>	Terms of Reference approved	
<ul style="list-style-type: none"><li>• Introduction of new members</li></ul>	New members introduced: M. Wilson, and D. Vandenberg. Guests: M. Guise (Board Member) and A. Myron (MBA Resident)	

Topic	Discussion	Action
<b>Additions to Agenda</b> <ul style="list-style-type: none"> <li>• <u>Incident</u>: Flood at Charlton Campus</li> </ul>	M. Joyner shared with Council members the incident which took place January 8 <sup>th</sup> at 6:30 am. All areas affected are under repair: however, the Emergency Department is back to normal volume (Although using a temporary space in the surgical centre), and the OR's are doing 80% of regular work	
<ul style="list-style-type: none"> <li>• Open House – January 18 and 19<sup>th</sup>, 2014</li> </ul>	Well organized with positive energy. Patient move will take place February 9 <sup>th</sup> , 2014.	
2. Review of Council progress to date	2012 annual report was included with agenda identifying the work completed and next steps. The report is a good recap to summarize implementation of this Council.	
3. Discussion of opportunities for 2014	<p>M. Joyner followed up from the previous discussion regarding goal development/opportunities for 2014. Council members discussed experiences and M. Joyner grouped these together:</p> <ul style="list-style-type: none"> <li>• Wait Times</li> <li>• C- Diff</li> <li>• Discharge Planning – medication on discharge (Medication Reconciliation)</li> <li>• Community Services – availability post discharge.</li> <li>• Patient Communication – current practice – whiteboards, timing of physician rounds and how family can reach the physicians?</li> <li>• Day of Discharge – link with D/C Planning</li> <li>• Personal Care – Welcome Guide/Pamphlet was discussed - items that could be included are: <ul style="list-style-type: none"> <li>• Toiletries – what is needed while in hospital</li> <li>• Services – how to get help that is not provided while in hospital – eg, hair washing, nail trimming</li> <li>• Parking – where to park, long term parking discounts</li> <li>• Picking up patients – staff are unable to</li> </ul> </li> </ul>	<p>M. Joyner will ask Infection Control to present infection control strategy (including cleaning practices) in regards to C-Diff and other hospital acquired infections</p> <p>F. Wilson will share the Welcome Guide which is given to patients when admitted to hospital with respect to personal care, etc.</p> <p>M. Joyner and M. Doma will meet to discuss</p>

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	<p>accompany patients to exit</p> <ul style="list-style-type: none"> <li>• Food –Windsor model – “patient orders food for delivery” perception of more control</li> <li>• Emergency Department – update on changes in ED and layout</li> <li>• Implementation/Measurement of activities of the PFAC</li> <li>• Healthlinks – still appears to be mysterious – more explanation? Briefing paper? and LHIN - role</li> <li>• Signage/Wayfinding – G. Halyk has recently joined the Wayfinding Committee and will provide Council’s feedback to this Committee.</li> <li>• Mental Health Stigma –</li> <li>• Surgery – patient status update (new board demo given last year), and new process for after hours surgery family communication.</li> </ul>	<p>Welcome Guide pamphlet.</p> <p>M Joyner will review inpatient unit practices with respect to personal care products</p> <p>M. Joyner to follow up with food services to inquire about any recent patient surveys regarding food</p> <p>Presentation to be added to scheduled meeting</p> <p>M. Joyner to forward information on healthlinks to the council</p> <p>F. Wilson will update Council on the work of the Corporate Anti-Stigma Committee at future meeting.</p>

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	<ul style="list-style-type: none"> <li>• Advanced Care Planning – new policy, Steve Abdul presentation – potential role for PFAC to increase awareness/promotion.</li> <li>• Patient Status when in OR – A. MacDonald will present in February</li> <li>• Security at West 5<sup>th</sup> – F. Wilson gave an overview of the security at West 5<sup>th</sup> regarding in-patient</li> <li>• Use of Technology – Council asked about a central database and a better understanding of the LHIN direction and what the LHIN is all about.</li> <li>• West 5<sup>th</sup> neighborhood communication – more than 2000 people went through the Open house and there was very positive feedback.</li> </ul> <p><u>Work Plan:</u></p> <p>Medication Reconciliation – more consistency needed – list of medications, why they are being given and side effects</p> <ul style="list-style-type: none"> <li>• Needed on admission, transfer and discharge</li> <li>• Big component of discharge planning</li> <li>• Education opportunity – current practice throughout the hospital</li> </ul> <p>Communication – gaps and inconsistencies – opportunities for council feedback and assistance</p> <ul style="list-style-type: none"> <li>• Food availability – choices and bringing food from home</li> </ul> <p>Discharge Planning – continues to be an issue – Safe and Effective</p>	<p>M. Joyner to send Advanced Care Planning link “Make Time to Talk” to Council members</p> <p>IT presentation to scheduled meeting</p> <p>Presentation about the LHIN and their strategic direction</p>

Topic	Discussion	Action
4. New Process for communication with families for after-hour surgery	Deferred	
5. <b>Date of next meeting</b>	February 24, 2014 at 3:00 pm (Dofasco Boardroom).	