

Patient and Family Advisory Council

Monday January 16, 2017 ~ 3:00pm – 5:00pm

Dofasco Boardroom

MINUTES

	Sept 19/16	Oct 17/16	Nov 21/16	Jan 16/17	Feb 27/17	Mar 21/17	April 18/17	May 16/17	June 20/17
Bernice King (Co-Chair)									
Gary Halyk									
Jean Robertson	X	X							
Jennifer Armstrong		X							
Louise Dore									
Michael Slusarenko									
Tom Jackson	X	X							
Victoria Reiding									
Cindy Machida									
Jane Ross									
Helene Hamilton	X	X			X				
Kim Dell	X	X		X	X				
Anna DiTiberio									
Wendy Smith	X	X							
Staff									
W. Doyle (Co-Chair) (VP, Patient Services & Chief Nursing Executive)					X				
P. Valvasori (Manager Patient Relations and Medical Affairs)					X				
L. Volman (Director of Nursing Practice, Mental Health & Addiction)					X				
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X	X			X				
C. Stevenson (Family Educator, Youth Wellness Centre)				X					
L. Barrett (Manager, DCD, CTU-C, General Internal Medicine)									
M. Joyner (Director, Quality Department)									
J. Williams (Resource)									

X = Regrets

 = Not a current member

Guests:

Phil Kolb – MBA Student, Quality Department

Dianne Husbands, Manager, Bariatrics, Pre Admission Assessment Unit, Neurology, C-IMRAC

Donna Johnson, Acting Director, GIM, Emergency, Urgent Care

Karen Albert – Nurse, Psychiatric Emergency Services Department

Michelle Grouchy – Senior Manager Clinical Planning and Development

Valentina Constantinescu – Quality Consultant, SJHH

Anne Myron – Quality Consultant, SJHH

L. MacRae, Director, Regional Neurosciences and Trauma Program, Hamilton Health Sciences

Wes Oczkowski, Stroke Neurologist, McMaster University and Hamilton Health Sciences

Adriaan Korstanje, JBG Board member

Abbreviation List:

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

SJHH = St. Joseph's Healthcare Hamilton

Item	Discussion
1.0 Introduction of New	B. King welcomed guests to the council. (See guest list above).

Item	Discussion
Members	
Approval of Agenda	The agenda was approved.
Approval of Minutes	The minutes of the January 16, 2017 meeting were approved.
Announcements	<p>Confidential Information</p> <ul style="list-style-type: none"> During PFAC meetings, any confidential documents that cannot be shared outside of the meeting can be disposed of in the hospital shred it bins If confidential information is shared during a meeting, it will be noted prior to the discussion <p>Creation of video for staff orientation</p> <ul style="list-style-type: none"> A video for staff orientation is being created that will demonstrate the expectations of patient engagement at St. Joe's and behaviours that promote partnering with patients <p>Patient Story</p> <ul style="list-style-type: none"> K. Albert a nurse from the Psychiatric Emergency Services Department shared a patient story. The story demonstrates an everyday example of patient engagement and the importance of family support. Lessons learned from this outcome included finding more ways that clinic staff can promote the spirit of patient engagement at the hospital and how staff can impact the care that is provided to patients by listening to patients and families.
2.0 A Hamilton Stroke Model	<p>D. Johnson, Acting Director, GIM, Emergency, Urgent Care, L. MacRae, Director, Regional Neurosciences and Trauma Program, Hamilton Health Sciences and W. Oczkowski, Stroke Neurologist, McMaster University and Hamilton Health Sciences presented on A Hamilton Stroke Model</p> <ul style="list-style-type: none"> The Hamilton Stroke Model was presented to PFAC with the purpose to share plans and gather feedback from the Advisor Council.
3.0 Committee Updates	<p>Communication Working Group</p> <ul style="list-style-type: none"> B. King presented work done by the Communication Working Group A secure Web Portal has been implemented for PFAs to share information and documentation and a demonstration was given at the Communications meeting For the next PFA event, they would like to have a guest speaker who is familiar with patient engagement and how patients and staff can work together At the event there will also be a poster session that displays projects that they are working on that involve patients from their units <p>Plan of Care Working Group</p> <ul style="list-style-type: none"> C. Machida presented on the work done so far on the Plan of Care Refined the Plan of Care process with nursing staff and how patient information is recorded in the chart, and then shared with patients and families The focus is on chart auditing until the end of March Discussed communication strategies to promote the Plan of Care approach to all members of the team Once communication with the team is established, next steps would be for Student Nurses to meet with patients in person to implement a survey with patients and families to determine the understanding of the Plan of Care Final focus will be on sustainability and how to spread the Plan of Care to other units across the organization <p>Q: Who attends the plan of care rounds and how many are front line staff? A: Currently the plan of care is discussed at rounds which include medical residents, Occupational Therapists, Physiotherapist, a Charge Nurse and other medical professionals, approximately 8-10 staff in total. It is difficult for front line nursing staff to leave the unit to attend team meetings. This can be a challenge for front line staff as they do not have the background information from the plan</p>

Item	Discussion
	<p>of care discussion.</p> <p>Nursing Advisory Council (NAC)</p> <ul style="list-style-type: none"> • J. Ross provided an update from the November NAC meeting • Discussed the use of whiteboards in patient rooms – committee members of NAC will be reporting use of whiteboard at future meetings • Two speakers presented at NAC in February, one presentation was on specialized wound care for transplant patients; the other presentation was on the Safewards initiative being implemented at West 5th
<p>4.0 Pre-Anesthesia Assessment Unit (PAAU)/Pre-Op Clinic Update</p>	<p>D. Husbands, Manager, Bariatrics, Pre Admission Assessment Unit, Neurology, C-IMRAC provided an update on the clinic processes at the West 5th Campus Pre-Anesthesia Assessment Unit (PAAU)/Pre-Op Clinic</p> <ul style="list-style-type: none"> • Based on patient feedback the West 5th Campus Pre-Anesthesia Assessment Unit (PAAU) has changed its name to Pre-Op Clinic • The Pre-Op Clinic conducts pre-op appointments for most patients undergoing elective surgery at SJHH • During a visit to the Pre-Op clinic, a patient might see any or all of the following: <ul style="list-style-type: none"> • Nurse, Anesthesiologist, ECG technician, Pharmacist, Researcher, Stoma Nurse • Through patient shadowing and surveys results, changes have been implemented in an attempt to shorten clinic wait times • Continued work will be done by seeking additional patient input, re-mapping the patient pathway and process, standardize nursing assessment, reviewing information given to patients and identifying additional strategies to improve <p>Q: Has the wait time been reduced in length from the start of the appointment to the end? A: Yes, the results obtained for the shorter wait times are from the start of the appointment to the end. During the month of December 2016, there was a 30 minute reduction in appointment time for patients who see a pharmacist and there was a 14 minute reduction in appointment time for patients who do not see a pharmacist.</p> <p>Q: Does the patient information sheet go home with the patient? A: Yes, we provide patients with a one page information sheet that clarifies the pre-op instructions. This was introduced to help patients better understand and remember their pre-op instructions. A medication list is also provided to the patient. With the implementation of Dovetale we will be able to provide an electronic summary of appointment and print out instructions for the patient. The clinic also provides the patient with an education pamphlet on the specific surgery they are going to have at the hospital.</p> <p>Q: Are questions regarding research participation asked at the time of patient registration? A: Yes. At the time of registration the patient is asked if they would like to participate in research studies at the hospital. A researcher may contact the patient prior to the clinic visit and if appropriate, would then meet with the patient while at Pre-op.</p>
<p>5.0 Business Arising</p>	<p>Follow-up with Fracture Clinic</p> <ul style="list-style-type: none"> • N. Della Maestra, Nurse Manager from the Fracture Clinic will return at the end of the year to provide an update on the Fracture Clinic on improvements made to reduce wait times. <p>Volunteer Services</p> <ul style="list-style-type: none"> • M. Joyner spoke with Volunteer Services and they will be contacting PFA's shortly to begin work on the registration process <p>Demonstration of Patient Advisor Portal</p> <ul style="list-style-type: none"> • V. Constantinescu and A. Myron, Quality Consultants at SJHH and Communication Working Group Leads, provided a demonstration of the Patient Advisor Portal • A portal submission criteria sheet and portal instruction booklet was given out at the meeting • An email will be sent to all PFA's celebrating the launch of the portal that will include a

Item	Discussion
	copy of the portal instruction booklet
6.0 Meeting Evaluation	
Date & Time of Next Meeting	Monday March 20 , 2017 3:00pm – 5:00pm Dofasco Boardroom