

**PATIENT & FAMILY ADVISORY COUNCIL MINUTES**  
**Monday January 12, 2015**  
**@3:00 – 5:00 pm**  
**Dofasco Board Room**

**Patient/Family Members Present:** C. Machida (Co-Chair), G. Halyk, T. Jackson, J. Armstrong, J. Robertson

**Staff Members Present:** W. Doyle (co-chair), M. Joyner, F. Wilson, H. Harris, P. Johnson,  
**Regrets:** D. Vandenberg, J. Green, M. Gagnon, G. Boag, M. Doma, L. Volman, L. Dore, M. Wilson, M. Slusarenko

**Guests:**  
 The meeting was chaired by W. Doyle.

Topic	Discussion	Action
Introductions	Introductions were made welcoming members to the New Year.	
Review of previous minutes	Minutes from the meeting held on November 17, 2014 were reviewed and accepted.	
Introduction of new members	No new members to introduce, we are continuing to recruit for new patient/family advisors.	Interested candidates for patient/family advisor roles at St. Joe's are asked to contact Michelle Joyner 905-522-1155 x32760 or mjoyner@stjoes.ca
Announcements	There were no announcements.	
Linking with all Patient/Family Advisors	C. Machida described how there may be benefit for the patient/family advisors on the PFAC to link with patient/family advisors who sit on other committees such as the quality councils, hand hygiene, falls, etc. There was discussion about forming an on-line platform for discussion amongst the advisors to take place as well.	There was general agreement that linking patient/family advisors would be a good idea <b>ACTION:</b> C. Machida to bring more information at subsequent meeting.
Set Priorities for 2015	The council spent some time discussing potential priorities and areas to focus on for 2015. These items included:	

	<ul style="list-style-type: none"><li>- Introduce Patient Stories to clinical staff<ul style="list-style-type: none"><li>o To bring patient perspectives to clinical staff and have staff debrief on what went well and discuss opportunities for improvement</li></ul></li><li>- Improvements to inpatient meals<ul style="list-style-type: none"><li>o Some suggestions included having more choice and flexibility on timing of when meals are received</li></ul></li><li>- Medication list on discharge<ul style="list-style-type: none"><li>o A list that patients would take with them upon discharge that explains which medications were new, had been changed and had been discontinued</li></ul></li><li>- Decreasing overhead paging in patient rooms<ul style="list-style-type: none"><li>o Overhead paging can be loud and frequent, disturbing patients' ability to rest, this item suggests finding an alternative communication tool to reduce/eliminate paging into patient rooms</li></ul></li><li>- My Plan – plan of care given to patients shortly after admission<ul style="list-style-type: none"><li>o A suggestion that patients would receive a plan of care shortly after admission to hospital with the goal towards discharge and safe return to home</li></ul></li><li>- Communication<ul style="list-style-type: none"><li>o Many improvements have been made, however there is still room for improvement</li></ul></li><li>- Hospital Acquired Infection<ul style="list-style-type: none"><li>o This continues to be a challenge for the hospital, however much improvement has been made here as well</li></ul></li></ul>	
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	<ul style="list-style-type: none"> <li>- Wayfinding <ul style="list-style-type: none"> <li>o Continue to focus on the improvement in signage in the facilities to improve patients' ability to navigate.</li> </ul> </li> </ul> <p>The council broke into 2 groups and discussed the items. It was agreed that there would be 2 areas of focus for 2015:</p> <ol style="list-style-type: none"> <li>1. My Plan</li> <li>2. Introducing patient stories to clinical staff</li> </ol>	
Membership	<p>This was a patient advisor discussion about the balance between staff and patient/advisors; the number of each on the council. There was agreement that it is important to aim for a greater proportion of patient/family advisors compared to staff as the council is not intended to be a staff initiative.</p>	
Next Meeting	<b>Monday, February 9<sup>th</sup></b>	