

PATIENT & FAMILY ADVISORY COUNCIL MINUTES
Monday, June 16, 2014
@3:00 – 5:00 pm
Dofasco Board Room

Patient/Family Members Present: C. Machida (Co-Chair), J. Armstrong, L. Dore, G. Halyk, J. Robertson, M. Slusarenko, M. Wilson,
Staff Members Present: M. Joyner, F. Wilson, H. Harris, G. Boag, L. Volman
Regrets: D. Vandenberg, J. Green, M. Gagnon, W. Doyle, P. Johnson, M. Doma, T. Jackson
Guests: C. Santoni, P. Valvasori, A. Dideban, T. Coxon, D. Schmidt

The meeting was chaired by C. Machida.

Topic	Discussion	Action
Introductions	Guests: C. Santoni, Chair of the St. Joseph’s Board of Governors; A. Dideban (MBA co-op student from DeGroote School of Business)	
Review of previous minutes	Reviewed and Accepted	
Introduction of new members	New Member: Pam Johnson (Nurse Manager in Psychiatric Emergency Services – replacing Anne Howarth)	The council continues to look for new members. If you know anyone who is interested, please ask them to contact Michelle Joyner 905-522-1155 x32760 or mjoyner@stjoes.ca
Public Affairs announcement	Documentary filmmaking group Ronachan films / EOS from the U.K. are creating a film on different healthcare systems for viewing by audiences in China and asked to attend and record a portion of the meeting to learn more about our patient council, how it works, why they are important, and the membership. No objections were raised to the filming. Film crew attended the second half of the meeting.	

<p>Health IT Strategy</p>	<p>T. Coxon gave an overview of the Health IT Strategy and Roadmap as we need to move from our current provider McKesson to another product. We are on the McKesson platform and we have received notice that a number of our core products will be sunset in the coming years (exact dates unknown) A key element in the execution of our Health IT strategy is the involvement of patients both in development process but also as end users with ability to access health information. She explained that work is underway to develop a proposal for a common LHIN wide platform. SJHH will continue to work through this process and monitor against the timelines for retirement of the current products in use. Depending on the length of process for the LHIN system, SJHH may need to make some decisions locally to ensure the ongoing use of our electronic tools in our environment. EPIC platform is being implemented in ambulatory area and a fall go-live is planned.</p>	
<p>Understanding care provider roles</p>	<p>P. Valvasori seeking feedback from the council on behalf of the Post-Graduate Physician Medical Education Committee regarding a document created to give patients an overview of the physician roles in the hospital that they will interact with (e.g. residents, learners yr1, 2, etc.) as a quick reference tool upon admission. The intent of the document is for patients to understand who is at their bedside with focus on the physician, physician learner roles, and some nursing roles. A comprehensive list of all roles are not included</p>	

	<p>to keep the document brief and within one page.</p> <p>General support and approval of the document was given and suggestions were made that links to the St. Joe's website be included on the document with further roles (such as nursing and allied health) defined there. P. Valvasori to connect with nursing to future refine. There was agreement that the patients must be able to understand who is responsible for their care.</p>	
BREAK	<p>Ronachan films / EOS filmmaker set up recording. Consent forms were distributed and signed.</p>	
Update on Patient Shadowing Project	<p>Advisors have begun to interview patients on the rehabilitation unit to obtain patient feedback. The sub-committee will reconvene after a few more of the advisors have had a chance to interview patients. The approach to the interview may need to be redeveloped as it has been difficult to stay focused on medication reconciliation.</p> <p>There was a call for proposals from the Canadian Foundation of Healthcare Improvement for team applications to participate in the "Partnering with Patients and Families for Quality Improvement Collaborative". Met with managers for ideas of a project that has already been started. Decision made to submit proposal on the work we are doing with patient interviewing on the Rehabilitation units coupled with the "teach-</p>	

	<p>back” method. We will know by the end of the month to inform on whether we were successful.</p> <p>Patient Engagement conference by The Change Foundation and Health Quality Ontario attended by C. Machida, M. Joyner, J. Armstrong, and members from Quality, Planning, Performance Improvement. Interesting example from conference is a fine tuned individual initiative from BC which includes reaching out to patients and families.</p>	
Patient Tracking Board	<p>D. Schmidt presented on the Patient Tracking Boards which have now gone live in Day Surgery waiting area at Charlton, Main Lobby of Charlton, and King St. Campus this week. The Tracking Boards utilize electronic charting by the clinical staff, to display the patient’s journey in perioperative program (Day Surgery, Operating Room, Recovery). Families are given a code to watch the progress of loved ones. This initiative will provide improved communication, increase in patient and family satisfaction, and improved charting.</p>	<p>Provide feedback about the boards and poster.</p>
Health Links	<p>H. Harris reported that Health Links have identified two patient populations that require support and additional focus. These are: Mental Health and Substance Abuse, and Frail/Elderly/Palliative.</p>	<p>Provide update on Health Links at September meeting.</p>
Next Meeting	<p>Monday, September 15th</p>	