

PATIENT & FAMILY ADVISORY COUNCIL MINUTES
Monday November 17, 2014
@3:00 – 5:00 pm
Dofasco Board Room

Patient/Family Members Present: C. Machida (Co-Chair), L. Dore, G. Halyk, M. Wilson, T. Jackson, J. Armstrong, M. Slusarenko
Staff Members Present: W. Doyle (co-chair), M. Joyner, F. Wilson, H. Harris, P. Johnson
Regrets: D. Vandenberg, J. Green, M. Gagnon, G. Boag, J. Robertson, M. Doma, L. Volman
Guests: V. Constantinescu, D. Johnson, J. Legassie, S. Wardrope, Carolyn Milne

The meeting was chaired by W. Doyle.

Topic	Discussion	Action
Introductions	Introductions were made welcoming guests and Board Member Carolyn Milne	
Review of previous minutes	Reviewed and Accepted	
Introduction of new members	New Members: P. Johnson, Nurse Manager, Emergency Psychiatry	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
Announcements	1. Review of 2014 Activities.	Action: Please review the summary and send feedback to M. Joyner by November 28.
Dates of next year's meetings.	Revised meeting dates were presented. Note that the May meeting will now be held on May 4 th in order for surveyors to attend the meeting during Accreditation. Question was raised about the closeness of the April and May meetings.	Decision: To keep all meetings scheduled as is and review April meeting in March to determine if necessary.
Discharge Bundle	D. Johnson, Manager, CTU North, presented on the details of the discharge bundle that has been introduced in the	

	<p>medicine program for patients who have Chronic Obstructive Pulmonary Disorder (COPD) and Congestive Heart Failure (CHF). The discharge process is one of the most frequent concerns that is brought up from patients. The discharge bundle is meant to smooth patients' transition, improve communications. Council discussed the difficulty with maintaining communication with patients after discharge from hospital and expressed hope that the bundle will become part of the discharge process hospital-wide.</p>	
Update on Patient Shadowing Project	<p>V. Constantinescu provided an update on the Patient Shadowing Quality Project. While this started out as a project that was solely focused on patient shadowing, it has evolved into a project that also includes developing curriculum for discharge education for patients. The St. Joe's team was accepted to work with the Canadian Foundation for Healthcare Improvement (CFHI) and has received funding to implement. The development of this curriculum is a co-design model; patients and staff are working together. The areas of focus have been determined through surveys with patients. The team intends to work with Rehab staff to implement teach-back type education. This will be implemented in the New Year along with a sustainability plan.</p>	
Institute for Patient Family Centered Care – Conference Learnings	<p>M. Joyner and W. Doyle shared some learnings from the IPFCC conference attended in August 2014. Highlights include:</p> <ul style="list-style-type: none"> - Patient engagement facilitating improvements in patient safety and quality - Three main success factors for organizational change: 1) Recruiting and preparing patients; 2) Ensuring Leadership support and strategic Focus; 3) Engaging staff to involve 	

	patients.	
Critical Incident Review	Critical incident review is what happens when there has been a critical incident. All players involved meet to discuss what happened and drill down to the root cause of the issue. It is meant to promote a no blame culture and strengthen the system. St. Joe's is moving towards involving patients on these review committees and is looking for volunteers.	Action: Please let M. Joyner or W. Doyle know if you are interested in learning more about this process.
Advance Care Planning	J. Legassie, Physician, Palliative Care presented an overview of Advance Care Planning and what is underway at St. Joe's.	
Next Meeting	Monday, January 12th – NOTE CHANGE IN DATE	