

## Patient and Family Advisory Council

Monday April 15, 2019 ~ 3:00pm – 5:00pm

Dofasco Boardroom

### MINUTES

	Patient & Family Advisor joined PFAC in:	Sept 17/18	Oct 15/18	Nov 19/18	Jan 21/19	Feb 25/19	Mar 18/19	April 15/19	May 13/19	June 17/19
Bernice King (Co-Chair)	March 2015									
Gary Halyk	February 2011					X	X			
Jennifer Armstrong	January 2011		X					X		
Louise Dore	January 2011									
Michael Slusarenko	January 2011			X						
Victoria Reiding	March 2015			X	X					
Cindy Machida	January 2011	X						X		
Jane Ross	March 2015				X			X		
Helene Hamilton	March 2015			X	X					
Anna DiTiberio	January 2017									
Gloria Wade	September 2017					X	X	X		
Brenda Wilkie	October 2018	X								
Tara Gudgeon	May 2019									
W. Doyle (Co-Chair) (CNE)			X	X	X	X	X	X		
K. Jeffrey (Coordinator Patient Relations)				X						
L. Volman (Director of Nursing Practice, MH & Addiction)			X					X		
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X		X		X	X			
N. Debeau (Occupational Therapist, Forensic Psychiatry Program)			X	X	X					
K. Baguley (Manager, Head & Neck Unit)			X							
M. Joyner (Director, Quality Department)										
V. Constantinescu (Quality Consultant, Quality Department)			X							
J. Williams (Resource)										

**X = Regrets**

 = Not a current member

 = No Meeting

**Guests:**

Cassandra Weatherston – Accreditation Coordinator, Quality Department

Yelena Potts – Manager, Quality Department

John Woods – VP, Strategic Initiatives, SJHS

Tara Gudgeon & Susan Tkachuk - Patient & Family Advisors

Naresh Agarwal – Board Member, Quality Committee of the St. Joseph's Hamilton Joint Board of Governors

**Abbreviation List:**

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

SJHH = St. Joseph's Healthcare Hamilton

SJHS = St. Joseph's Health System

Item	Discussion
<b>1.0 Introduction of New Members</b>	B. King welcomed guests to the council. (See guest list above).
<b>Approval of Agenda</b>	<b>The agenda was approved.</b>
<b>Approval of Minutes</b>	<b>The minutes of the March 18<sup>th</sup> meeting were approved as amended.</b>
<b>Patient Story</b>	<p>K. Baguley, Nurse Manager, Chest, Head/Neck, provided a patient story.</p> <p>This story was about a patient who resides on the chest, head/neck unit. The patient was admitted two years ago with a severe autoimmune disorder and severe narrowing of her airway. Due to the complexity of her illness she needs to remain in hospital. She had trouble breathing on her own, so she was to have a tracheostomy inserted to help her breathe. This proved to be a challenging task since her airway was so narrow; it was difficult to find a tube that would fit her. The unit ordered tubes from all over the world including Germany, Russia, and the USA. They finally found one that fit, and the family was provided with education on maintaining her airway. With this tracheostomy tube in placed, she was able to go home to visit with her family for short periods of time. She is an inspiration to the Chest unit team as she always remains positive and never gives up despite her challenging medical condition. The staff are very fortunate to work with this patient and her family. They have seen positive outcomes from this patient and this enables them to look towards solutions for other patients on the unit with complex care needs.</p> <p><b>Q: What is the long term prognosis for this patient?</b>  A: There are no long-term care facilities able to manage patients with a tracheostomy. The family are only able to care for the patient for short periods of time, as she requires additional support for her medical condition that they are not able to provide. She will need to remain in hospital until the community has capacity to care for patients with this level of care need.</p>
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• <b>Patient &amp; Family Advisor Event:</b> <ul style="list-style-type: none"> <li>• The next Patient &amp; Family Advisor event will take place on Tuesday June 25, 2019 at the West 5<sup>th</sup> Campus, Seminar Rooms 1-3. This event is open to all Patient &amp; Family Advisors to share their experiences, reflect on their work from the past year and determine how we can enhance the role of our PFA's</li> <li>• We will be calling PFA's to gather logistical information for the event</li> <li>• The Communication Working Group will plan and organize the event</li> </ul> </li> </ul> <p><b>ACTION:</b></p> <ul style="list-style-type: none"> <li>• J. Williams will email all PFA's with a Save The Date invitation for the event</li> <li>• If you have any ideas, topics or feedback you would like to discuss at the event please email Valentina @ <a href="mailto:vconstanti@stjoes.ca">vconstanti@stjoes.ca</a></li> </ul>
<b>Standing Items</b>	<ul style="list-style-type: none"> <li>• <b>Recent Project Assignments</b> <ul style="list-style-type: none"> <li>• V. Constantinescu provided an update on Patient &amp; Family Advisor projects for the month of April 2019</li> </ul> </li> <li>• <b>Preparation for May's Meeting</b> <ul style="list-style-type: none"> <li>• The first hour of the May 13<sup>th</sup> Patient &amp; Family Advisory Council meeting will be with the Accreditation Patient Surveyor and Patient/family members only</li> <li>• PFAC members brainstormed and formulated questions to ask the presenters on the topic</li> </ul> </li> <li>• <b>Patient Liaison Program:</b> <ul style="list-style-type: none"> <li>• When does the Patient Liaison Volunteer meet with the patient?</li> </ul> </li> </ul>

Item	Discussion
<p><b>2.0 Accreditation Update</b></p>	<p>Y. Potts, Quality Department Manager and C. Weatherston, Accreditation Coordinator presented an update on the upcoming Accreditation Survey taking place in May 2019. Highlights from the presentation include:</p> <p>Overview:</p> <ul style="list-style-type: none"> <li>• St. Joseph’s Healthcare Accreditation Survey will take place May 13th-16th, 2019.</li> <li>• 7 Surveyors from all over Canada; with different areas of expertise will be on site for the week. They will select units and services within St. Joe’s for review to assess St. Joe’s programs and services to see how we are meeting national standards of care.</li> <li>• This process drives continuous quality improvement, by striving to meet and exceed the standards and allows us to maintain our Teaching Hospital Status.</li> <li>• A summary of Accreditation Tracer questions that the Patient accreditation Surveyor may ask the Patient &amp; Family Advisors was presented to the Council.</li> </ul> <p><b>ACTION:</b> A summary of Accreditation Tracer questions with <u>answers</u> discussed at the meeting will be sent out to the PFAC Patient &amp; Family Advisors by email</p>
<p><b>3.0 Strategic Plan</b></p>	<p>J. Woods provided an update on the Strategic Plan. Highlights from the presentation include:</p> <p>Overview:</p> <ul style="list-style-type: none"> <li>• The Strategic Plan will be launched in July 2019</li> <li>• The Strategic Plan encompasses all 3 organizations under the umbrella of St. Joseph’s of Hamilton: St. Joseph’s Healthcare, St. Joseph’s Home Care and St. Joseph’s Villa</li> <li>• Typical Strategic Planning Activities include: <ul style="list-style-type: none"> <li>• Scanning the environment, gathering data, analyzing our situation, consulting and engaging others, and developing strategies</li> </ul> </li> <li>• Strategic plan focus groups took place with Organizational Leaders, Frontline Staff, Directors, Managers, Physicians, Volunteers &amp; Patient and Families to gather feedback and ideas to incorporate into the Strategic Plan</li> <li>• A team met with community partners and the team also engaged the public to gather feedback and incorporate it into the plan</li> <li>• Four Strategic Directions were formed and Patient &amp; Family Advisors have joined the staff working groups to help shape 3 strategies. The 4 strategies are: <ul style="list-style-type: none"> <li>• Leadership in integrated care</li> <li>• A remarkable place to work and learn</li> <li>• Excellent care, every time</li> <li>• A University Hospital: Research that changes lives</li> </ul> </li> </ul> <p><b>Q: How will the Strategic Plan set the organization up in order to participate in the formation of the Ontario Health Teams and changing healthcare environment?</b></p> <p><b>A:</b></p> <ul style="list-style-type: none"> <li>• The Ontario Health Teams will be a new model of integrated care delivery and funding where a group of providers are clinically and fiscally accountable for delivering a coordinated continuum of care to a defined geographic population or patient segment</li> <li>• This system is centred around patients, families and caregivers. These changes will make it easier for them to navigate the system and strengthen local services.</li> <li>• Announcement of Ontario Health Teams will take place in the Fall 2019</li> <li>• Our strategic plan sets the stage for this type of work, especially with the focus on integrated care</li> <li>• We believe St. Joe’s is well positioned to be ready for the next phase of healthcare in Ontario.</li> </ul>

Item	Discussion
<p><b>4.0 Endorsement – Patient Declaration of Values</b></p> <p><b>Patient &amp; Family Rights and Responsibilities Policy</b></p>	<p>V. Constantinescu presented the Patient Declaration of Values and the Patient &amp; Family Rights and Responsibilities Policy for Council endorsement.</p> <ul style="list-style-type: none"> <li>• The Patient &amp; Family Advisory Council provided feedback, and suggested corrections/changes to the Patient Declaration of Values and the Patient &amp; Family Rights and Responsibilities Policy</li> <li>• With the corrections and changes made to the two documents, the PFAC endorsed the Patient Declaration of Values and the Patient &amp; Family Rights and Responsibilities Policy.</li> </ul>
<p><b>4.0 Quality Council Evaluation</b></p>	<p>V. Constantinescu presented in the Quality Council Evaluation process. Highlights from the presentation include:</p> <p>Overview:</p> <ul style="list-style-type: none"> <li>• Each major St. Joe’s hospital program has a Quality Council</li> <li>• Quality Councils meet on a monthly basis, around 9-12 times per year, to discuss quality and patient safety</li> <li>• The membership includes: Directors, Managers, Physicians, Nurses, clinical educators, administrators, patient/family advisors and other allied health members.</li> <li>• In 2012, Quality Councils began including Patient &amp; Family Advisors as a member of their team</li> <li>• Patient &amp; Family Advisors provide their input and unique perspective to implement changes at the organizational level</li> <li>• Patient &amp; Family Advisors and the Quality Council leaders are evaluated after one year based on their experience working together in a Quality Council</li> <li>• 15 electronic evaluations were sent; 8 to patient &amp; Family Advisors) and 7 to staff</li> </ul> <ul style="list-style-type: none"> <li>• The following questions and comments were sent in advance to the presenters to address at the PFAC meeting</li> </ul> <p><b>Q: What is the goal of the Quality Council?</b> A: The goal of the Quality Council is to assess and evaluate the quality of care provided to patients/clients within the hospital program. The Quality Council also aids in the design and implementation of ongoing quality improvement within the hospital program in alignment with corporate and program strategic goals.</p> <p><b>Q: What topics do they talk about at Quality Council meetings?</b> A: Quality Councils discuss patient safety items such as hand hygiene, Quality Improvement Plan initiatives such as unit communication boards etc. They discuss priority progress and action items, program metric evaluations, critical incidents (recommendations and follow up), the 2019 Accreditation visit and other program updates.</p> <p><b>Q: Is there variation between the different Program Quality Councils?</b> A: It is possible that each Quality Council has a slight difference in the work that they are doing, but all would be focused on improving the same areas of quality.</p> <p><b>Q: How many Quality Councils are there at St. Joseph’s Healthcare Hamilton?</b> <b>Q: Which Quality Councils have Patient and Family Advisors and which ones do not?</b> A: There are 13 Quality Councils across the organization. All have at least one Patient &amp; Family Advisor on a Quality Council.</p> <p><b>Q: The top three programs with the highest number of complaints are General Internal medicine, Emergency and Mental Health &amp; Addictions. How do the Quality Councils address this issue?</b> A: These are the busiest programs, so it is expected that they would have a higher amount of feedback from patients and families. Themes and trends are usually brought to Quality councils to discuss action for improvement.</p>

Item	Discussion
	<b>ACTION:</b> What would make it easier for Patient & Family Advisors to express their views and in what ways can we strengthen their confidence by participating in Quality Councils? Bring these questions forward to the June 25 <sup>th</sup> Patient & Family Advisor event.
<b>Date &amp; Time of Next Meeting</b>	Monday May 13, 2019 3:00pm – 5:00pm Dofasco Boardroom