

Patient and Family Advisory Council

Wednesday April 8, 2020 ~ 10:00am – 11:00am

Zoom/Teleconference

MINUTES

	Sept 16/19	Oct 21/19	Nov 18/19	Jan 20/20	Feb 17/20	Mar 16/20	April 20/20	May 18/20	June 15/20
Helene Hamilton (Co-Chair)		X							
Bernice King									
Jennifer Armstrong				X					
Lana Yilmaz	X		X			X			
Susan Tkachuk									
Victoria Reiding	X								
Mackenzie Mawson				X		X			
Jane Ross									
Sarah Bayliss				X	X	X			
Megan Miller				X	X	X			
Anna DiTiberio									
Gloria Wade						X			
Brenda Wilkie				X					
Susan Lohin			X						
Debra-Lee Hartman					X	X			
W. Doyle (Co-Chair) (CNE)			X		X	X			
M. Farrell (President)	X				X	X			
D. Pitt (Coordinator Patient Relations)		X							
L. Volman (Director of Nursing Practice, MH & Addiction)									
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X	X		X				
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)									
A. Weatherston (Manager, Corporate Patient Flow)	X					X			
M. Joyner (Director, Quality Department)	X								
V. Constantinescu (Quality Consultant, Quality Department)									
S. Mondoux (Quality Lead, Emergency Department)						X			
J. Williams (Resource)									

X = Regrets

 = Not a current member

 = No Meeting

Guests:

N. Javanrouh – Manager, Medical Affairs & Patient Relations
Patient & Family Advisor Community

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
1.0 Introduction of New Members	H. Hamilton welcomed guests to the council. (See guest list above).
Approval of Agenda	The agenda was approved.
Approval of Minutes	The minutes of the March 23rd meeting were approved as amended.
Patient Story	<p>A Patient & Family Advisor shared their story on COVID-19.</p> <p>A Patient & Family Advisor travelled with their spouse to Florida and stayed at a Seniors community between the end of February to mid March. The advisor returned home and started to feel unwell. They did an online self-assessment and called the COVID-19 Hamilton hotline. They were sent to HHS urgent care and was assessed and tested. The assessment took approximately 50 minutes. The nurse checked vitals, temp, health history, medication history, listened to chest and nasal swab. They received results within 48 hours and the advisor tested positive for COVID-19 however the spouse was negative. The advisor suspected they got the virus from the Seniors community. They heard back that there were 8 people from the Seniors community that were confirmed positive. A public health nurse followed up with the advisor every 2 days to make sure they were ok until the 14 day quarantine was over.</p> <p>Lessons Learned:</p> <ul style="list-style-type: none"> • Self-isolate, wash your hands and practice social distancing • Disinfect your house including all surfaces and wash bedding in hot water • Wear a mask and gloves for cooking and doing laundry • Drive with the window down if you think you may have COVID-19 • Drink plenty of fluids
Announcements	<ul style="list-style-type: none"> • Patient & Family Advisor June 2020 Event <ul style="list-style-type: none"> • The Patient & Family Advisor event scheduled for Tuesday June 3, 2020 has been cancelled. We will see everyone at the next Patient & Family Advisor event
1.0 Covid-19 and Hospital Preparation	<p>M. Joyner and L. Volman presented an update on Covid-19, hospital preparations and discussed the patient experience during the Covid-19 pandemic.</p> <p>Organizational Update</p> <ul style="list-style-type: none"> • As of April 8th, six St. Joe’s staff/physicians and six inpatients have tested positive for Covid-19 <p>Keeping Patients and Families Connected</p> <ul style="list-style-type: none"> • Clinicians are offering inpatients the ability to connect with family using virtual visits • The patient completes a disclaimer form and provides verbal consent to the virtual visit. This is documented in the patient’s chart • Patient connects with the family and requests video call time • If Zoom is being used, the unit clerk schedules the virtual visit on a hospital iPad • Unit clerk sends the educational material and meeting information to the family • The Nurse/Clinician brings the iPad to the patient’s room and the patient completes the virtual visit with the family <p>Q: Are iPADS shared between patients? A: Yes, iPADS are shared between patients within the same unit. St. Joseph’s Healthcare Foundation donated funding that contributed towards the purchase 2-5 iPADS per unit for patients to use. There are infection prevention and control protocols in place for device cleaning once a patient has finished their virtual visit.</p> <p>Comment: Volunteer Services sent out a notice to recruit volunteers who are interested in helping patients with the virtual visit instructions and use of the iPad. A PFA along with 5 other volunteers will be supporting patients with this initiative. Volunteers are provided training and are set up with remote access to assist the patient virtually.</p>

Item	Discussion
	<p>Q: Are the virtual visits recorded and added to the patient’s chart? A: Yes, a note would be made, similar to if family were to visit in person.</p> <p>Q: Are patients able to use their own device to do virtual visits? A: Yes, patients are able to use their own devices for virtual visits.</p> <p>Q: Does the hospital have enough bandwidth and WIFI capacity for the use of virtual family visits? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p> <p>Keeping Everyone Safe</p> <ul style="list-style-type: none"> • In order to protect patients who are currently in hospital, all staff, visitors, patients and families will be screened prior to entering the hospital. Screening is done on a daily basis. Everyone will also have their temperature taken prior to coming into the hospital • There are only a few selected entrances that are open to allow patients, staff, family visitors to enter. Entrances were selected based on where we see the highest amount of people coming into the hospital • One visitor per day is allowed for patients who are palliative and for patients who ready to deliver a baby <p>Our Approach to Surge Planning</p> <ul style="list-style-type: none"> • Ramp down non-essential services and scheduled procedures by reducing outpatient services and surgical procedures • By re-organizing hospital beds and discharging patients who are able to be cared for at home, we currently have 200 empty beds at the Charlton Campus • Patient care spaces have been designated and separated into COVID and non-COVID spaces • If empty beds fill up, we would plan for new beds to open where space exists within the hospital. • When “conventional spaces” become full, we would then need to assess options to congregate patients in lounges and conference rooms if necessary and we are also exploring external onsite options • Then if needed, we are also exploring additional capacity outside of hospital (non-traditional spaces) in collaboration with Hamilton Public Health and Hamilton Health Sciences. We are considering unconventional community spaces to care for non-COVID patients (ex. Hotels) that also could be used as a space for healthcare workers to self-isolate. <p>Q: What happens to a patient who presents at the Emergency Department and/or the Psychiatric Emergency Department (PES) and requires admission to a Mental Health bed? A: Currently all Mental Health beds are located at the West 5th campus. We created bed capacity at the Charlton Campus by moving mental health patients from 9 & 10 Tower to West 5th. To create capacity for those patients at West 5th, we combined 3 West 5th units into 2 units. The extra unit created was for patients from 9 & 10 Tower. Staff from 9 & 10 Tower were relocated to care for those patients at West 5th. If a patient with mental health concerns comes to the Charlton Emergency Department and requires admission, they will be transferred to West 5th.</p> <p>Q: Are the patients who are transferred to West 5th tested for COVID prior to being placed on a unit? A: At this time, all patients are asked the screening questions and their temperature is taken prior to entering the hospital. If patients are asymptomatic they are not tested for COVID. However, this may change the more we learn about the virus as it is constantly evolving.</p>

Item	Discussion
	<p>Q: Has St. Joe’s considered building a second hospital to place COVID positive patients who require care? A: At this time, we have considered all options and in order to keep patients close to St. Joe’s. Using a temporary structure on our existing land has been explored, but we have no plans to use this type of structure at this time.</p> <p>Q: With the pending surge of patients and possibly a need for additional ventilators, will staff be trained on the use of ventilators? A: Currently we have selected staff who are ventilator certified. As the need arises, we have a plan in place to cross train staff in critical care areas where ventilators are most used. Staff in ICU are trained and we have also started to train staff on the Post Anaesthetic Care Unit (PACU) unit.</p> <p>Q: Has the Government guaranteed any financial support for the loss in hospital revenue due to the cancellation of surgeries? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p> <p>Personal Protective Equipment (PPE) Update</p> <ul style="list-style-type: none"> • We currently have an adequate PPE supply for the short term • We will then look at every option to further conserve, retain and reprocess PPE Supply • We have created a PPE framework and the distribution of PPE is based on which units are high, medium and low risk for transmission <p>Q: In addition to the conventional mask, do staff also wear PPE? A: Yes, in the units that are deemed high risk, staff where a mask and Personal Protective Equipment (PPE). This would be typical in the Emergency Department. Staff also wear masks in patient isolation rooms and at the screening station entrances.</p> <p>Q: Do staff in the Dialysis Unit wear PPE and are the COVID positive dialysis patients isolated? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p> <p>Parking Update</p> <ul style="list-style-type: none"> • St. Joe’s is offering free parking for patients and visitors for the month of April • As we do not have adequate space to offer free parking to all staff, we are offering staff a \$50 travel reimbursement for the month of April <p>Q: Is the hospital shuttle still running between Charlton and West 5th? A: Yes, the hospital shuttle is still running between Charlton and West 5th. Additional shuttle vehicles have been added in order to allow for social distancing. We are keeping staff at one site to minimize travel and implement the use of technology (ex. virtual meetings) where we can. We have also created space so that all of the staff who used to park at West 5th and travel to Charlton, can now park at the Fontbonne parkade.</p>
<p>2.0 Open Discussion</p>	<p>Q: If an inpatient is COVID positive are all other patients on that unit screened for COVID? A: If an inpatient is found to be positive for COVID, we would do patient contact tracing to see who they may have been exposed to in the last 48 hours. Then based on the outcome of the contact tracing decisions would be made regarding who would need to be screened and who would need to be tested for COVID.</p> <p>Q: Do they swab hospital staff prior to coming into the hospital? A: All staff and physicians are asked the screening questions prior to coming into the hospital and they also have their temperature taken. If a staff person fails any of the screening questions, they are not able to come into the hospital, and are sent for a COVID test. Tests for staff and patients are completed in hospital and results are back within 24 hours.</p>

Item	Discussion
	<p>Q: Is the hospital cafeteria open? A: Yes, the cafeteria is still open however there is a plan to keep the seating area open, but possibly close the cafeteria due to a decrease in demand for retail food. At least half of the tables in the eating space have been removed to allow for social distancing.</p> <p>Q: Is the Chapel open and how often is it cleaned? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>
<p>Date & Time of Next Meeting</p>	<p>Monday April 20, 2020 3:00pm - 4:00pm Teleconference/ZOOM</p>

Patient and Family Advisory Council

Wednesday April 20, 2020 ~ 3:00pm – 4:00pm

Zoom/Teleconference

MINUTES

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Helene Hamilton (Co-Chair)		X							
Bernice King									
Jennifer Armstrong				X					
Lana Yilmaz	X		X			X			
Susan Tkachuk									
Victoria Reiding	X								
Mackenzie Mawson				X		X	X		
Jane Ross									
Sarah Bayliss				X	X	X	X		
Megan Miller				X	X	X	X		
Anna DiTiberio									
Gloria Wade						X			
Brenda Wilkie				X					
Susan Lohin			X						
Debra-Lee Hartman					X	X			
W. Doyle (Co-Chair) (CNE)			X		X	X	X		
M. Farrell (President)	X				X	X	X		
D. Pitt (Coordinator Patient Relations)		X							
L. Volman (Director of Nursing Practice, MH & Addiction)									
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X	X		X				
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)									
A. Weatherston (Manager, Corporate Patient Flow)	X					X	X		
M. Joyner (Director, Quality Department)	X								
V. Constantinescu (Quality Consultant, Quality Department)									
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Item	Discussion
1.0 Introduction of New Members	H. Hamilton welcomed guests to the council. (See guest list above).
Approval of Agenda	The agenda was approved.
Approval of Minutes	The minutes of the April 8th meeting were approved as amended.
Announcements & Updates	<p>Thank You Letter</p> <ul style="list-style-type: none"> H. Hamilton sent a Thank You Letter to St. Joe’s President, Physicians and Staff on behalf of all Patient and Family Advisors commending staff on their hard work and expressed gratitude to staff and physicians during this difficult and challenging time <p>Virtual Support</p> <ul style="list-style-type: none"> Volunteer Resources sent out a notice to recruit volunteers who are interested in helping patients with virtual visits and using iPads L. Yilmaz along with 5 other volunteers are supporting patients with this initiative. They were provided with training and are now set up with remote access to assist patients virtually Currently they support patients who would like to use the iPad to connect with their loved ones. Volunteers book visits/meetings using the ZOOM application L. Yilmaz volunteers to assist patients with this project 2 days per week from 1-5pm This group of volunteers are also training staff on how to use the ZOOM application <p>Q: Is the virtual family visit initiative available at all St. Joe’s Campuses? A: Yes, patient virtual visits are available at the West 5th and Charlton Campuses on all inpatient units.</p> <p>Q: Will virtual support be offered for outpatient clinics such as the Dialectical Behaviour Therapy (DBT) Clinic at West 5th? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>
1.0 COVID-19 and Hospital Preparation	<p>M. Joyner and L. Volman presented an update on COVID-19, hospital preparations and discussed the patient experience during the COVID-19 pandemic.</p> <p>Organizational Update</p> <ul style="list-style-type: none"> Currently at St. Joe’s we are caring for six inpatients who have COVID-19 The number of inpatient transmissions of COVID-19 cases remains low <p><u>Provincial/National COVID Situation</u></p> <p>Q: Is St. Joe’s supporting any Nursing Home/Long Term Care and how? A: We are asking for volunteer workers from St. Joe’s to be seconded to assist Long-Term Care facilities that may need additional support. This is in collaboration with Public Health and Hamilton Health Sciences. St. Joe’s staff would work at a long-term care home on a temporary basis. The direction from the Province is that staff who work at multiple sites for example, a hospital and a long-term care facility, would choose which site they will be working at and only work at the one site during the COVID-19 pandemic. All long-term care residents who are admitted to the hospital due to COVID-19 will remain at the hospital and are not transferred back to long-term care until the COVID-19 outbreak has been cleared.</p> <p><u>Surge Planning</u></p> <p>Q: Do we still expect a surge and when will it be? A: The Provincial medical experts believe that Ontario has reached its surge of COVID-19 cases. St. Joe’s continues to be prepared in the event a surge in Hamilton takes place.</p> <p>Q: How is the mental health program coping with the transfer of patients from 9 and 10 Tower to West 5th? A: The move went very well, and staff and patients have adjusted.</p>

Item	Discussion
	<p>Q: Will all the beds that now sit empty be filled because of the surge? A: We are still holding empty beds so that we are prepared in the case that there is a surge. We need to be prepared to assist with any Long-Term Care homes that may require our assistance. It is difficult to say at this time if we will need to use all of the beds we have prepared.</p> <p>Q: There was a story in the media suggesting that an external hospital will be created in a community – where will this be located and when will it open? A: We are collaborating with Public Health and Hamilton Health Sciences to consider unconventional community spaces for care of non-COVID-19 patients and also allow space for healthcare workers to self-isolate as needed. Planning continues for using external space such as hotels but there is no plan to open the space currently.</p> <p><u>Personal Protective Equipment (PPE) & Supplies</u></p> <p>Q: Is PPE still in short supply? A: Currently we have an adequate supply of procedure masks and personal protective equipment (PPE) for staff. However, we are continuing to conserve supplies in order to have enough on hand as the pandemic evolves. All staff receive masks at the beginning of their shift if they work in a clinical area. When caring for patients who are isolated, staff would wear the full Personal Protective Equipment required.</p> <p>Q: Is St. Joe’s reusing PPE and what is the process for sterilization of used equipment? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>
	<p><u>Visitor Restrictions</u></p> <p>Q: How are patients and families coping with the limited visitor restrictions? A: The visitor restrictions are still in place as directed by the Province. Patients are very understanding of current policies and are appreciative of the use of hospital iPads. St. Joe’s has had great success with the launch of virtual visits. During the first week when the initiative was implemented, 60 virtual visits took place using the Zoom application. Patients may have had virtual visits using other applications but only the Zoom connections were counted by the hospital. In certain circumstances, visitors may be allowed however this is restricted with limited exceptions: one support person is able to attend with a mother in labour and visitors are allowed for palliative patients.</p> <p><u>Community Care</u></p> <p>Q: Patients who are at high risk for severe responses to COVID-19 are not receiving the guidance and advice they need to maintain their health. They are terrified to go to a hospital but safe places to get help have not been clearly identified? A: Each hospital program has reviewed their patient’s medical situation and ensured that the patients who require care are connected. The Family Physicians of Hamilton have also been collaborating with us and have posted relevant information regarding clinics that are closed and how to make a referral if necessary.</p> <p><u>Research</u></p> <p>Q: The ability to research and implement best practices in patient/family engagement has been put on the back burner and patient advocates are concerned that it will remain so, given the length of time that it will take to gain control of the outbreak of COVID-19? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>

Item	Discussion
	<p><u>Patient & Family Engagement</u></p> <p>Q: While the system has moved forward to engage patients, families and the public in decision making and oversight roles, there is concern at the provincial level that this crisis has resulted in healthcare professionals reverting back to usual exclusionary patterns where patient advocates are concerned?</p> <p>A: St. Joe's is very committed to partnering with our patients and families. This has been a difficult time and many of our decisions have been in response to provincial guidelines. However, as we move forward and have the ability to adjust our services "back to normal" we will certainly be engaging with our Advisors to partner with us on these changes.</p> <p><u>Dialysis Treatment</u></p> <p>Q: Do we have patients with COVID-19 who require dialysis treatment, does this take place in the patient's room?</p> <p>A: To date we do not have any new patients who are COVID-19 positive in the Dialysis unit. If a patient is positive and requires dialysis treatment, the patient will be placed in an isolation room so they can be treated.</p> <p>Q: If another hospital in our region has a patient who needs to start dialysis, does our care team travel to that hospital to help?</p> <p>A: Yes, it is possible for staff to travel to another facility to provide dialysis treatment within our regional dialysis program.</p> <p>Q: Are nephrologists and dialysis nurses working at more than one hospital in these circumstances?</p> <p>A: Yes, some physicians and nurses may be required to work at multiple hospitals however we are trying to do this as minimally as possible.</p>
<p>2.0 Open Discussion</p>	<p>Q: Are there lessons learned from the COVID-19 pandemic regarding the effect it has had on the Patient & Family Advisor community?</p> <p>A: There continues to be a lot of great things happening among our patient and family advisor community. All advisors are joining in on meetings and providing valuable input. Patient & Families are keeping up to date by watching the St. Joe's townhalls and staying informed via emails and volunteer newsletters. Knowing that a lot of the changes implemented was as directed, as we move forward, we will be in a better position if another world-wide outbreak were to occur in the future.</p> <p>Q: How are the staff coping overall, have you seen an increase in absenteeism?</p> <p>A: Overall staff seem to be coping and adjusting well to the changes due to the COVID-19 pandemic. In some of the mental health units, management has been supportive and accommodating schedules due to child care shortages. All staff seem very committed realizing the struggle that patients are not able to keep their usual routine and they want to be there to help them through this difficult time. Many teams have one ultimate focus on how we can ensure our patients are well cared for and stay safe.</p> <p>Q: How is the COVID-19 impacting Hospital Volunteers?</p> <p>A: Early on a decision was made to ask volunteers to remain home, stay safe and pause their volunteer work during the COVID-19 pandemic. This still remains in effect to date.</p> <p>Q: How are things going at St. Joseph's Villa?</p> <p>A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p> <p>Q: Has music therapy being considered for patients in isolation or ICU?</p> <p>A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>

Item	Discussion
	<p>Q: Will outpatient programs offer virtual clinics? A: ACTION: V. Constantinescu to follow up with the appropriate department and a response will be provided at the next meeting.</p>
Date & Time of Next Meeting	Monday May 4, 2020 3:00pm - 4:00pm Teleconference/ZOOM