

Patient & Family Advisory Council

April 17, 2023 ~ 3:00pm - 5:00pm
Minutes

	Sept 19/22	Oct 17/22	Nov 21/22	Jan 16/23	Feb 27/23	Mar 20/23	April 17/23	May 15/23	June 19/23
Sue Tkachuk (Co-Chair)									
S. Monzavi-Bacon (Vice-Chair)									
Helene Hamilton									
Nancy Christensen									
Murray Walz									
Brian Cooke									
Julia Boyd			X	X					
Jan Kasperski						X			
Denise Maraj									
Twila Reynolds	X		X	X	X	X			
Molly Bautista	X	X	X	X	X				
Alex Schulz	X	X	X						
Sheldon Coombs						X	X		
Patrizia McEacheren			X	X	X				
Cheryl Williams (Executive-VP Operations & CNE)		X				X			
Julie Vohra (Patient Relations Specialist)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X	X	X	X				
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X		X	X	X				
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X				X				
Ana MacPherson									
Alana Tymchuk		X							
Michelle Joyner (Director, Patient Experience, Quality, Patient Safety Dept)									
Valentina Constantinescu (Patient Partnership Lead, Patient Experience, Quality, Patient Safety Dept)	X								
Jessica Williams (Resource)									

X = Regrets

 = Not a current member

Abbreviation List:

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

SJHH = St. Joseph's Healthcare Hamilton

Item	Topic	Presenter
1.0	INTRODUCTION	
1.1	<p>Call to Order</p> <ul style="list-style-type: none"> The agenda for the April 17 2023 meeting was approved. The minutes from the March 20 2023 meeting were approved. 	<i>C. Williams</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> M. Joyner shared a reflection on the Land Acknowledgement and also shared the following resources. https://raventrust.com/home-on-native-land/ https://www.chileadership.com/indigenouscommunityvision 	<i>C. Williams</i>
1.3	<p>Introduction - Welcomed Guests: Rod Dobson, Martin Powell, members of the SJHH Joint Board of Governors Michael Pinto, Augustina Amp, new Patient & Family Advisors Guest: Julie Reid, Harshna Mahtani</p>	<i>C. Williams</i>
2.0	ANNOUNCEMENTS - N/A	
2.1	<p>Event Announcement – “Better Together” Celebrating our Patient & Family Advisors contribution”</p> <ul style="list-style-type: none"> We will be holding a Patient & Family Advisor and staff event on Thursday June 15, 2023 from 1:00pm-4:00pm at the St. Joseph’s Healthcare Hamilton Charlton Campus, Juravinski Tower, 2nd Floor and in the Miller Amphitheatre. There will be a poster presentation, award ceremony and much more. A save the date email will be sent in April 2023. 	
2.2	<p>Patient & Family Advisor Networking Sessions “Coffee Chats”</p> <ul style="list-style-type: none"> We will be holding informal networking sessions “Coffee Chats” every two months that are optional and open to all Patient & Family Advisors. This would be unstructured time for sharing ideas, experiences, learnings, challenges and allow time to connect with each other; this will be an informal discussion. These networking sessions will be offered in person or virtually and would alternate between the Charlton and West 5th campuses. Communication on the sessions will be shared via email to all Patient & Family Advisors PFAC meetings scheduled for Monday May 15th and Monday June 19th will be held virtually only (no inperson option) If we have good uptake for the Coffee Chat meetings, we may consider holding the PFAC meetings on a bi-monthly basis in the future and alternate between a Coffee Chat and a PFAC meeting The first Coffee Chat will take place mid May 2023, an email will be sent out to all PFA’s with more details 	<i>V. Constantinescu</i>
2.3	<p>Celebrating National Volunteer Week</p> <ul style="list-style-type: none"> Join us in celebrating, recognizing and learning about SJHH Volunteers: <ul style="list-style-type: none"> Monday April 17th from 11am-1pm in the Charlton Campus Main Lobby Wednesday April 19 from 11am-1pm at the West 5th Campus Level 0 Friday April 21 from 12pm-1pm at the King Campus Level 1 	
3.0	PRESENTATIONS	
3.1	<p>Patient Declaration of Values</p> <ul style="list-style-type: none"> The updated 2023 Patient Declaration of Values was presented for review and feedback In 2019, the Ontario Government released a Provincial Patient Declaration of Values. The Greater Hamilton Health Network (GHHN) asked that St. Joseph’s Healthcare Hamilton align the already developed Declaration of Values with the Provincial version. The Excellent Care for All Act (ECFAA) is legislation in Ontario requires that all hospitals to have a Patient Declaration of Values. These values are meant to contribute to the creation of a culture where patient needs are clear and efforts are made to achieve these needs. The declaration describes key elements that are important to patients, families, and caregivers as partners across the healthcare system. It is intended to serve as a compass and outlines expectations that our patients and families have when receiving care within our organization. An updated version of the St. Joe’s declaration was created which included all of the five core concepts from the Provincial Declaration of Values and the GHHN 	<i>V. Constantinescu</i>

	<ul style="list-style-type: none"> A Patient & Family Advisor working group was established to revise the St. Joe's Declaration of Values. H. Hamilton & S. Thachuk who were a part of the working group shared their experience and feedback: <ul style="list-style-type: none"> Having a process in place to determine what values were a priority was important and how the declaration is incorporated with the mission, vision and values for St. Joe's Ensure consistency with the Provincial Declaration of Values and locally with other hospitals within the GHHN Ensure the declaration was clear and everyone can identify and understand the hospitals expectations Declaration alignment with the GHHN will give patients and families creditability and provide a sense of connectivity when going to hospital <p>Comments:</p> <ul style="list-style-type: none"> Aligning the St. Joe's declaration with the Province and GHHN demonstrates transparency and establishes a consistent care approach Importance of equitable access for all patients, that not everyone has the same healthcare experience and we need to be purposeful in addressing issues The language seems stronger, more affirming and resonates with people Section on medical records is important as sometimes this may include biases The declaration can guide conversations between staff and patients The declaration can be referenced with Patient & Family Advisors when co-designing with Staff on projects, initiatives etc. <p>Questions for discussion at the May 2023 Coffee Chat session:</p> <ul style="list-style-type: none"> How do patient and families address unmet indicators with the hospital? How do we know that the declaration is being used during staff/patient/family conversations? How do we know that the hospital is following the declaration and being held accountable? How will you evaluate indicators and measure outcomes? 	
3.2	<p>Patient & Family Engagement Plan 2023-2025</p> <ul style="list-style-type: none"> Background on the Patient Engagement Plan was presented. Next Steps will be to determine the areas of focus for the organization related to enhancing patient engagement The Declaration of Values was used to evaluate and inform the Patient & Family Engagement Plan and ensure we are held accountable to the plan A summary of discussions to date on the Patient and Family Advisory Plan was reviewed. This incorporated all of the materials that were circulated and outlined initiatives that could carry over from the previous plan and some potential work for the future 	<i>M. Joyner</i>
3.3	<p>Patient & Family Engagement Plan 2023-2025 – Breakout Rooms Discussion</p> <p>The Council divided into three groups to review the draft version of the Patient Engagement Plan. Three questions were presented to guide the discussion. Patient & Family Advisors provided feedback.</p> <ol style="list-style-type: none"> Is anything missing from the proposed list of initiatives for the Patient and Family Engagement Plan? (How can we include priorities from St. Joseph's Home Care and St. Joseph's Villa?) How would Patient & Family Advisors like to be involved in initiatives? How often would you like to hear updates on progress? What is the best format to provide an update to the committee? 	
<p>4.0 STANDING AGENDA ITEMS</p>		
4.1	<p>April 2023 Summary from Patient Experience, Quality, Patient Safety Steering Committee Previous Meeting Evaluation Awareness Dates – April 2023 Recent Patient Family Advisor Projects Update</p>	
<p>5.0 CONCLUDING ITEMS</p>		
5.1	<p>Date of Next Meeting – Virtually via ZOOM Monday, May 15, 2023 3:00-5:00</p>	