

Patient & Family Advisory Council

February 28, 2022 ~ 3:00pm - 4:00pm
Minutes

	Sept 20/21	Oct 18/21	Nov 15/21	Jan 17/22	Feb 28/22	Mar 21/22	April 25/22	May 16/22	June 20/22
Sue Tkachuk (Co-Chair)									
S. Monzavi-Bacon (Vice-Chair)									
Peggy Chapman	X	X							
H. Hamilton									
Linah Hegazi		X			X				
Jan Kasperski									
Brian Cooke									
Julia Boyd									
Martha Ronalds					X				
Mackenzie M.		X							
Susan Lohin									
Debra Leah Hartman									
Angelo M.		X							
Cheryl Williams (Executive-VP Operations & CNE)									
D. Pitt (Coordinator Patient Relations)		X			X				
J. Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X			X				
E. Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X								
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X								
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)		X							
E. O'Connell (Co-Chair, Nurse Management Council)									
M. Joyner (Director, Quality Dept)									
V. Constantinescu (Patient Experience Consultant, Quality Dept)	X								
S. Mondoux (Quality Lead, Emergency Dept)	X								
J. 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	Call to Order <ul style="list-style-type: none"> • The agenda for the February 28, 2022 meeting was approved. • The minutes from the November 15th meeting were approved. 	C. Williams
1.2	Land Acknowledgement <ul style="list-style-type: none"> • PFAC opened the meeting with the SJHH Land Acknowledgement. 	C. Williams
1.3	Introduction Welcomed guests: Martin Powell, Lynn McNeil, Rod Dobson members of the SJHH Joint Board of Governors, newly recruited PFA, N. Christensen, Patient & Family Advisors from across SJHH	C. Williams
2.0	ANNOUNCEMENTS	
3.0	PRESENTATIONS	
3.1	<p>COVID – Regional Updates:</p> <ul style="list-style-type: none"> • As of February 28th, there are 5 active COVID facility outbreaks in the city. Outbreaks are mainly seen in Long Term Care/Retirement Homes • There are currently 56 active cases in Hamilton • On average Hamilton has approximately 7 new cases per day, with a reproductive rate at 1.84 and percent positivity at 12.3% <p>COVID – St. Joe’s Updates:</p> <ul style="list-style-type: none"> • As of February 28th, we are caring for 10 patients with COVID, 3 patients in the Critical Care Unit and 7 patients in the Non-Critical COVID cases, 26 COVID positive staff and physicians • SJHH System Recovery: <ul style="list-style-type: none"> • Continued monitoring the environment and adjust COVID pandemic response as needed • Protect patients and maintain high quality care and keep healthcare workers safe • Adjusting the number of hospital beds and resources dedicated to COVID • Demand for mental health services has increased over the past two years and we are looking at how we can provide support in a timely way • Restore and sustain clinical services including surgeries and diagnostics • Optimize the Health System by working with the Greater Hamilton Health Network and regional partner • Welcoming back our SJHH Volunteers onsite <p>Q: What will happen to the Satellite Health Facility now that COVID cases are down? A: St. Joe’s received approval to keep the Satellite Health Facility (SHF) open for another year. We have extended the SJHH space and now have more occupied floors for patients. It is a well designed building and we would like the SHF be a part of our facilitation plan in the future.</p> <p>Q: How do we recognize SJHH healthcare workers and physicians for their outstanding contributions during the COVID pandemic? A: The SJHH Public Affairs department will be putting together a gratitude video to mark two years of COVID at SJHH. All PFA’s are welcome to participate. Details will be sent by email following the meeting. PFA’s are also welcome to write messages of gratitude in the “Reflection on Gratitude” window frames at the Charlton Campus main entrance, West 5th Campus Cafeteria and Eye Clinic waiting area at King Campus.</p> <p>Q: What are the four objectives of the Quadruple Aim? A: The new vision for health care in Ontario is aligned with the ‘Quadruple Aim,’ an internationally-recognized framework that designs and delivers an effective health care system. The four objectives of the Quadruple Aim are: <ul style="list-style-type: none"> • Improving the patient and caregiver experience • Improving the health of populations • Reducing the per capita cost of health care </p>	C. Williams

	<ul style="list-style-type: none"> Improving the work life of providers <p>Q: As the hospital starts ramping up, what is the direction for PFAC?, When will Patient and Family Advisors begin working with front line staff on patient engagement projects currently on hold?</p> <p>A: During the COVID pandemic, in person PFAs participation and other regular projects were temporarily paused. As the rate of COVID infection in our community and hospital is declining, we need to re-establish our in person PFAs participation, reconnect and strengthen the relationships built prior to COVID. For our April PFAC meeting, we will hold a focused generative discussion on how PFAs support and participate to the recovery phase and how can we can reinvigorate our work going forward.</p>	
3.2	<p>Caregiver Support Person Visiting Guidelines:</p> <ul style="list-style-type: none"> Over the last two years, the hospital's Visiting Guidelines have been updated multiple times due to the COVID pandemic. Since November 2021 the Omnicron variant challenged the healthcare system and SJHH As of January 28 2022, visiting for patients with a length of stay of less than 7 days was reinstated. Exceptions include: <ul style="list-style-type: none"> End of Life – as determined by the clinical team Partners of women giving birth and post-partum women Parents of infants in the NICU Proof of medical exemption for vaccination Next Steps: Looking forward to reduced restrictions which includes requirement of proof of vaccine, number of caregivers, ambulatory accompaniment 	<i>M. Joyner</i>
4.0	STANDING ITEMS	
	<p>Project Assignments</p> <ul style="list-style-type: none"> An update on all active projects to date was presented There were 14 project requests for Patient & Family Advisor (PFA) participation between the months December 10 2021 to February 10 2022. 	<i>V. Constantinescu</i>
5.0	CONCLUDING ITEMS	
5.1	<p>Date of Next Meeting - Held Virtually via ZOOM Monday, March 21, 2022 3:00pm – 5:00pm</p>	