

## Patient and Family Advisory Council

Monday February 24, 2020 ~ 3:00pm – 5:00pm

Dofasco Boardroom

### 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						
Susan Tkachuk									
Victoria Reiding	X								
Mackenzie Mawson				X					
Jane Ross									
Sarah Bayliss				X	X				
Megan Miller				X	X				
Anna DiTiberio									
Gloria Wade									
Brenda Wilkie				X					
Susan Lohin			X						
Debra-Lee Hartman									
W. Doyle (Co-Chair) (CNE)			X		X				
M. Farrell (President)	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								
M. Joyner (Director, Quality Department)	X								
V. Constantinescu (Quality Consultant, Quality Department)									
S. Mondoux (Quality Lead, Emergency Department)									
J. Williams (Resource)									

**X = Regrets**

 = Not a current member

 = No Meeting

#### Guests:

N. Schreiner, B. Brown, C. Machida, G. Halyk, P. McEachren, V. Richard – Patient & Family Advisors  
C. Andreatta – Program Manager, PMO & Analytics, Digital Solutions

#### 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>	H. Hamilton 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 January 20th meeting were approved as amended.</b>
<b>Patient Story</b>	<p>The Nurse Manager of the Head &amp; Neck Program provided the patient story. This story was about a palliative patient with lung cancer and metastatic lung disease. Their daughter was getting married and the patient wanted to see her married; the family worked with staff to explore the art of the possible. The manager and staff worked with various units across the hospital to help plan a wedding at the hospital. The wedding ceremony was held a few days later in one of the conference rooms. Staff attended the wedding ceremony, family provided the food and decorations, photos were provided through contributions from staff members. The family were so grateful to be able to share these memories with their loved one in the last few days of his life.</p>
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• Save the Date <ul style="list-style-type: none"> <li>• The next Patient &amp; Family Advisor event will take place on Tuesday June 2, 2020 from 12:30pm-4:00pm at the West 5<sup>th</sup> Campus</li> </ul> </li> </ul> <p><b>ACTION:</b> J. Williams to email all Patient &amp; Family Advisors the Save the Date event invitation</p>
<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 all active projects to date.</li> <li>• There were 9 project requests for Patient &amp; Family Advisor (PFA) participation between the months of November and December.</li> </ul> </li> <li>• <b>Preparation for March's Meeting</b></li> <li>• PFAC members brainstormed and formulated questions to ask the presenters on the ICC program:</li> <li>• <b>Integrated Comprehensive Care program (ICC):</b> <ul style="list-style-type: none"> <li>• What is provided by the ICC program for patients with Mental Health issues?</li> <li>• If a patient requires treatment from different healthcare providers, how is this scheduled and is the patient and family consulted about when the visits are scheduled?</li> </ul> </li> <li>• <b>Preparation for April's Meeting</b></li> <li>• PFAC members brainstormed and formulated questions to ask the presenters on Abscondments in the forensic psychiatry program:</li> <li>• <b>Forensic Psychiatry Program - Abscondments:</b> <ul style="list-style-type: none"> <li>• What have you been working on so far since the last time you presented at PFAC?</li> <li>• Has there been any changes in the Media around the language used when a story is published regarding abscondments?</li> <li>• Is there a provincial definition for abscondment?</li> <li>• When a patient is giving a pass to leave the hospital how long do they have to be away from the hospital before it is deemed an abscondment?</li> <li>• What is the difference for when a mental health inpatient absconds and forensics patient abscond?</li> <li>• When a forensic patient is giving a pass to leave the hospital, who explains the "rules" about leaving the hospital on pass, and what information is shared with the patient?</li> </ul> </li> </ul>

Item	Discussion
<p><b>2.0 Review PFAC Work Plan</b></p>	<p>M. Joyner, presented an updated version of the PFAC Work Plan. There is one spot left in April for a subject/topic. If you have any ideas, please bring them forward.</p>
<p><b>3.0 MyDovetale</b></p>	<p>C. Andrietta, Clinical Director presented an update on MyDovetale. Highlights from the presentation include:</p> <ul style="list-style-type: none"> <li>• MyDovetale is a secure online portal designed for patients of St. Joseph’s Healthcare to access their health information and engage with their healthcare team</li> <li>• MyDovetale can be accessed from any device that supports a web browser and an App</li> <li>• Information that can be accessed in MyDovetale includes: <ul style="list-style-type: none"> <li>• Medication list, Allergies, Medical history, lab test results and diagnostic imaging reports</li> </ul> </li> <li>• Patients can register for MyDovetale at their medical visit at any of the participating clinics listed below</li> <li>• Clinics where MyDovetale is available for patients: <ul style="list-style-type: none"> <li>• Anxiety and Treatment Research</li> <li>• Bariatrics</li> <li>• Cleghorn</li> <li>• Firestone Ambulatory Clinics</li> <li>• Community Internal Rapid Access Clinic</li> <li>• Integrated Comprehensive Care (ICC)</li> <li>• Kidney Care</li> <li>• Kidney Transplant</li> <li>• Mood Disorders</li> <li>• Respiratory Rehabilitation day program</li> <li>• Women’s Health Concerns</li> </ul> </li> </ul> <p><b>Q: Are there restrictions about what kind of medical information can be viewed by a patient?</b>  A: Patients are able to view their medical history. The patient is not able to view sensitive results for example, cytology, pathology results.</p> <p><b>Q: Who can have access to a patient’s MyDovetale chart?</b>  A: Patients can provide access of their MyDovetale chart to their family physician, a family member etc. They can choose who they want to have access to MyDovetale and can cancel access at anytime.</p> <p><b>Q: When will the full chart be available on MyDovetale?</b>  A: We in progress of working towards providing access to patients’ full chart. We hope that over the next two years patients will have access to their full chart on MyDovetale.</p> <p><b>Q: Do inpatients have access to MyDovetale?</b>  A: In the future we are hoping to have a version of MyDovetale available for inpatients to use. However, at this time, MyDovetale is only available for discharged patients who have been registered to use MyDovetale.</p> <p><b>Q: How do staff feel about MyDovetale?</b>  A: MyDovetale has transformed the work for staff. When a patient comes in for their appointment after gaining access to MyDovetale, staff and patients can have a better conversation about that patient’s care. It’s possible for patients to review their lab and Diagnostic imaging results and be more prepared and ask questions.</p>

Item	Discussion
<p><b>4.0 PFA Committee Updates</b></p>	<p><b>Mental Health and Addictions Family Advisory Council (FAC) – G. Wade</b></p> <ul style="list-style-type: none"> <li>• Members of FAC will be visiting 31 outpatient community services to explain who they are what they do, stress the importance of the family voice and the positive outcomes for patients and increase awareness of family presence and involvement in patient care</li> <li>• Over the next year, will be reviewing several policies on seclusion and restraint, therapeutic passes, reporting criminal activity to police, communicating with family</li> <li>• FAC members forming a working group to identify family concerns on transitional housing</li> <li>• Event taking place at West 5<sup>th</sup> with city representatives presenting on city mental health initiatives</li> </ul> <p><b>Peer Advisory Council – P. McEachren</b></p> <ul style="list-style-type: none"> <li>• Participate in events at West 5<sup>th</sup> such as the candlelight vigil, Christmas party for inpatients, tree of hope and the coffee house for inpatients</li> <li>• Currently recruiting new members</li> <li>• Working on a community newsletter and on a booklet for patients who do not have support at home when they are discharge from hospital</li> </ul> <p><b>Emergency Department (ED) Quality Council – G. Halyk</b></p> <ul style="list-style-type: none"> <li>• Discuss ED initiatives and protocols including: hallway medicine, code zero, gridlock protocol, code omega, ED wait times dashboard</li> <li>• Participate in staff education and simulation training exercises</li> <li>• Review monthly ED Quality Scorecard which looks at performance metrics such as hand hygiene, infection control etc</li> </ul> <p><b>Corporate Quality Steering Committee – G. Halyk</b></p> <ul style="list-style-type: none"> <li>• Discuss hospital initiatives related to the strategic plan, patient safety, quality improvement, accreditation</li> <li>• Provide feedback on Program Quality Council presentations</li> <li>• Review monthly critical incident report, Dovetale quality dashboard</li> </ul> <p><b>Mental Health Wellness Advisory Group – N. Schreiner</b></p> <ul style="list-style-type: none"> <li>• 2016 the FAC wrote a paper regarding patient wellness and areas of concerns for patients with mental health issues</li> <li>• The paper was endorsed by FAC and the mental health wellness advisory group was formed</li> <li>• The group brainstormed ideas and discussed what mental health patients might need to say well and be well</li> <li>• Developed an electronic survey tool for staff to use when interviewing patients this will be rolled out later this year</li> </ul> <p><b>ICC Discovery Sessions Working Group – N. Schreiner</b></p> <ul style="list-style-type: none"> <li>• Representatives from healthcare organizations across the province gathered to learn about St. Joseph’s Health System (SJHS)’s Integrated Comprehensive Care (ICC) program and how evidence-based models of Integrated Care could be applied in their organizations to support their Ontario Health Teams. The event is the first in a series of educational seminars, called Integrated Care Discovery Sessions</li> <li>• The Integrated Care Discovery Sessions are a way to share key learnings with other healthcare leaders, patient advisors and frontline staff; and provide a platform for discussion and collaboration</li> <li>• N. Schreiner was a part of the working group to review documents that were shared at the Discovery Sessions and actively participated in the sessions as well</li> </ul> <p><b>ICC Colorectal Surgery Project– B. King, C. Machida</b></p> <ul style="list-style-type: none"> <li>• Reviewing and assisting with educational materials for patients with pre and post surgery</li> </ul>

Item	Discussion
	<p><b>Research Project– B. King</b></p> <ul style="list-style-type: none"> <li>Working on a research project generated from the Women’s College which is looking at and evaluating virtual care use among St. Joseph’s Healthcare patients</li> </ul> <p><b>Patient Engagement Interviews– B. King, H. Hamilton</b></p> <ul style="list-style-type: none"> <li>H. Hamilton and B. King were interviewed by a group from the University Health Network in Toronto looking at patient engagement across Ontario Hospitals. Researcher is Dr. Ross Baker. An article will be published with the results.</li> </ul>
<p><b>5.0 Committee Updates</b></p>	<p><b>Nursing Symposium – J. Ross</b></p> <ul style="list-style-type: none"> <li>Nursing Symposium took place on February 25</li> <li>J. Ross was part of the planning group for the nursing symposium and attended the event</li> <li>The event highlighted nursing accomplishments, nurse wellness, guest speakers and a patient told their story about the one day kidney donor program</li> <li>The event also held a vendors market, including yoga, meditation, homeopathy and provided fun activities for nurses</li> <li>J. Ross was a part of the Al-anon organization at the vendor’s market</li> </ul> <p><b>Incident Reporting Working Group – G. Wade, J. Ross</b></p> <ul style="list-style-type: none"> <li>This working group is enhancing the critical incident review process so that it consistently incorporates the patient and family voice and is conducted using a standardized methodology.</li> </ul> <p><b>Evaluation &amp; Measurements Conference – B. King, S. Thachuk</b></p> <ul style="list-style-type: none"> <li>B. King and S. Thachuk were a part of the measuring Patient Engagement in the Health System working group which is a part of the Ontario Ministry of Health</li> <li>Working group consisted of patient partners, Provincial Agency personnel, hospital and not-for-profit representatives and researchers</li> <li>Working on ways to standardize the measurement of patient engagement in the health system and aid in the development and validation of an evaluation framework, key indicators, and practical tools for patient engagement assessment</li> <li>Next meeting to take place in the Spring of 2020</li> </ul>
<p><b>Date &amp; Time of Next Meeting</b></p>	<p>Monday March 23, 2020 3:00pm – 5:00pm Dofasco Boardroom</p>