

## Patient & Family Advisory Council

January 16, 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									
Denise Maraj									
Twila Reynolds	X		X	X					
Molly Bautista	X	X	X	X					
Alex Schulz	X	X	X						
Sheldon Coombs									
Patrizia McEacheren			X	X					
Cheryl Williams (Executive-VP Operations & CNE)		X							
Julie Vohra (Patient Relations Specialist)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X	X	X					
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X		X	X					
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	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
<b>1.0</b>	<b>INTRODUCTION</b>	
1.1	<p>Call to Order</p> <ul style="list-style-type: none"> <li>The agenda for the January 16, 2023 meeting was approved.</li> <li>The minutes from the November 21 meeting were approved.</li> </ul>	<i>S. Monzavi-Bacon</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> <li>PFAC opened the meeting with the SJHH Land Acknowledgement.</li> <li>S. Monzavi-Bacon shared a reflection on indigenous culture from an educational perspective</li> </ul>	<i>S. Monzavi-Bacon</i>
1.3	<p>Introduction - Welcomed Guests:</p> <p>Johan Beukes, Sr. Organizational Development Consultant, SJHH            Saumya Gautam, Director, Organizational Development, People Culture, &amp; Diversity, Health and Wellness, SJHH            Barbara Beaudoin, member of the SJHH Joint Board of Governors            Christine Micelli, Sheldon Coombs new Patient &amp; Family Advisors            Ashley Robertson, Quality Manager            Neil Bhattarai Quality Consultant</p>	<i>S. Monzavi-Bacon</i>
<b>2.0</b>	<b>ANNOUNCEMENTS - N/A</b>	
2.1	<p><b>Introduction of New PFAC members – Representatives from St. Joseph's Villa (SJV), St. Joseph's Home Care (SJHC)</b></p> <ul style="list-style-type: none"> <li>As part of the one-year trial of <u>incorporate</u> St. Joseph's Villa (SJV) and St. Joseph's Home Care (SJHC) into the PFAC, the council welcomed new leadership representatives, Lori Lawson, Senior Director SJHC and Deborah Fernandes, Patient Engagement and Quality Support SJV</li> </ul>	<i>L. Lawson, D. Fernandes</i>
<b>3.0</b>	<b>PRESENTATIONS</b>	
3.1	<p><b>Terms of Reference (TOR) 2022/2023</b></p> <ul style="list-style-type: none"> <li>The council reviewed the 2022/2023 TOR which were approved with the following amendments:               <ul style="list-style-type: none"> <li>TOR Annual review – include a specific date for the annual review</li> <li>Add the past chair to the membership list</li> </ul> </li> </ul> <p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>It would be of value to have front line staff representation from SJV and SJHC and if possible, a resident from the SJV Resident Council join PFAC however be mindful that membership includes a higher number of PFA than staff</li> <li>SJHC does not have a Patient and Family Advisory Council currently</li> <li>As the PFAC reports to the Patient Experience, Quality, Patient Safety Steering Committee it was decided that a summary of the PFAC meeting be included in their agenda package each month</li> </ul> <p><b>Q: Does the SJV Family Council include staff membership as well?</b>            A: The SJV Family Council does not have staff representation. A staff lead is invited to join the monthly meeting and depending on the subject they are addressing at the council, other SJV staff may be invited to participate.</p> <p><b>Q: Are Patient and Family Advisors involved in the selection process for new members on the PFAC?</b>            A: Yes, the PFAC chair and/or co-chair are included in the selection of new council members and staff.</p> <p><b>Q: Who reviews and approves the TOR after PFAC approval?</b>            A: The TOR can be approved by the Patient and Family Advisory Council and will be sent for information to the Patient Experience, Quality, Patient Safety Steering Committee.</p> <p><b>ACTION:</b>            Share the staff/PFA recruitment process with SJV and SJHC: M. Joyner            Circulate the TOR with highlighted changes to PFAC: V. Constantinescu</p>	<i>M. Joyner</i>

<p>3.2</p>	<p><b>Workshops – Sign Up Opportunities</b></p> <ul style="list-style-type: none"> <li>• Three workshops are offered at SJHH for Patient and Family Advisors. An email will be sent out with details for Advisors to sign up.</li> </ul> <p>Data Interpretation Workshop (offered three times per year):</p> <ul style="list-style-type: none"> <li>• Understand and interpret the information for meaningful participation</li> <li>• How to use data and experience to influence improvement</li> <li>• What does data tell us, what challenges PFAs might have related to data</li> </ul> <p>Crucial Conversations Workshop (offered once per year)</p> <ul style="list-style-type: none"> <li>• To develop skills to ensure every conversation especially difficult ones lead to the results we want to achieve. Describes and provides practical examples on how to be persuasive rather than abrasive</li> </ul> <p>Co-Design Workshop (offered to PFA and staff four times per year)</p> <ul style="list-style-type: none"> <li>• How to engage all stakeholders in co-design initiatives and apply principles at work</li> <li>• Co-design a potential project that could improve hospital operations and patient experience</li> </ul> <p><b>Q: Can you provide more details on what is reviewed at the Crucial Conversations Workshop? Do they address harassment, discrimination and/or other human rights issues and bias? Is the workshop a part of the complaint resolution process?</b></p> <p>A: The Crucial conversations workshop is about supporting staff/patients/families with the correct tools and training when there is a need to have difficult conversations. The workshop’s aim is how to have those conversations that allows for respectful communication and encourage active listening. This workshop is provided to all St. Joe’s staff. We need to be open to listening to other perspectives that may be contrary to our own and learn how to resolve issues from an EDI perspective.</p>	<p><i>V. Constantinescu</i></p>
<p>3.3</p>	<p><b>EDI Ground Rules – Updates and Next Steps</b></p> <ul style="list-style-type: none"> <li>• Over the last few months, PFAC participated in the following: <ul style="list-style-type: none"> <li>• Introductory learning sessions on EDI foundational concepts in Healthcare.</li> <li>• Focus discussion to develop ground rules for the Council with the aim of improving engagement and inclusiveness from an EDI lens, to allow for a spacer space for dialogue to understand diverse voices</li> </ul> </li> <li>• Moving forward, we will be developing EDI topics for each month</li> <li>• Across the organization, EDI focused activities have included: <ul style="list-style-type: none"> <li>• Development of EDI content for new hire onboarding</li> <li>• Building tools and resources for managers/leaders to assist in responding to “in the moment” EDI issues</li> <li>• Working to embed EDI lens in leadership learning content</li> </ul> </li> <li>• Moving forward, planned EDI work includes: <ul style="list-style-type: none"> <li>• An all-staff EDI Townhall (January)</li> <li>• Update to dress code policy with EDI lens</li> <li>• Activities surrounding Black History month (February)</li> <li>• Begin “listening tour” in March to obtain feedback on the EDI strategy</li> </ul> </li> </ul> <p><b>Q: What is being planned for each event and will the engagement be year-round or just for the month?</b></p> <p>A: The EDI Council is collaborating with facilitators from the BIPOC Affinity Group and 2SLGBTQ+ Affinity Group to plan events. We want to engage with staff to gather feedback on how the planned events should be acknowledged and celebrated.</p> <p><b>Q: Is it possible to change the event calendar format so that it is more accessible to those with vision impairments i.e. colour blindness?</b></p> <p>A: We will take this back to the EDI Council and see what improvements can be made to the presentation format. There is a lot to learn from an accessibility point of view.</p>	<p><i>J. Beukes, S. Gautam</i></p>

	<p><b>Comment:</b> There is a process called universal design that is used in educational settings to make presentations be as accessible as possible</p>	
3.4	<p><b>Summary “Better Together – Building the Future of Patient and Family Engagement” Event</b></p> <ul style="list-style-type: none"> <li>• Goals – Celebrate and re-connect with each other</li> <li>• Reflect on what we gained and lost over the pandemic</li> <li>• Tap into our collective knowledge and stories to redesign the future of patient engagement</li> <li>• Next Steps: <ul style="list-style-type: none"> <li>○ To integrate these concepts into the Patient Engagement Plan</li> <li>○ and ensure this plan includes long- and short-term goals</li> <li>○ Provide updates on the status of the engagement plan twice per year to PFAC</li> <li>○ Incorporate feedback into the patient declaration of values</li> </ul> </li> </ul> <p><b>Q: How will you make in person events more accessible in the future so that people who are immunocompromised can participate?</b></p> <p>A: There is a working group comprised of SJHH staff and PFA’s who assist in organizing the events and I will bring this back to them for discussion. A few options could be offering a hybrid event for those who would like to participate from home. We could also look at recording the event for those who are unable to participate on the day of the event can watch the recording and provide their feedback.</p>	
<b>4.0</b>	<b>STANDING ITEMS</b>	
	<p><b>Patient &amp; Family Advisor Project Assignments</b></p> <ul style="list-style-type: none"> <li>• An update on all active projects to date was presented</li> <li>• There were 5 project requests for Patient &amp; Family Advisor (PFA) participation between the months November 10 to January 10, 2023.</li> </ul>	<i>V. Constantinescu</i>
<b>5.0</b>	<b>CONCLUDING ITEMS</b>	
5.1	<p>Date of Next Meeting – Hybrid – In Person and via ZOOM <b>Monday, February 27, 2023 3:00-5:00</b></p>	