

Patient and Family Advisory Council

Monday January 21, 2019 ~ 3:00pm – 5:00pm

Dofasco Boardroom

MINUTES

	Sept 17/18	Oct 15/18	Nov 19/18	Jan 21/19	Feb 25/19	Mar 18/19	April 15/19	May 13/19	June 17/19
Bernice King (Co-Chair)									
Gary Halyk									
Jennifer Armstrong		X							
Louise Dore									
Michael Slusarenko			X						
Victoria Reiding			X	X					
Cindy Machida	X								
Jane Ross				X					
Helene Hamilton			X	X					
Anna DiTiberio									
Gloria Wade									
Brenda Wilkie	X								
W. Doyle (Co-Chair) (Interim President)		X	X	X					
K. Jeffrey (Coordinator Patient Relations)			X						
L. Volman (Interim CNE, Director of Nursing Practice, MH & Addiction)		X							
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X		X						
N. Debeau (Occupational Therapist, Forensic Psychiatry Program)		X	X	X					
K. Baguley (Manager, Head & Neck Unit)		X							
M. Joyner (Director, Quality Department)									
V. Constantinescu (Quality Consultant, Quality Department)		X							
J. Williams (Resource)									

X = Regrets

 = Not a current member

 = No Meeting

Guests:

Cailynn Bateson, Nurse Manager, Special Care Nursery, Women's & Infants' Ambulatory Care, SJHH

Laura Harrington, Board Member of the Joint Board of Governors, SJHH

Nili Begum, MBA Student, Quality Department

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	B. King welcomed guests to the council. (See guest list above).
Approval of Agenda	The agenda was approved.
Approval of Minutes	The minutes of the November 18th meeting were approved as amended.
Correction of the Minutes	<p>Correction made to the November 18, 2018 Minutes</p> <ul style="list-style-type: none"> • Vice Chair Role <ul style="list-style-type: none"> • H. Hamilton is currently the Vice-Chair of PFAC. Helene will assume the role of Chair starting in September 2019
Patient Story	<p>C. Bateson, Nurse Manager, Special Care Nursery, Women’s & Infants’ Ambulatory Care, provided the patient story.</p> <p>The story was about two patients in the Special Care Nursery at St. Joe’s Charlton Campus. A Hamilton family gave birth to twins who were being cared for at a hospital in Toronto and the one twin had complex care needs. The Toronto hospital called St. Joe’s to see if they would be able to care for both twins as the family was not able to manage travelling to Toronto every day. Due to the complex care needs of the one baby, St. Joe’s was not able to accommodate the twins at the time because of the specialized equipment required. The next day the hospital called St. Joe’s and due to severe neonatal bed pressures, asked if they could take the twin without complex needs and they would keep the other with complex care needs. St. Joe’s and the family didn’t want to separate the twins. St. Joe’s reached out to another regional neonatal care partner and obtained equipment that would help to care for the twin with medical issues to allow both babies to be cared for at St. Joe’s. It was important to keep the family and the babies together to help the babies thrive.</p>
Announcements	<ul style="list-style-type: none"> • PFAC Award Nomination <ul style="list-style-type: none"> • Members of PFAC were presented with pins to represent their nomination for the Award of Excellence, Patient and Family Advisors. This award was handed out at the Transforming Care Together Event held in November 2018 • President Search Committee <ul style="list-style-type: none"> • B. King will be a part of the interview panel for the next St. Joseph’s Healthcare Hamilton President. Interviews to take place in February 2019. • Accreditation Mock Survey <ul style="list-style-type: none"> • An Accreditation mock survey will take place during the first week of February. Two Accreditors from Accreditation Canada will visit numerous areas of the hospital at all 3 sites. They will review hospital standards and provide feedback to further prepare for Accreditation taking place during the week of May 13th
Standing Items	<ul style="list-style-type: none"> • Recent Project Assignments <ul style="list-style-type: none"> • A. Little, a recently recruited Patient and Family Advisor, has joined the General Internal Medicine Quality Council. She will work alongside H. Hamilton. • J. Ross along with the Communication Working Group will revise the Patient Declaration of Values and bring it to a future PFAC meeting for review and feedback • The wayfinding tool project with Public Affairs is currently on hold . We will wait to hear from the project lead when it will be starting up again. • Preparation for February’s Meeting <ul style="list-style-type: none"> • The 3 topics that will be presented at the February’s PFAC meeting are Communication Boards, After Visit Summary, Patient Liaison Program • PFAC members brainstormed and formulated questions to ask the presenters on the three topics • Communication Boards: <ul style="list-style-type: none"> • What information is put on the communication boards?

Item	Discussion
	<ul style="list-style-type: none"> • Are the boards unique to each area of the hospital? • How often is the board updated? • Is the board audited and how often? • What feedback did you receive from patients and/or family on the use of the boards? • What is the purpose? • Are hospital appointments added? • If there is a non-verbal patient, a patient with a communication barrier, a patient who is blind, what suggestions are offered to the patient in order to them to use the board? Ex. Pictures instead of words etc. • If a patient and/or family member writes something on the board, how will you ensure that a response is provided in a timely manner? <ul style="list-style-type: none"> • After Visit Summary (AVS): <ul style="list-style-type: none"> • What information does the family physician receive when the patient is discharged from the hospital? • How easy or difficult is it for the family physician to retrieve this information? • Can you confirm if the auto-fax feature is now available? • The language on the AVS is not clear for patients to read • The AVS and the Discharge Summary should be identical • Patient Liaison Program: <ul style="list-style-type: none"> • Once the volunteers have started meeting with patients we would like to know what information is shared and what kind of information is important to the patient. Could this be included in a summary format?
<p>2.0 Committee Updates</p>	<p>Mental Health and Addictions Family Advisory Council</p> <ul style="list-style-type: none"> • A meeting is scheduled for January 22nd with the Senior Leadership team and Patient Relations to review communication strategies between patients and families <p>Strategic Planning/Ambassador Program</p> <ul style="list-style-type: none"> • Work on refining the strategic plan is ongoing • 84 staff became “Strategy Ambassadors” who will be “point people” for staff on their unit with some additional knowledge of the process as well as key communication points to bring back to their team. • A portal was developed to help ambassadors share information online and learn more about the strategic plan <p>Medication Management Council</p> <ul style="list-style-type: none"> • Reviewed safe delivery and storage of medications throughout the hospital • The hospital has seen a reduction in bedside medication errors since the Dovetale implementation <p>Wayfinding Committee</p> <ul style="list-style-type: none"> • The committee provide an update on the work that has been accomplished over the past 3 years • A former student of St. Joe’s painted a mural in the Emergency Department to make the area more welcoming <p>Communication Working Group</p> <ul style="list-style-type: none"> • The next meeting is taking place on January 30th. • The group reviewed the patient seal specifications, provided feedback and made revisions. <p>Peer Advisory Council</p> <ul style="list-style-type: none"> • The Christmas party held for patients at West 5th was a successful event

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	<ul style="list-style-type: none"> On February 14th, an Anti-bullying campaign will be held between 12-1pm at West 5th with keynote speaker Colleen Merrifield. Many presentations will take place including one on Safewards and one on workplace bullying. <p>Nursing Advisory Council</p> <ul style="list-style-type: none"> Deferred
<p>3.0 Quality Improvement Plan (QIP)</p> <ul style="list-style-type: none"> Performance 2018/19 Preparing 2019/2020 	<p>M. Joyner presented on the Quality Improvement Plan (QIP) current performance for the QIP 2018/2019 and preparing for the QIP 2019/2020.</p> <ul style="list-style-type: none"> Each year the Hospital must create a Quality Improvement Plan (QIP) as indicated in the Excellent Care for All Act There is always a plan underway in the current fiscal year (2018/19) and a new plan under development for the next year (2019/2020) The following questions and comments were sent in advance to the presenter. M. Joyner addressed them at the PFAC meeting <p>Q: What does current performance mean and how do you know how well are we doing for each item? A: Each item was shared in the scorecard format. We use a red/yellow/green status system to let us know if items are not meeting target and need further attention.</p> <p>Q: How do we engage advisors in current QIP initiatives? Q: How can we (PFA's) encourage staff to move things forward and provide support for the QIP initiatives? A: Each QIP initiative has an advisor appointed to it. Advisors may participate on a working group, a project or on a Quality Council. We encourage you to advise us on what you think is important for us to improve.</p> <p>Q: What do other hospitals do for their QIP? A: Each hospital chooses QIP Items to focus on based on their own priorities and/or the Provincial and LHIN priorities. The top four Health Quality Ontario priority indicators adopted by hospitals in 2018/2019 year that are comparators to St. Joe's are:</p> <ul style="list-style-type: none"> Patient Experience: Did you receive enough information when you left the hospital? Chronic Obstructive Pulmonary Disease (COPD) Readmission Rate Medication reconciliation at discharge Congestive Heart Failure (CHF) Readmission Rate <p>Q: Planning for the new QIP 2019/2020 – How do we decide where to focus?</p> <ul style="list-style-type: none"> How we are performing on the current QIP? What are our patients telling us? Are there current QIP projects that we want to “spread” to other areas? Are there clinical improvements that we must make? Aligning to the Strategic plan What are the Provincial and LHIN priorities
<p>4.0 Caring for Caregivers ICC 3.0 (Integrated Comprehensive Care)</p>	<p>Deferred</p>
<p>Date & Time of Next Meeting</p>	<p>Monday March 18, 2019 3:00pm – 5:00pm Dofasco Boardroom</p>