

## Patient & Family Advisory Council

January 18, 2021 ~ 3:00pm - 4:30pm

## Minutes

[illegible]

Item	Topic	Presenter
<b>1.0</b>	<b>INTRODUCTION</b>	
1.1	Call to Order <ul style="list-style-type: none"> <li>The agenda for the January 18, 2021 meeting was approved.</li> <li>The minutes from the November 16<sup>th</sup> and December 15<sup>th</sup> were approved.</li> </ul>	<i>C. Williams</i>
1.2	Land Acknowledgement <ul style="list-style-type: none"> <li>PFAC opened the meeting with the SJHH Land Acknowledgement.</li> </ul>	<i>H. Hamilton</i>
1.3	Introduction <ul style="list-style-type: none"> <li>Welcomed guests, Christopher Yendt and Laura Harrington from the Hamilton Joint Boards of Governors.</li> </ul>	<i>C. Williams</i>
<b>2.0</b>	<b>ANNOUNCEMENTS</b>	
<b>3.0</b>	<b>STANDING ITEMS</b>	
3.1	<b>Project Assignments</b> <ul style="list-style-type: none"> <li>An update on all active projects to date was presented</li> <li>There were 6 project requests for Patient &amp; Family Advisor (PFA) participation between the months November 2020 and January 2021.</li> </ul>	<i>V. Constantinescu</i>
<b>4.0</b>	<b>PRESENTATIONS</b>	
4.1	<b>Patient &amp; Family Advisor Annual Evaluation</b> <ul style="list-style-type: none"> <li>The Patient &amp; Family Advisor (PFA) annual evaluation captures the Patient and Family Advisors' volunteer experience. The results are used to make improvements in their role, ensure patient and families receive better care and enhance the Patient &amp; Family Advisor partnership at St. Joe's. In 2020, PFAs participated in more than 65 projects /activities/ committees/working groups along with staff, physicians and leaders.</li> <li>A Survey was sent to all Patient and Family Advisors in December 2020</li> <li>The response back was 47% (28 advisors)</li> <li>PFAs who participated were members of the following groups:               <ul style="list-style-type: none"> <li>Patient and Family Advisory Council (53.5%); Program Quality Councils (14.3%); Mental Health and Addiction Family Advisory Council (10.7%); Mental Health and Addiction Peer Advisory Council (7.14%); Nephrology PFAC (7.14%); Others (7.14%)</li> </ul> </li> <li>90% of Patient and Family Advisors who responded to survey plan to continue in this role</li> <li>More than 75% of the PFA's who responded to our survey also participate in other working groups and committees</li> <li>From the evaluation results, 8 recommendations were brought forward. These recommendations and the feedback provided will be used to make improvements at St. Joe's</li> </ul> <p><b>Q: What impact has co-design had on projects that patients and family advisors were involved in and when will co-design be rolled out across the hospital?</b></p> <p>A: Co-Design is an approach that supports staff, physicians, patients and families to work together in partnership. Using the co-design helps us to provide better care and learn what matter to our patients and families. For example, involving patients and families in the development of their care plan, creating a new service by listening to patients and family's experiences and including their recommendations in the design and care are just few examples on how co-design helps to improve partnership and patient and family care.</p> <p>In the new strategic plan SJHH has committed to adopt a standard so that new clinical initiatives at SJHH are co-designed with patients and families. A working group was established to develop the SJHH Co-Design Framework and partnership principles. We are gathering information from projects that used the co-design methodology. Once we have enough information we will be able to provide details on the impact co-design had and the evaluation of the projects involved.</p>	<i>V. Constantinescu</i>

	<p>In the fall of 2020 we completed our first co-design educational workshop. The next workshop will take place in April 2021. All of the workshop dates are posted on the internal St. Joe's website and in the Need to Know Newsletters that are sent out to all staff, physicians, learners and volunteers of the hospital. Due to the Covid-19 pandemic the Co-Design event launch was put on hold. We are looking forward to holding an event in the future.</p>	
4.2	<p><b>COVID-19 – Hospital Updates - Regional:</b></p> <ul style="list-style-type: none"> <li>As of January 18<sup>th</sup>, there are 879 active cases, 219 fatalities in total and 110 patients currently hospitalized in the Hamilton region. There are 26 active Covid-19 facility outbreaks in the city.</li> </ul> <p><b>Public Health Guidelines:</b></p> <ul style="list-style-type: none"> <li>As of January 12<sup>th</sup>, a Stay-at-Home Order was implemented for the Province</li> </ul> <p><b>St. Joe's Staff, Physicians and Learners Vaccinations Status:</b></p> <ul style="list-style-type: none"> <li>As of January 14<sup>th</sup>, just under 1,500 St. Joe's staff, physicians and learners from the first group have received their first dose of the Pfizer-BioNTech COVID-19 vaccine</li> <li>We anticipate that: <ul style="list-style-type: none"> <li>Those who identified as being in the first group will be vaccinated within the next few days based on anticipated vaccine supply</li> <li>All hospital staff, physicians, volunteers and learners vaccinated by the end of March based on anticipated vaccine supplies</li> </ul> </li> <li>Just under 4,200 (January 14<sup>th</sup>) staff, physicians and learners from St. Joe's have signed up for a vaccine appointment so far</li> </ul> <p><b>Congregate Settings Approach</b></p> <ul style="list-style-type: none"> <li>Partners in COVID is a partnership between St. Joseph's Healthcare Hamilton, Public Health, Hamilton Health Sciences, LHIN Home and Community Care, Long Term Care Homes and Retirement Home representatives to support congregated settings proactively and in crisis in response to Directives from the Ministries of Health and Long-Term Care, and based upon needs in our community</li> <li>43 St. Joe's staff have been actively supporting Shalom Village Nursing Home and St. Elizabeth Retirement Residence</li> </ul> <p><b>Q: Q: Have any St. Joe's staff redeployed to work in congregated care been infected with Covid-19?</b> A: Yes, there have been several positive cases of Covid-19 among staff who have been redeployed to work in a Long-Term Care facility. Even with rigorous contact tracing, we are still unable to determine if this is due to direct contact from Long-Term Care, Community contact or by contact from someone in their household.</p> <p><b>Q: Is the decrease in vaccine administration applied to Hamilton area hospitals only?</b> A: The decrease in vaccine administration is a direction by the Provincial Government and includes all regional hospitals. Due to a slowdown in supply of the Pfizer vaccine, Hamilton Public Health and Hamilton hospitals have been directed by the provincial government to stop administering first doses of the COVID-19 vaccine. This applies to anyone other than staff and residents of Long-term Care homes, and high-risk retirement homes.</p>	C. Williams
4.3	<p><b>COVID-19 – Hospital Updates - St. Joe's:</b></p> <ul style="list-style-type: none"> <li>As of January 18<sup>th</sup>, there are 2 hospital unit outbreaks. We are caring for 17 patients with Covid-19. There are 127 healthcare workers who have tested positive for Covid-19. We continue to balance the demand to care for Covid-19 patients and maintain regular services. The Surgical Program continues to run at 106% capacity. As the pandemic builds, hospitals are actively working as a single, seamless hospital system to provide safe, effective care to both Covid-19 and non-Covid-19 patients across the Province.</li> </ul>	M. Joyner

**Caregiver/Support Person and Visitor Policy**

- Each patient to identify up to 2 Caregiver/Support Person they would like to visit and they can come to hospital every day but not at the same time
- Each Caregiver/Support Person are provided with a letter explaining some safety guidelines and they are to bring letter & complete screening
- No food and drink while with the patient and they must wear a mask at all times covering both nose and mouth
- Palliative Patients – compassionate grounds are considered and the needs are assessed and approved by the care team depending of each situation
- Other special needs are assessed and approved by the care team

**Q: When an inpatient tests positive for Covid-19, do they remain on the unit or are they transferred to an isolated area?**

**A:** When an inpatient who is not already on the COVID patient care unit tests positive for Covid-19 there are a few different scenarios:

- If the patient is at the Charlton site and not in the Mother/Baby program, the patient will transfer to the COVID unit
- If the patient is at the Charlton site and in the Mother/Baby program, the patient will remain in isolation precautions on the Mother/Baby unit for the duration of her stay unless requiring medical care for Covid-19 symptoms in which case she would transfer to the COVID unit
- Patients at the West 5<sup>th</sup> Campus who require medical care for Covid-19 symptoms will transfer to the COVID unit
- Patients at the West 5<sup>th</sup> Campus who do not require medical care for Covid-19 symptoms will remain at West 5th but be located in a unit dedicated for patients who require isolation

**Q: So, if the medical unit has a hospital acquired outbreak, what happens to the patients?**

**A:** If a unit is determined to be in outbreak, patients who test positive are moved to the COVID Unit.

**Q: Does the extended wait time between the first and second doses of the Covid-19 vaccine have any impact on the effectiveness of the vaccine?**

**A:** For those who have already received the first dose, second doses of the vaccine continue to be scheduled, and we are working hard to ensure that all second doses are received within the acceptable timeframe which is up to 42 days.

**Q: When will the inpatients at West5th receive the vaccine?**

**A:** Inpatients at West 5th are prioritized in category 2. We are only now completing category 1 and will need to receive more vaccination supply before we can move to category 2. The exact timeframe for this will be confirmed by the Provincial government.

**Q: Are patients receiving palliative care allowed to have visitors?**

**A:** All patients are allowed to designate up to 2 caregivers/support person who are able to visit one at a time. Families with extenuating circumstances care work with the clinical team should expectation be required.

**Q: Can you provide an update on the status of Therapeutic Passes?**

**A:** Therapeutic passes are still paused at this time, with the exception of compassionate grounds or any other individual specific clinical circumstance. This includes Level 3 passes in the Mental Health and Addiction Program, and Level 2 passes in Acute Care, Rehabilitation and Complex Care. At West 5th Campus, passes are for inside the hospital building only, including courtyards. This will result in opening controlled smoking courtyards in the same way we did during the First Wave of COVID-19. Any further reduction or increase in therapeutic passes will be guided by the provincial COVID framework and internal consultation at St. Joe's.

	<p><b>Q: How often are people screened when coming to the hospital? Does everyone who visits the hospital gets swabbed as well?</b></p> <p>A: All patients and visitors are screened upon arrival. Visitors who do not pass the screening are not allowed to visit. Patients who do not pass screening may be required to have a nasopharyngeal swab (NPS). All inpatients are screened twice per day for symptoms.</p>	
<b>5.0</b>	<b>CONCLUDING ITEMS</b>	
5.1	<p>Date of Next Meeting - Held Virtually via ZOOM</p> <p><b>Monday, February 22, 2021 from 1:00pm – 2:30 pm</b></p>	