

Monday June 15, 2015
3:00 pm – 5:00 pm
Mary Grace Boardroom

Members: C. Machida (co-chair), G. Halyk, J. Armstrong, L. Dore, M. Slusarenko, V. Reiding, J. Ross, H. Hamilton, L. Volman, P. Johnston, H. Harris

Guests: A. Dideban, L. Leon

Regrets: G. Boag, W. Doyle (co-chair), J. Robertson, M. Doma, F. Wilson, B. King, M. Wilson, T. Jackson

This meeting was chaired by C. Machida

Item	Discussion	Action
Approval of Minutes	The Minutes of May 4, 2015 were approved as circulated	
Additions to Agenda	<ul style="list-style-type: none"> • H. Harris shared information on a Health Links patient care project that provides an opportunity for a Patient & Family Advisor volunteer to participate and assist in the development process • Project details consist of how to improve care for patients that have substances abuse issues • Patient & Family Advisor would participate in a focus group and/or small committee for a period of time to provide input on developing tools to help improve care • M. Joyner provided an overview on the changes to the parking system in the Fontbonne visitor parking • M. Joyner provided an update on Accreditation. The hospital met 99% of the required standards • She reported that the final report has not been received and noted that Accreditation Canada will be introducing more patient engagement standards into their criteria 	Patient/Family Advisors interested in the Health Links patient care project (substance abuse) are asked to contact H. Harris
Introductions & Membership	<ul style="list-style-type: none"> • Welcomed L. Leon, MBA student, from the Quality, Planning & Performance Improvement Program • Welcomed A. Dideban, Performance Improvement Consultant, from the Quality, Planning & Performance Improvement Program 	
Patient Bill of Rights Continued Review of current version	<ul style="list-style-type: none"> • A new approach to reviewing the Patient Bill of Rights was introduced • It was suggested that members review the overall principles instead of editing the document • Council members broke up into 2 groups and reviewed divided sections of the brochure • Comments, additions, suggestions, areas to improve were discussed 	M. Joyner to present the revised Patient Declaration of Values at the September 2015 meeting
Corporate Patient Engagement Structure – Update based on	<ul style="list-style-type: none"> • M. Joyner provided an update regarding the corporate patient engagement process • It was noted that Patient/Family Advisors are working on various committees and working groups and that there is no reporting structure or opportunity for them to share the work that is being done 	

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feedback	<ul style="list-style-type: none"> • It was suggested that two, 15 minute time slots be available on the agenda at every Patient & Family Advisory Council meeting for reports from Patient/Family Advisors working on Quality Councils or other sub-committees or projects • Comments and suggestions from Patient Advisors regarding their place on a council and/or committee: <ul style="list-style-type: none"> • Patients that sit on councils work in isolation and do not have a chance to report back • No link between Patient & Family Advisory Council and the quality councils, feels disconnected • Suggested having an informal networking event or potluck with all members of the Patient & Family Advisory Council as well as patient/family advisors that sit on other councils and committees • Invite a council or committee staff member to Patient & Family Advisory Council and provide an update, overview, future plans, issues etc. • Suggestions for the future of Patient & Family Advisory Council: <ul style="list-style-type: none"> • Communication portals how we can share electronically • Kingston General Hospital– left a spot on their new website for Patient & Family Advisory Council to establish a chat or info portal • Establish an email group • Video conferencing when we have a guest speak to other sites • Individually networking between the different councils 	
Purposeful use of patient stories for quality improvement	<ul style="list-style-type: none"> • J. Ross provided an update on the current planning from the patient stories working group meeting from May 28 • The working group was established to develop a process to use stories to improve quality • First planning objective was to sketch out the project • The project will be trialed at West 5th on Waterfall 1 • Invited the unit manager and 1-2 staff from Waterfall 1 to join working group • The criteria for recruiting patients and families will be discussed at the next meeting on July 14 • Possibility of video recording patient stories to assist in educating staff on the unit or at staff orientation • A CFHI webinar featuring Kingston General Hospital's use of patient stories was shared with the working group • C. Machida viewed a webinar on video ethnography and will share with working group 	
Patient/Family Education and Networking Event	<ul style="list-style-type: none"> • A. Dideban, Performance Improvement Consultant, from the Quality, Planning & Performance Improvement Program, shared information on a Patient/Family Education and Networking Event that will be held October 19, 2015 at the Charlton Campus • The one day event will provide a networking opportunity for staff, patients and families • It will feature educational components, a guest speaker and projects shared by staff • Volunteers from Patient & Family Advisory Council have joined the working group to assist in planning the event and communication will be sent to all patient/family advisors as soon as there is more concrete information 	

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Date of Next Meeting	Monday September 21 2015 3:00 pm – 5:00 pm Dofasco Boardroom, Charlton Campus	