

## Patient & Family Advisory Council

June 20, 2022 ~ 3:00pm - 5:00pm

### Minutes

	Sept 20/21	Oct 18/21	Nov 15/21	Jan 17/22	Feb 28/22	Mar 21/22	April 25/22	May 16/22	June 20/22
Sue Tkachuk (Co-Chair)									
S. Monzavi-Bacon (Vice-Chair)									
Peggy Chapman	X	X				X	X	X	
H. Hamilton									
Linah Hegazi		X			X	X			
Jan Kasperski									
Brian Cooke									
Julia Boyd						X			X
Martha Ronalds					X		X		
Mackenzie M.		X							
Susan Lohin							X	X	X
Debra Leah Hartman									
Angelo M.		X				X			
N. Christensen									
M. Walz									
T. Vickers							X		
Cheryl Williams (Executive-VP Operations & CNE)						X			
D. Pitt (Coordinator Patient Relations)		X			X				
J. Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X			X	X	X	X	
E. Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X					X	X	X	X
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X								
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)		X				X			
E. O'Connell (Co-Chair, Nurse Management Council)									
M. Joyner (Director, Quality Dept)									
V. Constantinescu (Patient Experience Consultant, Quality Dept)	X								
S. Mondoux (Quality Lead, Emergency Dept)	X								
J. 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	Call to Order <ul style="list-style-type: none"> <li>The agenda for the June 20, 2022 meeting was approved.</li> <li>The minutes from the May 16th meeting 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>C. Williams</i>
1.3	Introduction - Welcomed Guests: Judy Hunter, VP Human Resources, SJHH Catherine Olsiak, Barbara Beaudoin, Naresh Agarwal, Members of the Quality Committee of the Joint Board of Governors, SJHH Patient & Family Advisor Community, SJHH	<i>C. Williams</i>
<b>2.0</b>	<b>ANNOUNCEMENTS</b>	
2.1	<b>PFAC Membership</b> Throughout the summer and into the fall V. Constantinescu will be meeting with all PFA's to review work to date and participation in various committees and projects across the organization. The PFAC membership will also be reviewed as we welcome new members into our council.	<i>V. Constantinescu</i>
<b>3.0</b>	<b>PRESENTATIONS</b>	
3.1	<b>Equity, Diversity and Inclusion – EDI Strategy</b>  <b>Background</b> <ul style="list-style-type: none"> <li>SJHH has developed its first Equity Diversity and Inclusion (EDI) Plan – a key deliverable of the hospital's 2025 Strategic Plan. SJHH's first-ever EDI Council has provided feedback and Canadian Centre for Diversity and Inclusion (CCDI) supported its development. The EDI plan has been endorsed by SJHH Executive Leadership.</li> <li>SJHH EDI Implementation Working Group will support the implementation and the oversight of SJHH's EDI Strategy</li> </ul> <b>Next Steps</b> <ul style="list-style-type: none"> <li>Develop communication and engagement strategies as a part of a continuous feedback loop as the plan evolves</li> </ul> <p><b>Q: When collecting EDI data from patients, do you also collect socioeconomic information based on the areas in which people reside in Hamilton?</b>            A: Currently that is not part of our scope for the EDI strategy. The Greater Hamilton Health Network is collecting data by looking at socioeconomic marginalized populations and how we should address those areas.</p> <p><b>Q: How will institutional power that resulted in equity specific issues at Joe's be examined? I feel it is the driver for EDI from a strategic perspective.</b>            A: Survey and focus groups have identified this as an item for discussion and we have brought that work forward. Organizational power is enacted through structure, policy and practice. As a beginning, an in-depth review of our policies and practices by people who represent those diverse groups has been completed.</p> <p><b>Q: Are you partnering with the City of Hamilton and other government bodies?</b>            A: There is a desire to collaborate with the Greater Hamilton Health Network. We have not pursued approaching other government bodies at this time. Our current focus has been internally within our organization, and with our patients and families. After the internal process is completed, we will look at how we can partner with others.</p>	<i>J. Hunter</i>

	<p><b>Q: Will healthcare workers be provided with education and training on EDI?</b> A: Yes, part of our strategy is to provide education on EDI to our healthcare workers.</p> <p><b>Q: Does the EDI Strategy focus on allowing individuals to receive healthcare services in their own language, especially when it comes to mental health counselling?</b> A: The ability to receive care in one's own language is fundamental to accessing healthcare. The hospital currently has a translation services provider and are actively review more easy to access solutions currently on the market.</p> <p><b>Q: Does the hospital use computer programs that translate into English?</b> A: Our translation services are currently provided over the phone and translate both to and from English. We are reviewing a new option on the market that uses video to provide face to face (via video) interpretation services.</p>	
3.2	<p><b>Breakout Session – Equity, Diversity and Inclusion:</b></p> <p>Breakout session included discion on the following three questions; summary of which was provided to EDI Committee leads.</p> <p><b>Question 1 – Did anything in the EDI presentation resonate with you?</b> <b>Question 2 – Is there anything in particular that you think should be highlighted as we launch this strategy?</b> <b>Question 3 – Did we miss anything that you recommend is incorporated into the strategy?</b></p>	<i>M. Joyner/ V. Constantinescu</i>
3.3	<p><b>June 2<sup>nd</sup> Event</b></p> <p><b>Essential Caregiver Support Person Breakout Session Summary:</b></p> <ul style="list-style-type: none"> <li>• A Summary was provided in the meeting agenda package which highlighted the role of the essential caregiver/support person and discussions from the event.</li> </ul>	<i>V. Constantinescu</i>
<b>4.0</b>	<b>STANDING ITEMS</b>	
	<p><b>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 3 project requests for Patient &amp; Family Advisor (PFA) participation between the months May 15 to June 10, 2022.</li> </ul>	<i>V. Constantinescu</i>
<b>5.0</b>	<b>CONCLUDING ITEMS</b>	
5.1	<p>Date of Next Meeting - Held Virtually via ZOOM <b>Monday, September 19, 2022 3:00pm – 5:00pm</b></p>	