

Patient & Family Advisory Council

June 19, 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				X	X
Jan Kasperski						X			
Denise Maraj									
Twila Reynolds	X		X	X	X	X		X	X
Molly Bautista	X	X	X	X	X				
Alex Schulz	X	X	X						
Sheldon Coombs						X	X	X	X
Patrizia McEacheren			X	X	X				X
Cheryl Williams (Executive-VP Operations & CNE)		X				X			
Julie Vohra (Patient Relations Specialist)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X	X	X	X				X
Erin Doherty (Clinical Director Nursing Professional Practice & Chief Clinical Informatics Officer)	X		X	X	X				
Andrea McKnight (Interim Clinical Director Nursing Professional Practice & Chief Clinical Informatics Officer)								X	
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X				X			X	
Ana MacPherson (ICC Coordinator)								X	X
Alana Tymchuk (Clinical Manager, CTU 4BD & IMRAC)		X							
Jody Wellings (Manager Quality, SJHC)									
Lori Lawson (Senior Director, SJHC)									X
Deborah Fernandez (Administrator, SJV)			X						X
Mieke Ewen (Chief Operating Officer, SJV)			X				X	X	
Michelle Joyner (Director, Patient Experience, Quality, Patient Safety)									
Valentina Constantinescu (Patient Partnership Lead, Patient Experience, Quality, Patient Safety)	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
1.0	INTRODUCTION	
1.1	<p>Call to Order</p> <ul style="list-style-type: none"> The agenda for the June 19 2023 meeting was approved. The minutes from the May 15 2023 meeting were approved. 	<i>S. Tkachuk</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> J. Kasperski shared a reflection of her work with Northern rural Indigenous communities which focused on key issues around child care, diabetes, mental health disorders, youth suicide. J. Kasperski shared the inspiring history of the Gord Downie & Chanie Wenjack Fund: <ul style="list-style-type: none"> The Fund aims to build cultural understanding and create a path toward reconciliation between Indigenous and non-Indigenous peoples. It provides access to education for Indigenous people in Canada, the history of Residential Schools, and encourages reconciliation through programming and events S. Monzavi-Bacon recommended a book about seven Indigenous highschool students in Thunder Bay "Seven Fallen Feathers" by Tanya Talaga 	<i>J. Kasperski</i>
1.3	<p>Introduction - Welcomed Guests:</p> <p>Augustina Ampofo, new Patient & Family Advisor Dr. Jamie Robertson, Healthcare Ethicist Michael Slusarenko, Patient/Family Advisor Lee de Bie, Clinical Ethics Fellow</p>	<i>S. Tkachuk</i>
2.0	ANNOUNCEMENTS	
2.1	<p>Patient & Family Advisor Membership Updates</p> <ul style="list-style-type: none"> H. Hamilton will be stepping down from PFAC S. Monzavi-Bacon will be the new co-chair replacing S. Tkachuk PFAC thanked H. Hamilton & S. Tkachuk for their contributions to the Council We will be recruiting a new PFAC Vice Chair, an email will be sent out with more details PFAC co-chairs will meet to review all applications and select the new PFAC Vice-Chair for 2023-2024 	<i>V. Constantinescu</i>
3.0	PRESENTATIONS	
3.1	<p>Patient & Family Engagement Plan 2023-2025 – Action Plan</p> <ul style="list-style-type: none"> A draft of the Patient Engagement Plan was provided for review and feedback. The plan identified the areas of focus for 2023 outlining actioned activities, goals/objectives and outcomes Regular updates for each initiative outlined in the engagement plan will be presented at PFAC meetings, documented in the PFAC workplan and any relevant material will be included in the PFAC meeting package 	<i>M. Joyner</i>
3.2	<p>Accreditation</p> <ul style="list-style-type: none"> Patient and Family Advisors will have opportunities to participate in the Accreditation on site survey scheduled for November 26-30 2023. Surveyors will want to spend time with Patient & Family Advisors to understand how the patient/family voice is incorporated into the work at the hospital, how we conduct Council meetings, provide Patient & Family Advisor orientation and make improvements 	<i>M. Joyner</i>
3.3	<p>SJHH Ethics Framework Introduction:</p> <p>– <i>How the Ethics Framework and Ethics Support respond to and meet the needs and interests of patients and families</i></p> <ul style="list-style-type: none"> The ethicist and Ethics Advisory Committee PFA presented on the process of ethical decision-making in healthcare and background on YODA framework. <ul style="list-style-type: none"> Patients, their families and health care providers are, from time to time, faced with difficult choices regarding medical treatments involving moral values, beliefs, traditions and preferences. Ethics in health care is the rational examination of what is "right" and "wrong". Health care professionals are to always provide their patients with care and treatments using the least intrusive means and to ensure 	<i>All</i>

	<p>that patients are always treated with respect and dignity</p> <ul style="list-style-type: none"> • The Council discussed a situation where there was a difficult decision to be made about the care of a loved one. Members offered a number of thoughts about what they would consider in the scenario. They also offered perspectives about challenges related to decision-making for family members as well as about strengths and weaknesses of the YODA framework relative to the needs of patients and their families • Ethics presented on the principle-based ethical decision-making framework, YODA. As part of the conversation, the Council discussed a case about making a treatment decision on behalf of a loved one <p>Q: Is there a point where you would be required to make the final decision on a complex ethical situation?</p> <p>A: The Ethics team assists to navigate through making difficult decisions in situations where there are no easy solutions or answers. We explore all alternatives and collaborate with the patient, family and care team on what would best decision for the patient. At times, we may be required to escalate up if additional support is required to resolve a situation.</p> <p>Q: How does research play a part in ethics within the hospital?</p> <p>A: SJHH hosts the Ethics Advisory Committee for St. Joseph's Healthcare System which is comprised of members from HHS, SJHH and McMaster. The Committee assists with the review and development of policies and guidelines and participates in the review of research protocols.</p> <p>Comment: SJV we have our own ethics committee at the Villa and have worked with the SJHH ethics dept on family conversations/situations etc.</p>	
<p>4.0 STANDING AGENDA ITEMS</p>		
<p>4.1</p>	<p>May 2023 Summary from Patient Experience, Quality, Patient Safety Steering Committee Previous Meeting Evaluation Awareness Dates – June 2023 Recent Patient Family Advisor Projects Update</p>	<p><i>S. Tkachuk</i></p>
<p>5.0 CONCLUDING ITEMS</p>		
<p>5.1</p>	<p>Date of Next Meeting – Virtually via ZOOM Monday, September 18, 2023 3:00-5:00</p>	