

**Patient and Family Advisory Council**

Monday April 6, 2020 ~ 3:00pm – 4:00pm

Video/Teleconference – Both options are available (see instructions).

**INSTRUCTIONS:**

Step by Step instructions are provided in the meeting agenda package. See documents on pg. 7 & 8 of your package

**Join by Video:**

Meeting Link: <https://stjosham.zoom.us/j/635266535>

Meeting ID: 635 266 535

**Join by Telephone:**

Dial: Canada: 855 703 8985 (Toll Free)

Meeting ID: 635 266 535

**AGENDA**

Members: Jennifer Armstrong, Lana Yilmaz, Bernice King, Jane Ross, Helene Hamilton, Anna DiTiberio, Gloria Wade, Brenda Wilkie, Winnie Doyle, Michelle Joyner, Larisa Volman, Fiona Wilson, Amanda Weatherston, Valentina Constantinescu, David Pitt, Brandon Sunstrum, Sue Tkachuk, Victoria Reiding, Debra-Lee Hartman, Megan Miller, Sarah Bayliss, Susan Lohin, Shawn Mondoux, Makenzie Mawson

Guests: Patient & Family Advisors from across St. Joe's

**\* Denotes Attachment**

Item	Topic	Lead	Time
1.	Introduction (10 min) <ul style="list-style-type: none"> <li>• Approval of agenda</li> <li>• Approval of previous minutes*</li> <li>• Announcement – PFA June Event</li> </ul>	H. Hamilton H. Hamilton V. Constantinescu	3:00-3:10
2.	<ul style="list-style-type: none"> <li>• Covid-19 and Hospital Preparation and Updates</li> <li>• Discussion – patient experience during Covid-19 situation</li> </ul>	M. Joyner & L. Volman All	3:10-4:00
	<b>Next meeting:</b>	<b>Monday April 20, 2020</b> 3:00pm – 4:00pm Video-Teleconference	

## Patient and Family Advisory Council

Monday March 23, 2020 ~ 3:00pm – 5:00pm

Dofasco Boardroom

### MINUTES

	Sept 16/19	Oct 21/19	Nov 18/19	Jan 20/20	Feb 17/20	Mar 16/20	April 20/20	May 18/20	June 15/20
Helene Hamilton (Co-Chair)		X							
Bernice King									
Jennifer Armstrong				X					
Lana Yilmaz	X		X			X			
Susan Tkachuk									
Victoria Reiding	X								
Mackenzie Mawson				X		X			
Jane Ross									
Sarah Bayliss				X	X	X			
Megan Miller				X	X	X			
Anna DiTiberio									
Gloria Wade						X			
Brenda Wilkie				X					
Susan Lohin			X						
Debra-Lee Hartman					X	X			
W. Doyle (Co-Chair) (CNE)			X		X	X			
M. Farrell (President)	X				X	X			
D. Pitt (Coordinator Patient Relations)		X							
L. Volman (Director of Nursing Practice, MH & Addiction)									
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X	X		X				
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)									
A. Weatherston (Manager, Corporate Patient Flow)	X					X			
M. Joyner (Director, Quality Department)	X								
V. Constantinescu (Quality Consultant, Quality Department)									
S. Mondoux (Quality Lead, Emergency Department)						X			
J. Williams (Resource)									

**X = Regrets**

 = Not a current member

 = No Meeting

#### Guests:

N. Javanrouh – Manager, Medical Affairs & Patient Relations

#### Abbreviation List:

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

SJHH = St. Joseph's Healthcare Hamilton

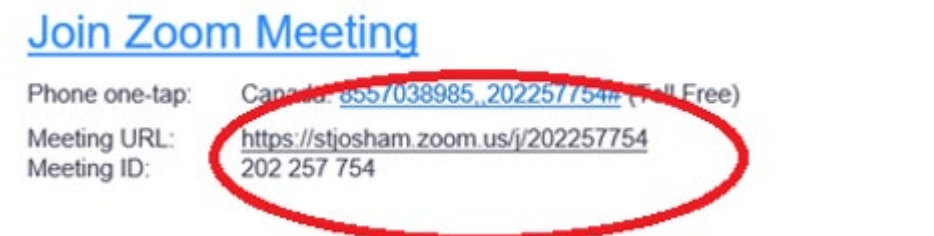
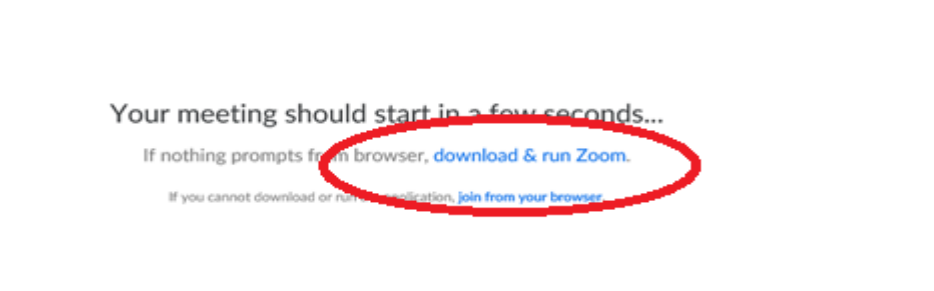
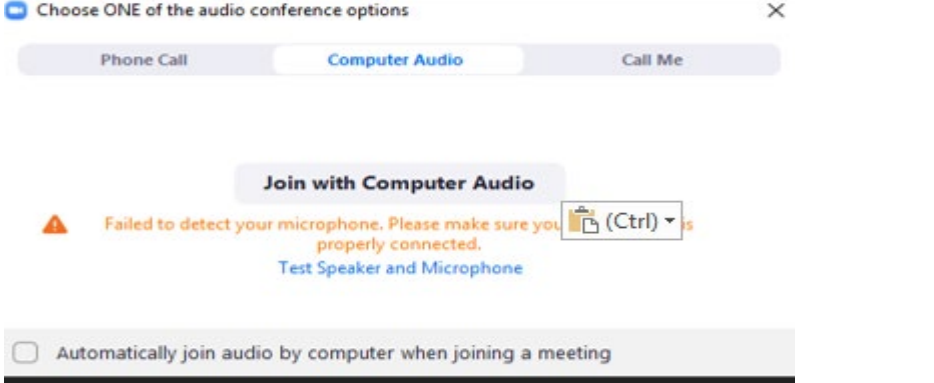
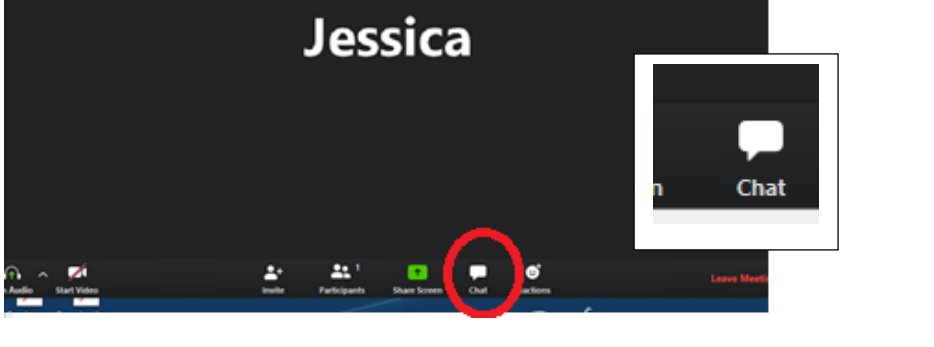
SJHS = St. Joseph's Health System

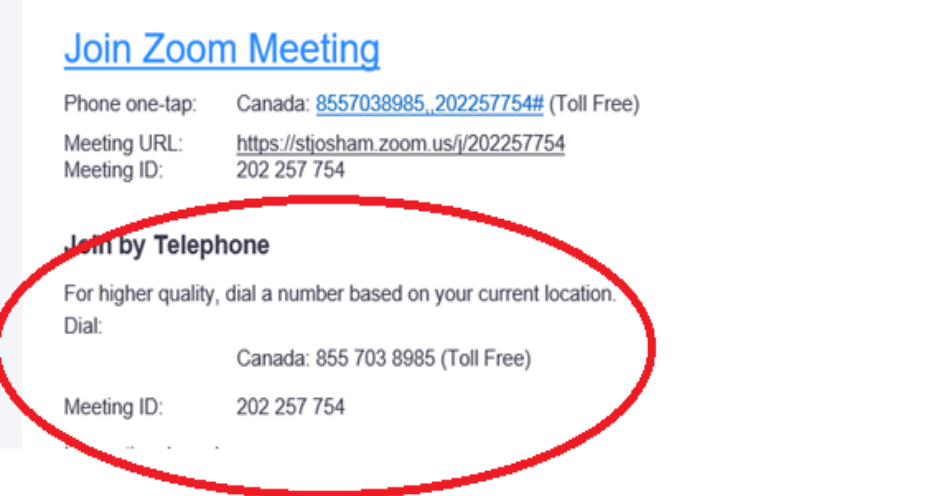
Item	Discussion
<b>1.0 Introduction of New Members</b>	H. Hamilton welcomed guests to the council. (See guest list above).
<b>Approval of Agenda</b>	<b>The agenda was approved.</b>
<b>Approval of Minutes</b>	<b>The minutes of the February 24th meeting were approved as amended.</b>
<b>Announcements</b>	<ul style="list-style-type: none"> <li>• PFAC Membership <ul style="list-style-type: none"> <li>• H. Hamilton addressed the current PFAC membership. A few Patient &amp; Family Advisors on the council have reached their tenure. H. Hamilton will be setting up meetings with each Patient &amp; Family Advisor to discuss opportunities, review interests and ongoing participation at St. Joe's.</li> </ul> </li> </ul> <p><b>ACTION:</b> H. Hamilton &amp; V. Constantinescu to review PFAC membership list and set up Patient &amp; Family Advisor meetings accordingly.</p> <ul style="list-style-type: none"> <li>• Meeting Frequency <ul style="list-style-type: none"> <li>• Members discussed having more frequent shorter meetings during the Covid-19 pandemic</li> <li>• Meetings will continue bi-weekly either by teleconference or virtually</li> <li>• Covid-19 updates and discussion will continue going forward</li> <li>• If quick feedback is required from Patient &amp; Family Advisors, a survey will be sent out by email</li> </ul> </li> </ul>
<b>Standing Items</b>	<ul style="list-style-type: none"> <li>• <b>Recent Project Assignments</b> <ul style="list-style-type: none"> <li>• V. Constantinescu provided an update on all active projects to date.</li> <li>• There were 5 project requests for Patient &amp; Family Advisor (PFA) participation between the months of January and February 2020. Three projects are still in the recruitment stage.</li> <li>• Patient &amp; Family Advisor recruitment for all project requests is on hold during the Covid-19 pandemic.</li> </ul> </li> </ul> <p><b>ACTION:</b> B. Wilkie volunteered to join the Mood &amp; Anxiety, Senior's MH Quality Council. V. Constantinescu to follow up.</p>
<b>2.0 Covid-19 and Hospital Preparation</b>	<p>M. Joyner and L. Volman presented an update on Covid-19, hospital preparations and discussed the patient experience during the Covid-19 pandemic.</p> <ul style="list-style-type: none"> <li>• Patient &amp; Family Engagement <ul style="list-style-type: none"> <li>• Currently the hospital is not allowing visitors to see inpatients or allowing visitors to accompany patients to appointments. Exceptions are being made for family and visitors who may be coming to the hospital to see a patient who is palliative or who's medical condition is rapidly deteriorating</li> <li>• We have consulted a number of hospitals in the area including Hamilton Health Sciences and have aligned our visitor policy guidelines with them</li> <li>• Due to the changes in our visitor policy we have implemented a number of improvements to patient services</li> <li>• Inpatients now have free WI-FI, access to room phones and tv's</li> <li>• We are looking at solutions for patients to connect virtually with friends and family</li> <li>• For those patients who do not have access to devices, we have sent out a survey to determine how many would be interested and see how many devices would be required for patient use</li> </ul> </li> </ul> <p><b>Q: With these changes to the visitor's policy, are patients gathering in common unit lounge areas or are they staying in their rooms?</b>  <b>A:</b> We are trying to limit the number of patients who are gathering in common areas and educating patients on social distancing.</p>

Item	Discussion
	<p><b>Q: If patients are sharing hospital devices to connect virtually with their family, are devices being cleaned before the next patient uses it?</b></p> <p>A: The Digital Solutions department have cleaning protocols in place and are working with the Infection Prevention and Control Department to ensure devices are being cleaned correctly as per hospital policies. Fortunately, many patients have their own personal devices to use at the hospital during their stay.</p> <p><b>Q: Are families able to drop off patient devices to the hospital?</b></p> <p>A: At this time, we are not able to accept anything from a patients home or from family members other than personal medications, medical devices and equipment, etc. We are continually adjusting and making decisions according to the current circumstances.</p> <ul style="list-style-type: none"> <li>• Hospital Capacity <ul style="list-style-type: none"> <li>• The hospital has an incident management structure to allow us to make decisions in a rapid way if necessary</li> <li>• Mandatory meetings are held with Executives and staff and all decisions are made by 2pm. That same day the decision-making group meets to discuss and implement decisions as required.</li> <li>• All surgeries have been cancelled except for a select group of cancer surgeries to allow for additional beds to be available if needed</li> <li>• We have planned for a certain level of bed surge to use hospital’s capacity in the most efficient way possible</li> <li>• Covid-19 positive patients who require admission are transported to units efficiently</li> </ul> </li> </ul> <p><b>Q: What happens if a person comes to the hospital with a medical emergency?</b></p> <p>A: If a person comes to the hospital with a medical emergency and does not have Covid-19, we have capacity to continue to care for those patients and have a small number of Operating Rooms ready for emergency surgery.</p> <p><b>Q: What happens to a person if they come to the Emergency Department and test positive for Covid-19?</b></p> <p>A: If a person come to the Emergency Department and tests positive for Covid-19, depending on their current medical condition, they may be admitted to the hospital. If the person does not require admission, they are discharged and asked to follow up with Public Health. We are asking all patients who have Covid-19 symptoms to go through Public Health first vs coming to the Emergency Department.</p> <ul style="list-style-type: none"> <li>• Screening <ul style="list-style-type: none"> <li>• In order to protect patients who are currently in hospital, all staff, visitors, patients and families will be screened prior to entering the hospital. Screening is done on a daily basis</li> <li>• There are only a few selected entrances that are open to allow patients, staff, family visitors to enter. Entrances were selected based on where we see the highest amount of people coming into the hospital</li> <li>• Staff at these entrances will ask everyone three standard screening questions. If you fail any of the three questions, you will be asked to go home and follow up with Public Health or your family doctor.</li> </ul> </li> </ul> <p><b>Q: If a staff member fails the Covid-19 screening questions, will their test be completed at the hospital and does it take priority over patient testing?</b></p> <p>A: Staff who fail the screening questions will be tested for Covid-19 through the hospital. Inpatients who are exhibiting symptoms of Covid-19, will also be tested at the hospital. It currently takes about 6 hours to obtain results. A working group has been established to ensure all staff and inpatients are tested immediately and their results are processed efficiently. All inpatients and staff who fail screening and/or are showing symptoms will have their testing take priority.</p>

Item	Discussion
	<p><b>Q: Have you encountered anyone who has refused screening?</b>  A: When we were in the initial phase of screening and still working out some of the kinks, we did encounter a few issues. Since that time, we have better communicated the process to all patients, staff, visitors and families and people seem more understanding. Currently we feel we have a streamlined process in place for screening. Staff are able to screen themselves and answer the questions using an app on their mobile device. They show the results to the staff at the door and they are able to enter the hospital quickly.</p> <ul style="list-style-type: none"> <li>• Supplies <ul style="list-style-type: none"> <li>• As many of you are aware, the media has mentioned that there is a shortage of healthcare protective supplies around the globe</li> <li>• We have a process in place to ensure each unit has the supplies they need and that we use Personal Protective Equipment (PPE) appropriately to keep everyone safe</li> <li>• We are assessing our current stock, utilization rate and predicted need, and are working on an organization-wide plan</li> <li>• Many people in the community have reached out to the hospital interested in donating supplies. Although we have sufficient supplies at the moment, we are still looking at building up a supply. We are looking for masks, gowns, face shields and new or gently used baby monitors</li> </ul> </li> </ul> <p><b>Q: Has St. Joe’s thought about reusing Personal Protective Equipment (PPE) like other hospitals have done?</b>  A: We are not at this stage yet, but depending on how the situation unfolds over the next few weeks we may consider this as an option to build up our supply. Guidelines are being developed on how to safely reuse PPE in order to mitigate risk to staff and patients. We are also looking at way to reduce waste and use supplies appropriately.</p> <p><b>Q: Some hospitals have experienced supply (i.e. masks) theft, has this happened at St. Joe’s as well?</b>  A: Initially we saw that supplies were being used and worn more than anticipated. In order to reduce the amount of supplies being used, managers now have supplies stored in locked locations on the unit. Staff have to go through the Manager to obtain supplies and ensure they meet the clinical need that they are requesting the supplies for.</p> <p><b>ACTION:</b></p> <ul style="list-style-type: none"> <li>• If anyone would like to donate supplies, email Jessica or Michelle and we will direct your email to the appropriate person. Alternatively, you can also email: <a href="mailto:donations@stjoes.ca">donations@stjoes.ca</a> directly.</li> </ul>
<p><b>3.0 Open Discussion</b></p>	<p><b>Q: Are patients who are cognitively impaired understanding Covid-19 precautions?</b>  A: We have met with many patients including those who have cognitive impairments particularly the Senior’s Mental Health unit and the ALC unit and have explained the currently situation and the precautions being taken. For the most part patients understand and are being compliant. There have been a few challenges for example, at West 5<sup>th</sup>, where some inpatients are able to leave their rooms. All staff are working hard ensure patients have activities and projects to keep them busy while adhering to Covid-19 protocols.</p> <p><b>Q: How is the hospital handling patients and staff who leave for smoking breaks?</b>  A: Currently patients are not allowed to leave the hospital for smoking breaks. This was a difficult decision the hospital had to make. We have offered patients nicotine replacement therapies and increased smoking cessation programs on units. Staff who leave the hospital for a smoking break are asked to use one of the designated doors to exit the building.</p>

Item	Discussion
	<p><b>Q: Are hospital partners such as the ICC program, continuing with patient home visits?</b></p> <p>A: In general, all of the hospital outreach and outpatient programs have been reviewed and depending on the circumstances, will continue with home visits. We are implementing virtual visits and also doing appointments by phone. St. Joseph's Home Care and our community partners are working with us to advance capacity. They are determining which patients can be discharged safely with community supports in place. They are also reviewing which patients are able to be discharge from the ALC unit and go a nursing home.</p>
<b>Date &amp; Time of Next Meeting</b>	Monday April 6, 2020 3:00pm - 4:00pm Teleconference

Join Zoom by Videoconference	How looks on the screen
<ol style="list-style-type: none"> <li>1. Click the Zoom Meeting hyperlink (you will receive the meeting hyperlink in the Patient &amp; Family Advisory Council meeting email)</li> </ol>	 <p>Join Zoom Meeting</p> <p>Phone one-tap: Canada: 855/038985, 202257754# (Toll Free)</p> <p>Meeting URL: <a href="https://stjosham.zoom.us/j/202257754">https://stjosham.zoom.us/j/202257754</a></p> <p>Meeting ID: 202 257 754</p>
<ol style="list-style-type: none"> <li>2. A pop-up will open with the meeting box.</li> <li>3. If you do not have the Zoom application, you can choose to “Run” the application rather than download it. ***Click on “Download &amp; run Zoom”.</li> </ol>	 <p>Your meeting should start in a few seconds...</p> <p>If nothing prompts from browser, <a href="#">download &amp; run Zoom</a>.</p> <p>If you cannot download or run application, <a href="#">join from your browser</a>.</p>
<ol style="list-style-type: none"> <li>4. You may be asked to wait for the host to join because you see a normal meeting window.</li> <li>5. When prompted, select an audio option (ideally “Join with Computer Audio” – no additional call-in devices, like a phone, are needed this way). ***Click on “Join with Computer Audio”.</li> </ol>	 <p>Choose ONE of the audio conference options</p> <p>Phone Call Computer Audio Call Me</p> <p>Join with Computer Audio</p> <p>Failed to detect your microphone. Please make sure you are properly connected. <a href="#">Test Speaker and Microphone</a></p> <p>Automatically join audio by computer when joining a meeting</p>
<ol style="list-style-type: none"> <li>6. Make sure your computer speakers are on</li> <li>7. You have now entered the meeting.</li> <li>8. To ask a question, give feedback, comment, you can write in a chat box, click “Chat” in the bottom toolbar.</li> <li>9. It will open a dialogue box on your screen where you can type your message.</li> </ol>	 <p>Jessica</p> <p>Chat</p> <p>Audio Start Video Join Participants Share Screen Chat Actions Leave Meeting</p>

To Join the meeting by Telephone Only:	How it looks on the screen
<ol style="list-style-type: none"> <li>1. You will receive the Zoom meeting telephone number and ID in the Patient &amp; Family Advisory Council meeting email</li> <li>2. Call the phone number in the Zoom meeting dialogue box above, do not add a 1- in front of the phone number (just call 855-...####etc.)</li> <li>3. Enter the meeting ID number</li> <li>4. You will now be able to join the meeting by phone. You will be able to hear the meeting conversation.</li> </ol> <p><b>At certain points during the meeting Michelle or Valentina will unmute all participants so that you will be able to ask questions, provide comments etc. You will not be able to speak during the meeting unless unmuted.</b></p>	 <p><b>Join Zoom Meeting</b></p> <p>Phone one-tap: Canada: <a href="tel:8557038985">8557038985</a>, <a href="tel:202257754">202257754</a> (Toll Free)</p> <p>Meeting URL: <a href="https://stjosham.zoom.us/j/202257754">https://stjosham.zoom.us/j/202257754</a></p> <p>Meeting ID: 202 257 754</p> <p><b>Join by Telephone</b></p> <p>For higher quality, dial a number based on your current location.</p> <p>Dial: Canada: 855 703 8985 (Toll Free)</p> <p>Meeting ID: 202 257 754</p>
<p><b>Download the Zoom App at Home (Optional):</b></p> <ol style="list-style-type: none"> <li>1. In any web browser (Internet Explorer, Google Chrome, etc.), go to zoom.us</li> <li>2. Click on “Sign Up, It’s Free” (top right).</li> <li>3. Enter your email &amp; click “Sign Up”</li> <li>4. Go to your email inbox and open the email from Zoom entitled “Please activate your Zoom account”.</li> <li>5. Click “Join the Account”.</li> <li>6. Enter your first name and last name first initial (ex. Jessica W)</li> <li>7. Create and enter a password</li> <li>8. Click “Start Meeting Now” (to start your “test” meeting and download the software).</li> <li>9. In your downloads area, click “zoom.pkg”</li> <li>10. In the pop-up, it will ask you to run the program. Press “Continue”.</li> <li>11. A secondary pop-up may appear for a moment, then your Zoom pop-up should appear.</li> <li>12. Your “Zoom” app is now downloaded. Follow the steps in the “Setting Up Zoom” guide to configure it.</li> <li>13. To use “Zoom” in the future, search your computer for “Zoom” and select the zoom.us application.</li> <li>14. Once you have downloaded the Zoom application you can follow the “Attending a Zoom Meeting” instructions above to join the meeting</li> </ol>	

**IMPORTANT!**

If you want to do a trial session, please let Valentina Constantinescu know and she will set up a trial session with you before the meeting.

Valentina can be contacted at [vconstan@stjoes.ca](mailto:vconstan@stjoes.ca) or 905 5367120