

Patient & Family Advisory Council

March 15, 2021 ~ 3:00pm - 4:30pm

Minutes

	Sept 21/20	Oct 19/20	Dec 15/20	Nov 16/20	Jan 18/21	Feb 22/21	Mar 15/21	April 19/21	May 17/21	June 21/21
Helene Hamilton (Co-Chair)										
Susan Tkachuk (Vice-Chair)										
Peggy Chapman			X							
Lana Yilmaz										
Michael Doughty										
Linah Hegazi										
Jan Kasperski										
Brian Cooke										
Julia Boyd										
Martha Ronalds										
Sahar Monzavi										
Mackenzie M. (LOA)										
Ali B.										
Susan Lohin										
Debra Leah Hartman										
Donna Johnson (Interim CNE)										
Cheryl Williams (Chief Nursing Executive)										
M. Farrell (President)	X	X	X	X	X	X	X			
D. Pitt (Coordinator Patient Relations)										
L. Volman (Director of Nursing Practice, MH & A)	X	X	X							
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X								
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)							X			
E. O'Connell (Co-Chair, Nurse Management Council)							X			
M. Joyner (Director, Quality Dept)										
V. Constantinescu (Patient Experience Consultant, Quality Dept)										
S. Mondoux (Quality Lead, Emergency Dept)	X	X	X	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
1.0	INTRODUCTION	
1.1	<p>Call to Order</p> <ul style="list-style-type: none"> The agenda for the March 15, 2021 meeting was approved. The minutes from the February 22th meeting were approved. 	<i>C. Williams</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> PFAC opened the meeting with the SJHH Land Acknowledgement. 	<i>C. Williams</i>
1.3	<p>Introduction</p> <p>Welcomed guests: David Tonin & Rod Dobson, Hamilton Joint Boards of Governors, Carmine Nieuwstraten, Director of Pharmacy at SJHH, Erika Haber-Evans, Manager, Anxiety Treatment & Research Clinic, Eating Disorders Clinic, and Clinical Neuropsychology Services, SJHH</p>	<i>C. Williams</i>
2.0	ANNOUNCEMENTS	
3.0	PRESENTATIONS	
3.1	<p>COVID-19 – Hospital Updates - Regional:</p> <ul style="list-style-type: none"> As of March 14th, there are 11,241 total cases, 509 active cases and 295 fatalities. There are 30 active COVID facility outbreaks in the city which indicates the number of cases and the amount of spread throughout the community is steady Data shows that there are fewer people impacted within the outbreak and seems to be contained to staff working in Long-Term Care facilities as most residents have been vaccinated Hamilton is currently in the red control category implemented by the Province In order to move into down from the red control category to orange we need to achieve less than 40 COVID cases per 100,000 of the population and the number of swabs is at 2.5% <p>COVID-19 – Hospital Updates – St. Joe's:</p> <ul style="list-style-type: none"> As of March 15th, there is one hospital unit outbreak at West 5th. We are caring for 15 patients with COVID. There are 165 healthcare workers who have tested positive for COVID We are reviewing bed capacity in order to be ready for COVID Wave 3 and free up beds for urgent patient care We have reduced the number of COVID units from 2 to 1 at Charlton and one COVID unit at West 5th. With the demand this seems to be adequate and provides sufficient capacity We have created indicators if we need to increase capacity and we look at this on a daily basis and will adjust as needed We have not seen an increase in hospital cases of COVID within units <p>Q: Are some areas in Ontario experiencing a third COVID wave? A: Yes, we are seeing an increase in COVID cases in some parts of the Province. We will remain vigilant over the next few months as numbers increase to determine if we are moving into Wave 3.</p>	<i>C. Williams</i>
3.2	<p>Vaccination Update – St. Joe's:</p> <p>SJHH – Covid-19 Vaccination Program</p> <ul style="list-style-type: none"> West 5th vaccine clinic opened on March 5th and over 6500 doses have been given to date (target population over 85). We continue to plan and move forward so we can see up to 1000 people a day and our goal is to see 2000 a day Residual dose process – There are additional doses in a single vial of vaccine and we were able to prepare extra doses for inpatients at West 5th who meet the criteria (over 85 years of age) SJHH vaccine clinic will expand into the West 5th gym scheduled for March 22nd <ul style="list-style-type: none"> Working group in place to manage assist clinical impact for inpatients Communication plan and roll-out in progress 	<i>C. Nieuwstraten</i>

- Vaccination Program Phase 2 roll out for the Province begins in April and is based on:
 - Age and risk for Older Adults (60-79 years)
 - Individuals with specific health conditions and some primary caregivers
 - People who live and work in congregate settings and some primary caregivers
 - People who live in hot spots (Hamilton)
 - Certain workers who cannot work from home

Q&A from March 16th Meeting:

- Is the caregiver vaccinated along with the patient?
At this time, caregivers at the Satellite Health Facility have been identified as eligible to be vaccinated. We are working with Public Health to confirm the timing for this to begin.
- Are the peer support workers who are volunteering going to be vaccinated along with staff?
Volunteers who are going to be onsite will be offered vaccination approximately 4 weeks before onsite volunteering commences. The Volunteer Services Department is coordinating the process to enable access to the sign-up portal for volunteers.
- I live outside Hamilton, but still volunteer in Hamilton at King, I am also over 80 years old. Am I going to be vaccinated in the same time that other like me are vaccinated in Hamilton?
Adults within the eligible age categories may book online appointment for vaccine through the provincial online booking system. We will arrange for volunteers to have access to vaccination through our SJHH process, as noted above.
- Are people immuno-compromised considered before others regardless the age group?
The province's phase 2 of the vaccine roll-out includes a number of high-risk patient populations that will be eligible for vaccination. We are awaiting confirmation for when phase 2 will officially start.
- I am 68 years old, how long am I going to wait?
As of April 6, the Hamilton vaccine clinics are opening to patients 60 years and older.
- How many people declined the vaccination?
Unfortunately, we do not have a clear number for this question. We do know that over 60% of SJHH Healthcare Workers have signed up to receive the vaccine.
- When patients residing in long term care are vaccinated will their essential caregiver be vaccinated as well?
Yes, this has been the practice for Long-Term Care Facilities.

Q: In the media, vaccination health professionals wear gloves and some do not. What is the standard set of Personal Protection Equipment (PPE) required for those who are administering the vaccine?

A: The use of PPE is of benefit for everyone in terms of safety. Typically, gloves are recommended if health professionals feel their hands may be contaminated with fluids. Safety steps when wearing gloves: first wash hands, put on gloves, administer vaccine, remove gloves, wash hands, put on a new pair of gloves. Our infection prevention and control practices indicate that staff do not need to wear gloves however should be sanitizing hands before and after administering each individual vaccine.

Q: How does one go about booking their vaccination appointment if the online portal is crashing and the telephone line is not available?

A: The online vaccination portal was launched on March 15th. There were 20,000 people waiting in line to get access to book via portal. As these 2 options are the only way to book across the entire Province, a high volume in the beginning is expected. We hope that over time the system will become more functional.

Q: Can you sign up for the vaccine on the portal and over the phone or do you need to choose one over the other?

A: You can do either one, but you don't have to do both. The call-in line is for those that don't have access to a computer or internet use.

	<p>Q: Should SJHH volunteers wait to hear from the hospital regarding vaccination appointments or should we go through the Province to receive the vaccine? A: It depends as an individual on where you fall on the provincial framework on when you will be able to sign up to receive your vaccination through the public online vaccination portal. Volunteers who are going to be onsite will be offered vaccination approximately 4 weeks before onsite volunteering commences. The Volunteer Services Department is coordinating the process to enable access to the sign-up portal for volunteers.</p> <p>Q: What is the vaccination plan for people who are leaving in the Residential Care? - They are part of Phase 2 they would be included in the high-risk category starting in April. For sign up we don't have the answer yet, but we can take back and get clarity on it.</p> <p>Comment: We tried to register my family member for the above 85 age group. After numerous attempts we were able to do it and my family member was given a vaccination appointment two weeks later. For those that are struggling with booking an appointment, don't lose hope, you will be notified of your appointment, they may just take a few days to get back to you.</p> <p>Comment: When they are calling with your vaccination appointment, the number may be unlisted or the voice is automated so remain alert as those calls may be regarding your vaccination appointment.</p>	
3.3	<p>Hope and Resilience - Looking beyond the COVID clouds</p> <ul style="list-style-type: none"> On April 20, 2020, St. Joseph's Healthcare Hamilton partnered with Ontario Health's Mental Health and Addictions Centre of Excellence to provide mental health support during the COVID pandemic. St. Joe's is one of five regional hubs across the province providing care options for front-line healthcare and community care workers Support will serve front-line workers in Hamilton and Western Ontario and connect those who reach out, with whatever type of care they might need Confidential support is provided by a team that includes nurses, social workers, psychologists, psychiatrists, and psychotherapists To date, 175+ referrals have been received <p>Coping and resilience supports for St. Joe's healthcare workers:</p> <p>Mental Health Support Portal</p> <ul style="list-style-type: none"> The COVID-19 Mental Health Support Team offers confidential support for healthcare workers through quick access to a trained mental health specialist Healthcare workers would reach out to St. Joe's Connect Program, complete the referral form and will be contacted within 24 hours. Clinicians are available 7 days/week to respond to referrals <p>Coping and Resilience Support (CARS) Mobile Team</p> <ul style="list-style-type: none"> CARS is a mobile team made up of St. Joe's mental health specialists that provides individual or small group support on units or for offsite teams around coping and resilience strategies. Managers can request support from CARS for their teams Over the last 6 weeks, we have been going into specific hospital units where there might be a greater need for mental health support For staff returning from redeployment we offer Zoom group or individual sessions with mental health specialists around redeployment experiences. Topics may include coping, resilience, recovery, grief, trauma and self-care <p>Employee Peer Support Program</p> <ul style="list-style-type: none"> The Employee Peer Support Program is available to all SJHH employees. This program is intended to promote employee resiliency and effective coping strategies to advance the 	E. Haber-Evans

	<p>psychological health and safety of staff. Peers have a shared understanding of work stresses, have relevant lived experience and experiential knowledge.</p> <ul style="list-style-type: none"> Peer Support is a non-judgmental, safe and supporting relationship between two people who have a lived experience in common <p>Employee Wellness Program</p> <ul style="list-style-type: none"> St. Joe's Employee Wellness provides programs and resources that align with the eight dimensions of wellness to create a holistic perspective of well-being: physical, mental, emotional, social, intellectual, financial, spiritual, environmental and occupational <p>"In-Huddle" Spiritual Care Supports</p> <ul style="list-style-type: none"> St. Joe's Spiritual Care staff are available to attend team huddles to provide brief reflections and exercises to boost morale, promote team cohesion and enhance spiritual well-being. Managers can request this support by contacting Spiritual Care Department <p>Q: What does moral distress mean? A: Moral distress is the emotions that arises from a situation when a healthcare worker feels that the correct action to take is different from what he or she is tasked with doing. When policies or procedures prevent a person from doing what he or she thinks is right, that presents a moral dilemma.</p> <p>Q: What is the turn-around time for staff to get an appointment? Can any healthcare worker within the Province use the SJHH hub to book an appointment? A: When a healthcare worker calls into the Connect Program and books an appointment, they can have access to our services within 24 hours. The hub at St. Joe's serves all front-line workers in Ontario. They can reach out, either by phone or online, for whatever type of care they might need. Healthcare workers can request services from any one of the five hubs in Ontario.</p> <p>Q: Why do you feel that more front-line staff are reaching out for help? A: The hospital has a larger volume of nurses that provide direct patient care and because of this they may be more willing to reach out for help. We have also connected with physicians, community workers, occupational health staff, administrative support, PSW's and Social Workers.</p> <p>Q: What is resiliency and coping and how do we achieve it? A: Resilience - is the ability to cope with the negative effects of stress. Healthcare providers can use various strategies (interventions) to support resilience and mental well-being in their frontline healthcare professionals. Coping – Is the thoughts and emotions used to manage the internal and external demands of stressful situations. By using the various support systems we have in place, we hope that this will help healthcare workers cope with the demands during this challenging time.</p> <p>Q: What kind of support will be offered to SJHH Volunteers when they are able to return to hospital? A: SJHH Volunteers are able to access support via our Connect Program either by phone or online. Depending on the situation we can offer group or individual sessions.</p> <p>Q: For healthcare workers who have used the supports mention, can they reach out again if needed? Yes, healthcare workers are able to reach out again if needed. We will also follow up with staff after a 4-6 sessions, either by phone or virtually and keep an eye on worsening symptoms. Some healthcare workers may receive formal intervention such therapy, problem solving, mindfulness and some may need a more robust form of care, like the services offered within our hospital's Mental Health & Addiction program.</p> <p>Comment: Thank you great presentation! We are very concerned about how staff are managing during COVID. Thank you for your hard work in implementing this support system for St. Joe's.</p>	
4.0	STANDING ITEMS	

	Project Assignments <ul style="list-style-type: none"> An update on all active projects to date was presented There were 6 project requests for Patient & Family Advisor (PFA) participation between the months February 2021 to March 2021. 	V. <i>Constantinescu</i>
5.0	CONCLUDING ITEMS	
5.1	Date of Next Meeting - Held Virtually via ZOOM Monday, April 19, 2021 3:00pm – 4:30pm	