

Patient & Family Advisory Council

March 20, 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					
Jan Kasperski						X			
Denise Maraj									
Twila Reynolds	X		X	X	X	X			
Molly Bautista	X	X	X	X	X				
Alex Schulz	X	X	X						
Sheldon Coombs						X			
Patrizia McEacheren			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				
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X		X	X	X				
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X				X				
Ana MacPherson									
Alana Tymchuk		X							
Michelle Joyner (Director, Patient Experience, Quality, Patient Safety Dept)									
Valentina Constantinescu (Patient Partnership Lead, Patient Experience, Quality, Patient Safety Dept)	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 March 20 2023 meeting was approved. The minutes from the February 27 2023 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 - Welcomed Guests: Peter Szota, Hillary Dawson, members of the SJHH Joint Board of Governors Michael Pinto, new Patient & Family Advisor Presenters: Huyam Abdelhalim Guest: Julie Reid, Harshna Mahtani</p>	<i>C. Williams</i>
1.4	<p>Consent Agenda items for PFAC review: Summary from Patient Experience, Quality, Patient Safety Steering Committee Previous Meeting Evaluation Awareness Dates – February & March 2023 Recent Patient Family Advisor Projects Update</p>	
2.0	ANNOUNCEMENTS - N/A	
2.1	<p>Event Announcement – “Better Together” Celebrating our Patient & Family Advisors contribution”</p> <ul style="list-style-type: none"> We will be holding a Patient & Family Advisor and all St. Joe’s staff event on Thursday June 15, 2023 from 1:00pm-4:00pm at the St. Joseph’s Healthcare Hamilton Charlton Campus, Juravinski Tower, 2nd Floor and in the Miller Amphitheatre. There will be a poster presentation, award ceremony and much more. A save the date email will be sent early April 2023. 	
3.0	PRESENTATIONS	
3.1	<p>Patient & Family Engagement Plan 2023-2025</p> <ul style="list-style-type: none"> Background on the Patient Engagement Plan was presented. Next Steps will be to determine the areas of focus for the organization related to enhancing patient engagement. Consideration of how to structure the plan was discussed. <p>Patient and Family Centered Care Core Concepts were reviewed</p> <ul style="list-style-type: none"> Respect and Dignity Information Sharing Participation Collaboration <p>Q: How will patient safety be incorporated into the four care core concepts of the Patient Engagement Plan? A: Patient safety, while not explicitly referred to in the Patient Declaration of Values is included in many elements of the document. Patient Safety is also a core element of the organization’s strategic plan.</p>	<i>M. Joyner/V. Constantinescu</i>
3.2	<p>Patient Declaration of Values</p> <ul style="list-style-type: none"> The updated 2023 Patient Declaration of Values was presented for review and feedback; this was updated by staff and Patient and Family Advisors In 2019, the Ontario Government released a Provincial Patient Declaration of Values. The Greater Hamilton Health Network (GHHN) asked that St. Joseph’s Healthcare Hamilton align the already developed Declaration of Values with the Provincial version and provide feedback on this process. The Excellent Care for All Act (ECFAA) is legislation in Ontario requires that all hospitals to have a Patient Declaration of Values. These values are meant to contribute to the creation of a culture where patient needs are clear and efforts are made to achieve these needs. The declaration describes key elements that are important to patients, families, and caregivers as partners across the healthcare system. It is intended to serve as a compass and outlines 	<i>V. Constantinescu</i>

	<p>expectations that our patients and families have when receiving care within our organization. A Patient & Family Advisor working group was established to revise the St. Joe's Declaration of Values. An updated version of the declaration was created which included all of the concepts from the Provincial Declaration of Values however ensured St. Joe's values were incorporated.</p> <ul style="list-style-type: none"> This document will be brought back to the next meeting for further opportunity for comments as well as endorsement 	
<p>3.3</p>	<p>Patient Room Design</p> <ul style="list-style-type: none"> Two McMaster University Medical Students are interested in designing and executing public art projects within St. Joseph's Healthcare Hamilton. Volunteer artists will be transforming ceiling tiles hallways, classrooms, etc. into paintings for patients and staff to appreciate while in the hospital. Hospitals and clinics are viewed as sterile institutions in which members of the community find themselves unexpectedly battling illness or supporting loved ones, and past studies have highlighted the benefits that art can have on their overall experience with the healthcare system when facing difficult times. The Mac Med Mural art project will aim to improve patients' and healthcare workers' experiences by promoting wellness, relieving anxiety, and creating a more welcoming, aesthetically pleasing environment to receive or provide care. <p>Q: Are there tile design guidelines that the artists must adhere to? A: Yes, we will provide the artists guidelines on the design of the tiles. Parameters would be similar to other work created by past artists for St Joe's.</p> <p>Q: Are the tiles permanent installations? A: We are looking to have the tiles painted in hallways and classrooms around the hospital to reduce the need to remove tiles; this will minimize the amount of work required by the maintenance department.</p> <p>Q: Are the artists voluntary or is there an interview process for artist selection? A: There will be a formalized process for artist selection. The artist will provide background on their work and they will be evaluated by the hospital prior to starting their work.</p> <p>Q: Are the tiles original pieces of art and will they be adhering to EDI standards? A: Yes, the art work will be original, and there will be collaboration with the SJHH EDI leads.</p> <p>Q: Is the tile the only media that they will be provided to paint? A: Yes, at this time the tiles are the only media that we have been asked to provide them with. There is a possibility of expanding and exploring other media options in the future.</p>	<p><i>H. Abdelhalim</i></p>
<p>3.4</p>	<p>Honorarium Policy for Patient & Family Advisors and Community Members with Lived Experience</p> <ul style="list-style-type: none"> St. Joseph's Healthcare Hamilton is committed to collaborating with patients, families, youth and others with lived experience across the organization and within our community and recognize their contribution by way of an honorarium. This policy outlines the expectations for the provision of honoraria to Patient and Family Advisors and invited members of the community when engaging in activities with the hospital that involve sharing experience and opinion based on lived experience, decision-making, and activities regarding processes of continuous quality improvement. This policy applies to Patient and Family Advisors as well as people who are external to SJHH and have been invited to participate in any specific initiative across the organization. Very few other healthcare organizations have started this practice. The best practice when engaging with members of the community related to their specific lived experience is to recognize this expertise and offer remuneration. This policy presents a significant change for our current Patient and Family Advisors. 	

	<p>Q: How does the organization determine who is eligible to receive the honorarium? A: Any time the organization would reach out to a community member inviting them to participate in any initiative for the hospital they would be offered an honorarium. All Patient & Family Advisors will be offered an honorarium by the Patient Experience, Quality, Patient Safety department. Accepting the honorarium is optional.</p> <p>Q: Can someone receive a non-monetary honorarium? A: This is still being explored, including the possibility of attending educational courses.</p> <p>Honorarium Policy – Breakout Group Discussion points Q1. What are your initial thoughts when reading the policy; is there anything we missed? Q2. What considerations need to be made for existing PFA when implementing this policy?</p> <p>Q: Is the role and expectation of the PFA changing? A: The role of the PFA is not changing. The purpose of the honorarium is to recognize the value that people are contributing to the hospital.</p> <p>Q: Where is the funding coming from to support this initiative? Can you provide more details? A: The organization will create a budget to support this initiative. We are continuing to work through the financial aspects of the honorarium.</p> <p>Q: If someone declines the honorarium can the hospital direct the funds to a charity of their choosing? A: A person could accept the honorarium and donate the funds on their own to a charity, the hospital will not be able to redirect the funds.</p> <p>Q: How will you handle privacy – for example if some PFA receive an honorarium and some may not? A: When a PFA is recruited the offer of an honorarium will be discussed. This information is kept in the Patient Engagement, Quality, Patient Safety department. A comment related to privacy will be added to the policy.</p> <p>Q: When will the honorarium policy be implemented at St. Joe's? A: We are aiming for this to be completed in the next 3-4 months. Once an implementation date is determined we will communicate it across the organization.</p> <p>Comments:</p> <ul style="list-style-type: none"> • It is important to recognize the value that people are providing and ensure we have diverse voices in our meetings and projects • Ensure the submission and tracking of hours is clearly communicated and the process is as simple as possible • It is beneficial that the level of engagement is outlined in the policy 	
4.0	STANDING ITEMS	
5.0	CONCLUDING ITEMS	
5.1	Date of Next Meeting – Hybrid – In Person and via ZOOM Monday, April 17, 2023 3:00-5:00	