

Patient and Family Advisory Council

Monday May 13, 2019 ~ 3:00pm – 5:00pm

Mary Grace Boardroom

MINUTES

	Sept 17/18	Oct 15/18	Nov 19/18	Jan 21/19	Feb 25/19	Mar 18/19	April 15/19	May 13/19	June 17/19
Bernice King (Co-Chair)									
Gary Halyk					X	X			
Jennifer Armstrong		X					X	X	
Louise Dore									
Michael Slusarenko			X						
Victoria Reiding			X	X					
Cindy Machida	X						X		
Jane Ross				X			X		
Helene Hamilton			X	X					
Anna DiTiberio									
Gloria Wade					X	X	X	X	
Brenda Wilkie	X								
Tara Gudgeon									
W. Doyle (Co-Chair) (CNE)		X	X	X	X	X	X		
M. Farrell (President)									
K. Jeffrey (Coordinator Patient Relations)			X						
L. Volman (Interim CNE, Director of Nursing Practice, MH & Addiction)		X					X		
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X		X		X	X			
N. Debeau (Occupational Therapist, Forensic Psychiatry Program)		X	X	X					
K. Baguley (Manager, Head & Neck Unit)		X							
M. Joyner (Director, Quality Department)									
V. Constantinescu (Quality Consultant, Quality Department)		X							
J. Williams (Resource)									

X = Regrets

 = Not a current member

 = No Meeting

Guests:

Cassandra Weatherston – Accreditation Coordinator, Quality Department
 Susan Zidaric Seymour – Director, Volunteer Resources Department
 Susan Tkachuk - Patient & Family Advisor
 Susan Dunn - Accreditation Canada Patient Surveyor
 Irfan Khan - Volunteer

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																		
1.0 Introduction of New Members	B. King welcomed guests to the council. (See guest list above).																		
Approval of Agenda	The agenda was approved.																		
Approval of Minutes	The minutes of the April 15th meeting were approved as amended.																		
Accreditation Surveyor Focus Group (Patient & Family Advisors only)	The Patient & Family Advisors met with S. Dunn, Accreditation Canada Patient Surveyor for a focus group without staff present.																		
Debrief on Accreditation Focus Group	<ul style="list-style-type: none"> • Accreditation Focus Group Debrief: <ul style="list-style-type: none"> • The PFAC and Accreditation Canada Patient Surveyor focus group went well and all PFAC members contributed to the discussion • They were interested in hearing about what PFA's want and supportive of where we want to go with the development of patient and family centred care • Need to increase diversity in the recruitment of PFA's • Tenure of the Patient & Family Advisors for PFAC participation should be reviewed 																		
Announcements	<ul style="list-style-type: none"> • Patient & Family Advisor Event: <ul style="list-style-type: none"> • The next Patient & Family Advisor event will take place on Tuesday June 25, 2019 at the West 5th Campus, Seminar Rooms 1-3 at 12:30pm, lunch will be provided • Speakers include; our new President, Ms. Melissa Farrell and McMaster's W. Booth School of Engineering Practice and Technology • For the brainstorming session, Patient and Family Advisors and staff will work on developing a plan to enhance meaningful partnership at the point of care. • Parking vouchers will be provided • Patient & Family Advisor participation in Ontario Health Team Submission: <ul style="list-style-type: none"> • B. King has been involved in the Hamilton Health Team working group who have submitted an application to become an Ontario Health Team • They are looking for Patient & Family Advisors to join various working groups • The Ministry will connect with all applicants in June 2019 to provide an update on the status of the application • The first Ontario Health Team candidates will be announced in the Fall 2019 <p>ACTION:</p> <ul style="list-style-type: none"> • J. Williams will email all PFAC members the following: <ul style="list-style-type: none"> • Ontario Health Team Guidance material • Ontario Patient Declaration of Values • M. Joyner to share announcement regarding Ontario Health Team Patient & Family Advisor involvement 																		
Patient & Family Advisor Role Description - Endorsement	<p>V. Constantinescu presented an updated version of the Patient & Family Advisor Role Description for endorsement.</p> <ul style="list-style-type: none"> • The PFAC endorsed the updated version of the Patient & Family Advisor Role Description. 																		
Standing Items	<ul style="list-style-type: none"> • Recent Project Assignments <ul style="list-style-type: none"> • V. Constantinescu provided an update on Patient & Family Advisor projects for the month of May 2019 <table border="1"> <thead> <tr> <th colspan="3">Recruited:</th> </tr> <tr> <th>Project Name</th> <th>Program/Group</th> <th>Advisors</th> </tr> </thead> <tbody> <tr> <td>IPAC – Infection Prevention & Control Quality Council</td> <td>Infection Prevention & Control</td> <td>M. Slusarenko</td> </tr> <tr> <td>St. Joseph's Health System Website Testing</td> <td>SJHS</td> <td>S. Lohin, B. King</td> </tr> <tr> <td>Fracture Clinic Re-design</td> <td>Fracture Clinic</td> <td>M. Slusarenko</td> </tr> <tr> <td>Joint Working Group with St. Joe's and</td> <td>Kidney Urinary Program</td> <td>M. Slusarenko</td> </tr> </tbody> </table>	Recruited:			Project Name	Program/Group	Advisors	IPAC – Infection Prevention & Control Quality Council	Infection Prevention & Control	M. Slusarenko	St. Joseph's Health System Website Testing	SJHS	S. Lohin, B. King	Fracture Clinic Re-design	Fracture Clinic	M. Slusarenko	Joint Working Group with St. Joe's and	Kidney Urinary Program	M. Slusarenko
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Item	Discussion		
	the McMaster School of Engineering & Technology		
	Recruitment In Progress:		
	Women's & Infants' Quality Council	Women's & Infants' Program	J. Ross, Interim 1-2 advisors needed
	On Hold:		
	Wayfinding Tool	Public Affairs	B. King, J. Ross, L. Dingman
<ul style="list-style-type: none"> • If there are projects that you are involved in related to the Quality Council that you are a part of, please email the details of the project and staff lead to Jessica Williams & Valentina Constantinescu • We will keep a list of these projects and follow up with the staff lead to submit an evaluation of the project once the work has been completed • Preparation for June's Meeting <ul style="list-style-type: none"> • Two Topics will be presented at the June PFAC meeting • PFAC members brainstormed and formulated questions to ask the presenters on the topics • Year in Review: <ul style="list-style-type: none"> • Review our current year success and changes for 2018/2019 • Review PFA terms • Food Services: <ol style="list-style-type: none"> 1. Is the Food Services department outsourced or is it handled internally? 2. Who does Food Services Department report to in the SJHH organization? 3. How does the Food Services department measure the quality of food? 4. What training is given to staff re: food preparation, food handling, patient safety etc.? 5. What happens when the food is not eaten such as unopened containers (i.e. apple sauce, apple juice)? 6. Does St Joe's have a plastic straw strategy? 7. Why can't all patients choose any items listed on the menu and order meals just like on the Mother and Baby Unit? 8. Can menus and/or the meal plan be input on an online electronic system? 9. How can there be more food choices and more menu rotation for those patients who are at the hospital on a long term basis? 10. How do patients put in a request for food when they are waiting in the Emergency Department? 11. The packaging is not always easy to open. Patients with tactile disabilities are not able to open their food, and it gets wasted. Is there a way to get more help for patients who can't open food packaging? 12. Where does their role start and end (staff who deliver the food)? 13. How does one get a hot cup of tea/coffee? 14. Is there any analysis conducted on the patients eating habits to determine they are receiving the proper nutrients? Forensics unit – questions from the patients: <ol style="list-style-type: none"> 1. What is the rotation of meals for long stay inpatients (West 5th)? And how often are these meals changed for variation? 2. Will there ever be the option for hot breakfasts again on inpatient units? 3. How are vegetarian/special diet meals prepared? Are there options for the meals to be fresh rather than microwavable meals? 4. What are the considerations into meal planning for the long stay inpatients knowing they will be eating the meals for months at a time? (ie. Less pasta/carbs for the inpatient units) 5. What are you currently doing to reduce the environmental impact, and is your plan to reduce waste in the future? 			

Item	Discussion
<p>2.0 Patient Liaison Program</p>	<p>C. Weatherston, S. Zidaric-Seymour, Irfan Khan, presented on the Patient Liaison Program Highlights from the presentation include:</p> <p>Overview:</p> <ul style="list-style-type: none"> • The Patient Liaison Program is designed to support our organizational philosophy of creating a positive patient experience. Patient Liaison Volunteers meet with newly admitted patients to provide organizational information and ask patients what is important to them. • During the visit volunteers provide patients with an organizational information brochure to support patients and their families while they are here. • The Patient Liaison Program pilot was launched on the Medicine Inpatients units in 2016 • In 2018, The Patient Liaison program expansion working group was initiated and many updates and changes were made to improve the program • In January 2019, the Patient Liaison Program was re-launched with a new corporate brochure, volunteer guide, post visit survey to evaluate the program and unit education • Currently there are 9 units involved in the program and starting in the Summer of 2019, it will expand to 7 Nephrology and to the Renal Transplant Unit • The Patient Liaison program is modelled after the Sunnybrook patient Ambassador Program • To date: 487 patient visits were completed since January 2019 • Challenges: Since implementation there have been challenges in gaining post visit survey feedback. Adjustments to the evaluation have been made to improve this process. <p>Q: When will you bring the Patient Liaison Program to West 5th? A: We are looking to bring the Patient Liaison Program to West 5th in the future. We need to examine a different strategy based on the patient population.</p> <p>Q: Do you think that patients are more willing to express concerns about their stay with this new program in place? A: Yes I feel that after the initial introduction between the Volunteer and the Patient, they feel more comfortable, they will open up about concerns, suggestions, feedback that they may have.</p>
<p>Date & Time of Next Meeting</p>	<p>Monday June 17, 2019 3:00pm – 5:00pm Dofasco Boardroom</p>