

Patient & Family Advisory Council

May 15, 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 | |
| Jan Kasperski | | | | | | X | | | |
| Denise Maraj | | | | | | | | | |
| Twila Reynolds | X | | X | X | X | X | | X | |
| Molly Bautista | X | X | X | X | X | | | | |
| Alex Schulz | X | X | X | | | | | | |
| Sheldon Coombs | | | | | | X | X | 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 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 | |
| Alana Tymchuk (Clinical Manager, CTU 4BD & IMRAC) | | X | | | | | | | |
| Jody Wellings (Manager Quality, SJHC) | | | | | | | | | |
| Lori Lawson (Senior Director, SJHC) | | | | | | | | | |
| Deborah Fernandez (Administrator, SJV) | | | 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 May 15 2023 meeting was approved. The minutes from the April 17 2023 meeting were approved. | <i>S. Monzavi-Bacon</i> |
| 1.2 | <p>Land Acknowledgement</p> <ul style="list-style-type: none"> J. Vohra shared a reflection on the Land Acknowledgement. Red Dress Day occurs on May 5th every year and was inspired in 2010 by Jamie Black, a Métis artist from Manitoba. Jamie Black hung hundreds of empty red dresses in public places to represent missing and murdered Indigenous women and girls to bring awareness to the issue. <ul style="list-style-type: none"> Red Dress Exhibit @ Hamilton Public Central Library - https://www.hpl.ca/articles/red-dress-exhibit https://www.hamilton.ca/people-programs/inclusion-diversity-equity-accessibility/indigenous-relations/indigenous-dates-3 https://www.mmiwg-ffada.ca/ Radical Stich exhibit at Art Gallery of Hamilton – Contemporary Indigenous art using beading https://www.artgalleryofhamilton.com/exhibition/radical-stitch/ Mississaugas of the Credit First Nation - https://mncfn.ca/wp-content/uploads/2020/02/MCFN-Governance-Narrative.pdf | <i>J. Vohra</i> |
| 1.3 | <p>Introduction - Welcomed Guests: Lynn McNeil, member of the SJHH Joint Board of Governors Sheri Stegne, Quality Data Consultant, SJHH</p> | <i>S. Monzavi-Bacon</i> |
| 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. RSVP to patfamadvisory@stjoes.ca | <i>V. Constantinescu</i> |
| 3.0 | PRESENTATIONS | |
| 3.1 | <p>Patient & Family Engagement Plan 2023-2025</p> <ul style="list-style-type: none"> A summary of discussions to date on the Patient Engagement Plan was reviewed. Feedback from the April break out session was incorporated into the plan The Patient and Family Engagement Framework displayed the planned work and provided the structure of the plan. The three levels of engagement as described in the framework and list of work was explained in detail. Next steps will be to identify the areas of focus for 2023 and develop a plan of action which includes activities, goals/objectives and outcomes Focus on strengthening the area around engagement and partnership with direct care to ensure patients have a consistent patient centered experience <p>Q: Have we achieved the goal of expanding the Essential Care Partner (ECP) Program to 8 additional units for 2023/2024? A: We have not reached the goal of providing the ECP pilot to eight additional units to date. Currently, we have introduced the concept to four units and are looking to identify another four units for the program.</p> <p>Q: Could patients and families involved in hospital groups contribute and provide experiences i.e. Breathing Buddies Peer Support Group etc. at the program level of engagement? A: Yes, hospital support groups across the organization are able to participate and share experiences to assist in informing decision making.</p> | <i>M. Joyner</i> |

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| | <p>Q: In the development and implementation of guidelines for family meetings – Is it referring to patient & family meetings or specific to holding meetings without the patient?</p> <p>A: This is a recommendation from the Mental Health & Addiction Program which refers to both patient and family meetings and family meetings. We will look to include more specific details on this item.</p> <p>Comments:</p> <ul style="list-style-type: none"> We are looking to have hospital patients as adhoc advisors to share their experiences and stories which will provide us with many diverse perspectives in the development of project initiatives etc. | |
| 3.2 | <p>Patient Declaration of Values</p> <ul style="list-style-type: none"> Feedback from the April meeting was incorporated into the current version of the Patient Declaration of Values and was presented for review and feedback <p>Q: What educational material is provided to healthcare providers?</p> <p>A: Healthcare providers receive education, training and documentation to support the delivery of kind, compassionate care to patients and families.</p> <p>Comments:</p> <ul style="list-style-type: none"> We want to be more inclusive and include all healthcare providers from across the organization from all professions, programs and departments All healthcare providers should act with empathy, kindness and compassion, including volunteers and Patient & Family Advisors | <i>V. Constantinescu</i> |
| 3.3 | <p>Patient Declaration of Values (PDoV) – Breakout Session Discussion</p> <ul style="list-style-type: none"> The Council divided into two groups to further review the updated Patient Declaration of Values, discuss Core Concepts and indicators. A summary of discussions included: <ul style="list-style-type: none"> Simplify language to create more accessible content, include additional concepts around family, align with St. Joe’s code of conduct, suggested translating into other languages, remove duplication of information Having a QR Code on the document which brings you to StJoes.ca that provides more details on the PDoV | <i>All</i> |
| 4.0 | STANDING AGENDA ITEMS | |
| 4.1 | <p>May 2023 Summary from Patient Experience, Quality, Patient Safety Steering Committee</p> <p>Previous Meeting Evaluation</p> <p>Awareness Dates – May 2023</p> <p>Recent Patient Family Advisor Projects Update</p> | <i>S. Monzavi-Bacon</i> |
| 5.0 | CONCLUDING ITEMS | |
| 5.1 | <p>Date of Next Meeting – Virtually via ZOOM</p> <p>Monday, June 19, 2023 3:00-5:00</p> | |