

Patient & Family Advisory Council

October 17, 2022 ~ 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)									
Peggy Chapman		X							
Helene Hamilton									
Nancy Christensen									
Murray Walz									
Brian Cooke									
Julia Boyd									
Jan Kasperski									
Denise Maraj									
Twila Reynolds	X								
Molly Bautista	X	X							
Alex Schulz	X	X							
Patrizia McEacheren									
Cheryl Williams (Executive-VP Operations & CNE)		X							
Julie Vohra (Coordinator Patient Relations)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X	X							
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X								
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X								
Ana MacPherson									
Alana Tymchuk		X							
Michelle Joyner (Director, Quality Dept)									
Valentina Constantinescu (Patient Experience Consultant, Quality 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 October 17, 2022 meeting was approved. The minutes from the September 19th meeting were approved. 	<i>S. Tkachuk</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> PFAC opened the meeting with the SJHH Land Acknowledgement. S.Tkachuk shared a reflection on indigenous culture from her home town and learnings from the Indigenous Nursing Program that she instructed 	<i>S. Tkachuk</i>
1.3	<p>Introduction - Welcomed Guests:</p> <p>Raffella Nocita, Rachel Gray, Digital Johan Beukes Sr. Organizational Development Consultant, SJHH Julie Reid, Postdoctoral Fellow, Canadian Institutes of Health Research Health Systems Impact Fellowship Japneet Bedi – MBA Student, Patient Experience, Quality, Patient Safety Dept</p>	<i>S. Tkachuk</i>
2.0	ANNOUNCEMENTS - N/A	
2.1	<p>Patient & Family Advisor Event</p> <ul style="list-style-type: none"> We will be holding an in-person Patient & Family Advisor event on December 1st from 9:30am-12:30pm at West 5th. The theme of this year's event is "Patient Engagement - Reflection and Renewal". More information will be shared to all Patient and Family Advisors via email notification in the next few weeks 	<i>V. Constantinescu</i>
3.0	PRESENTATIONS	
3.1	<p>Patient & Family Advisory Council – Organizational Items</p> <p>PFAC Expansion to include St. Joseph's Home Care & St. Joseph's Villa</p> <ul style="list-style-type: none"> St. Joseph's Home Care held a patient and family advisory focus group in July 2022. During the focus group, there was an interesting discussion. "What if the Corporate PFAC at St. Joe's was further expanded to become a 'joint PFAC' for the three organizations, St. Joseph's Villa (SJV), St. Joseph's Home Care (SJHC) and St. Joseph's Healthcare Hamilton (SJHH)?" A joint PFAC would: <ul style="list-style-type: none"> Provide insight on commonplace patient journeys and transfers Mirror the governance structure of the SJHH Joint Board of Governors Be well positioned to give feedback on collaborative projects Allow all three organizations in Hamilton to present a leading practice at their respective accreditation surveys Provide practical learning that could inform others (i.e. Ontario Health) Just as the current PFAC works to balance its agenda for the different programs and services at SJHH, as well as corporation-wide initiatives, the 'Joint PFAC' would do the same with its expanded scope <p>Recommendation discussed: To expand the role of the Patient and Family Advisory Council to include all three organizations for a one-year pilot with evaluation to follow.</p> <p>Recommendation approved: The committee agreed to a one-year pilot.</p> <p>Q: Will having a joint PFAC pose challenges for patient and family advisors by creating a knowledge gap in areas of expertise i.e. Home Care services, Hospital processes etc.? A: Some of our current PFAC members already have experience in broader areas other than hospital services and have provided feedback to Home Care initiatives so PFAC already has a degree of readiness to begin an expanded scope. We also have an orientation structure prepared for the Joint Board of Governors for SJHC and SJV that we could adapt for the Patient and Family Advisor orientation. We would definitely include educating all Patient and Family Advisors on services and process for SJHC, SJV and the SJHH.</p>	<i>M. Joyner</i>

	<p>ACTION: Create orientation for PFAC to St. Joe's Home Care and St. Joe's Villa</p>	
<p>3.2</p>	<p>Patient Digital Identity Authentication & Authorization Gary Halyk, Patient and Family Advisor and the Dovetale team presented on the Patient Digital Identity Authentication and Authorization.</p> <ul style="list-style-type: none"> • <i>St. Joe's Navigator</i> is a smartphone application that was launched in September 2021 offering a single space to access multiple different services and resources related to healthcare provided by St. Joseph's Healthcare Hamilton. It allows users to securely share health information from their platforms (i.e. My Dovetale) with their caregivers, other healthcare providers, and/or family members and empowers users by giving them increased control over their health information, placing them at the centre of their care • <i>Ontario Trusted Account</i> gives patients the ability to access digital health services and manage and share health information using a smartphone, tablet, or computer. It can be used to access any of the services available on the St. Joe's Navigator with a single login and password. Patients do not need an Ontario trusted account to access the St. Joe's Navigator • Patients must have an existing account with the associated health-related service (i.e. MyDovetale, SeamlessMD, PocketHealth etc.). The Ontario trusted account needs to verify the patient's identity using the Verified.Me service which was developed by Canada's major financial institutions. <p>Next Steps:</p> <ul style="list-style-type: none"> • ConnectMyHealth is a digital health solution that will provide patients with an online, single access channel to view their health records from many healthcare facilities in Ontario. ConnectMyHealth Launch with virtual registration will be available in December 2022 • Greater Hamilton Health Network (GHHN) Navigator Rebrand. Potential transition from the St. Joe's Navigator to the GHHN Navigator to serve patients at the community level <p>Q: Will you be able to access home health services via St. Joe's Navigator? A: At this time, patients are not able to access home health services but since it is still in the initial phase, this could be added in the future.</p> <p>Q: Can substitute decision makers have access to a patient's Ontario Trusted Account? A: At this time, substitute decision makers are not able to access a patient's Ontario Trusted Account unless they were provided with permission and login information from the patient. MyDovetale does have that option however.</p> <p>Q: What was the feedback provided from staff regarding the St. Joe's Navigator and the Ontario Trusted Account? A: Staff across 33 SJHH clinics participated in the Lunch and Learn offered on St. Joe's Navigator and Ontario trusted account. Staff saw the benefit of both platforms and are excited to see the launch of ConnectMyHealth.</p> <p>Q: How do you coordinate all of the different application logins into one i.e. MyChart, St. Joe's Navigator, etc.? Do you need to have a MyDovetale account to access the St. Joe's Navigator? A: MyChart and Pocket Health are embedded into the St. Joe's Navigator therefore you can access all of these services in one platform. You do not need to have a MyDovetale account to access the St. Joe's Navigator. If you create an Ontario trusted account it can be used to log in for all services.</p> <p>Q: How do patients participate in these services if they do not have personal devices or access to the internet? Are these services accessible to all patients with disabilities, i.e. vision impairment? A: As this is digital platform patients who use St. Joe's Navigator and/or Ontario My Account would need to have a personal device and access to internet from their home. Independent services i.e.</p>	<p><i>R. Nocita, R. Gray, G. Halyk</i></p>

	<p>MyDovetale, PocketHealth, etc. can be accessed from a Web Browser. A public-use device can be used to access these services however users should not save passwords to the public device. The SJHH Navigator is only available on devices where you can download and add Applications from the APP/Play stores, so a mobile device or tablet would be used. All websites that are related to the Ontario trusted account have been configured to meet Web Content Accessibility Guidelines Level AA Conformance requirements however SJHH Navigator and content within the Navigator are not at this time.</p>	
<p>3.3</p>	<p>Develop PFAC Ground Rules - Survey Results</p> <ul style="list-style-type: none"> • J. Beukes presented the survey results from the PFAC Ground Rules presentation from the September 19th meeting. PFAC broke out into three focus groups to provide feedback on the following: <p>Summary of: What are your Expectations for PFAC meetings?</p> <ul style="list-style-type: none"> • Ensure recruitment is reaching all areas by gathering different patient and family experiences, creating diversity among the group and avoiding unconscious bias in recruitment • We require a clear definition of diversity in order to make it actionable <ul style="list-style-type: none"> ○ Diversity is lacking particularly for black, Indigenous, gender diverse, non-binary communities, neuro-divergent, disabled with visible and non-visible disabilities ○ Needs to include reference to invisible diversity ○ Tokenism is a risk when talking about diversity, especially when not defined • I want to feel like issues are being taken seriously and that they are more than words – feels as though questions aren't answered when asked. Act on what we say we are going to do • Expect that the group is open to learning, recognizing privilege and bias • Transparency is important • That everyone has opportunity to share thoughts • Patient voice is above all • For everyone to feel safe to share or expressed their thoughts opinions, etc. • Topics to be balanced between information/discussions/participation/ education • To have more in person opportunities; We gain more insight from having face to face conversations and when you sit together at one table • To feel ok about being uncomfortable, when having difficult conversations • Have a lighter agenda to allow enough time for more fulsome conversations <p>Summary of: How will <u>Respectful Listening</u> look like in a PFAC meeting? & How can we create a <u>Safe Space</u> in meetings so everyone can be heard?</p> <p><u>Virtual Groups</u></p> <ul style="list-style-type: none"> • Listening to others without interrupting <ul style="list-style-type: none"> ○ Silences and pauses are necessary to make impact in what someone is trying to say – don't jump in at first pause or to rebut comments or experiences we hear, etc. – listen to it, sit with it, acknowledge it • One perspective indicates this team is respectful with listening, but the challenge lies in creating that safe space • Robust conversation required about how that trust can be achieved • Difference between feeling safe and be willing to feel uncomfortable – info or experiences that are shared may evoke feelings of shame, guilt, helplessness, etc. and it's important to recognize the difference between those two • Crucial to create that safe space so that people will speak up – can't change what we don't know (i.e., people not sharing because they don't feel safe to or feel consistently opposed whenever they share, etc.) and can't change what keeps getting opposed or being cited as not happening • Staff need to take responsibility for creating the safe space too 	

	<ul style="list-style-type: none"> • In order for others to feel safe, we all need to be vulnerable – need to share experiences, actively participate, etc. Each person is responsible for creating the safe space • Being present/mindful/respectful • Allow time for reflection • Create a system to express feelings openly • Create a process to support members to be comfortable to point out/say if a comment or conversation is inappropriate/hurtful. Follow by opportunities for learnings/ explanation, which can be done in the moment or just after, 1:1 or smaller group, depending of the situation. <ul style="list-style-type: none"> ○ <i>(Example/idea- each participant has a card with two color one side green and the other yellow. If the conversations/discussions are OK, the flag will stay green, but at any moment someone feels uncomfortable about a comment/information not appropriate/hurtful to flip the card on the yellow side. The Chair will stop the conversation and provide in the moment opportunity for explanation or offer a 1:1 meeting. The answer will become a learning moment for all)</i> • Learn about each other by sharing our story • Start with small bites of learnings e.g. Intent vs impact • Develop a solid and safe foundation bit by bit; how do we create safe space for all conversations 	
4.0	STANDING ITEMS	
	<p>Patient & Family Advisor Project Assignments</p> <ul style="list-style-type: none"> • An update on all active projects to date was presented • There were 4 project requests for Patient & Family Advisor (PFA) participation between the months September 10 to October 10, 2022. 	V. Constantinescu
5.0	CONCLUDING ITEMS	
5.1	<p>Date of Next Meeting – Hybrid – In Person and via ZOOM Monday, November 21, 2022 3:00-5:00</p>	