

## Patient and Family Advisory Council

Monday October 17, 2016 ~ 3:00pm – 5:00pm

Dofasco Boardroom

### MINUTES

	Sept 19/16	Oct 17/16	Nov 21/16	Jan 16/16	Feb 27/16	Mar 21/16	April 18/16	May 16/16	June 20/16
Bernice King (Co-Chair)									
Gary Halyk									
Jean Robertson	X	X							
Jennifer Armstrong		X							
Louise Dore									
Michael Slusarenko									
Tom Jackson	X	X							
Victoria Reiding									
Cindy Machida									
Jane Ross									
Helene Hamilton	X	X							
Kim Dell	X	X							
Wendy Smith	X	X							
<i>Staff</i>									
W. Doyle (Co-Chair) (VP, Patient Services & Chief Nursing Executive)									
P. Valvasori (Manager Patient Relations and Medical Affairs)									
L. Volman (Director of Nursing Practice, Mental Health & Addiction)									
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X	X							
C. Stevenson (Family Educator, Youth Wellness Centre)									
L. Barrett (Manager, DCD, CTU-C, General Internal Medicine)									
M. Joyner (Director, Quality Department)									
J. Williams (Resource)									

**X = Regrets**

 = Not a current member

#### Guests:

Angelique Hamilton, Chief Privacy Officer, SJHH  
Michelle Grouchy, Manager Strategic Planning, SJHH  
Anne Myron, Quality Consultant, SJHH

#### Abbreviation List:

PFAC = Patient and Family Advisory Council  
PFA = Patient and Family Advisor  
SJHH = St. Joseph's Healthcare Hamilton  
SLT = Senior Leadership Team

Item	Discussion
<b>1.0 Introduction of New Members</b>	<ul style="list-style-type: none"> <li>W. Doyle welcomed guests to the council; Angelique Hamilton, Chief Privacy Officer at St. Joseph's Healthcare, Michelle Grouchy, Manager Strategic Planning, SJHH and Anne Myron, Quality Consultant, SJHH.</li> </ul>
<b>Approval of Agenda</b>	<b>The agenda was approved.</b>
<b>Approval of Minutes</b>	<b>The minutes of the September 19, 2016 meeting were approved.</b>

Item	Discussion
<p><b>2.0 Committee Updates</b></p>	<ul style="list-style-type: none"> <li>• Going forward, the Patient and Family Advisory Council agenda will be restructured to enable Patient and Family Advisors to provide updates on the work they are doing throughout the hospital and present it to the council</li> <li>• Meeting members can provide support and benefit from the knowledge of the work Patient and Family Advisors are involved through the hospital</li> <li>• Transportation Policy <ul style="list-style-type: none"> <li>• M. Slusarenko provided an update on the work done on the Transportation Policy</li> <li>• New policy established after a review of cost saving initiatives for patients and families to assume the transportation cost from hospital to discharge location</li> <li>• Campaigns, brochures, website update and pamphlets will be used to advertise the changes to the transportation cost</li> </ul> <p><b>Q: What is the alternative if a patient needs another mean of transportation?</b> If the patient needs transport by DARTS or by patient transport services, the hospital will arrange this for the patient but the cost will be covered by the patient if they have the means to pay. The hospital is trying to give the family more adequate lead time when a patient is ready to go home.</p> <p><b>Q: When the patient is discharged, how do we know if there is someone at the receiving end to take care of them?</b> We try to take this into account and do our best to ensure someone is able to receive the patient. A discharge checklist is completed by staff prior to discharge.</p> </li> <li>• Communication &amp; Brand Strategy (for the Organization-wide Information Technology (IT) project) <ul style="list-style-type: none"> <li>• L. Dore provided an update on the work done by the Communication &amp; Brand Strategy working group</li> <li>• The goal of the working group was the refresh and implement new technology to everyday business at the hospital (charting, reporting etc.)</li> <li>• It was noted that the result will be a smoother transition for the patient</li> <li>• There is a target launch date set that will include campaigning and a communication plan</li> </ul> </li> <li>• Visiting Pet Policy <ul style="list-style-type: none"> <li>• Deferred</li> </ul> </li> <li>• Orientation Guide Renewal <ul style="list-style-type: none"> <li>• B. King presented work done on the Patient &amp; Family Advisor Orientation Guide</li> <li>• The guide was developed as a result from the PFA May networking event</li> <li>• The working group met over the summer and revised the Orientation Guide</li> <li>• An Orientation Session is planned for November 3<sup>rd</sup>, the new guide will be used during this session and open for review and feedback</li> <li>• The Orientation Guide will be posted on the hospital external and internal websites and will be sent for review by the Senior Leadership team</li> </ul> </li> <li>• Visitor Guidelines Policy <ul style="list-style-type: none"> <li>• L. Dore &amp; J. Ross presented work done on the Visitor Guidelines Policy</li> <li>• Commitment to move to the 24 hr visiting policy</li> <li>• The policy was approved by the Senior Leadership Team</li> <li>• Work is underway by Public Affairs to develop a communication plan to launch the new policy to staff and the public</li> </ul> </li> <li>• Communication Working Group</li> <li>• C. Machida presented work done by the Communication Working Group <ul style="list-style-type: none"> <li>• The Communication working group is a result from the PFA networking event held this</li> </ul> </li> </ul>

Item	Discussion
	<p>past May</p> <ul style="list-style-type: none"> <li>• Mandate to enhance communication amongst advisors to become more cohesive and improve the ability to network with each other</li> <li>• Took all of the ideas from the May event and have started work on them</li> <li>• An informal celebration event is being held November 30th for PFA's to exchange ideas, get to know each other better and learn about improvements since the May session</li> <li>• A more formal event will be planned in the Spring of 2017</li> </ul> <ul style="list-style-type: none"> <li>• 48-Hour Working Group <ul style="list-style-type: none"> <li>• C. Machida presented work done by the 48-Hour Working Group on the General Internal Medicine (GIM) Unit</li> <li>• GIM is trying to reach the goal in having a discussion with patients regarding their hospital stay within 48 hours of admission to hospital</li> <li>• The 48 hour conversation is a part of the Quality Improvement Plan (QIP) and GIM committed to achieving a target of 80% by March 31, 2017</li> <li>• One barrier in the progress of this project has been the lack of a consistent electronic record for auditing purposes</li> </ul> </li> </ul>
<p><b>3.0 Business Arising</b></p> <ul style="list-style-type: none"> <li>• Fontbonne Kiosk</li>   <li>• Parking Changes</li>   <li>• PFAC Area of Focus</li> </ul>	<ul style="list-style-type: none"> <li>• Angelique Hamilton, Chief Privacy Officer at St. Joseph's Healthcare led the discussion on the privacy concerns regarding the Fontbonne Kiosk brought forward from the September PFAC meeting</li> <li>• The Redevelopment Department has done some work on improving the Fontbonne Entrance by installing an electronic screen that can assist a visitor in locating a patient or receiving information on the location of clinics and programs in the hospital</li> <li>• The application which supports the Patient Kiosk was developed right here at St. Joe's, so it can easily be modified and developed to accommodate patient/family concerns and needs</li> <li>• If a patient does not want their presence in hospital to be known, they need to tell their care team and then their information would not be available at any access point including the kiosk, front desk, phone etc.</li> <li>• To locate a patient using the kiosk, the patient's first and last name must be entered</li>   <li>• M. Joyner led the discussion regarding recent media coverage around the new parking changes at the hospital to follow-up from the presentation by L. Ciancone at the September meeting</li> <li>• The hospital is offering more affordable parking for frequent visitors and patients</li> <li>• Introduction of a 5 day, 10 day and 30 day pass at a discount of at least 50% the daily maximum rate that is valid for a full one year period from the date of purchase with: <ul style="list-style-type: none"> <li>• In/out privileges</li> <li>• Transferrable between patients/visitors/vehicle</li> </ul> </li> <li>• All revenue accrued from parking goes towards patient care</li> </ul> <p><b>Q: Has any consideration been given to providing patients with the 2 options?</b>  The new 30 day pass received media attention due to the fact the previous 30 day pass could be used as many times as you wanted within the 30 day period. The new pass can only be used for 30 single visits in a consecutive 30 day period.</p> <p><b>ACTION:</b>  M. Joyner will take this idea back to the parking team and provide an update at the next meeting</p> <p>M. Joyner presented the 3 Areas of Focus for PFAC to develop for 2016/17</p> <ul style="list-style-type: none"> <li>• The 3 areas of focus are: <ul style="list-style-type: none"> <li>• Enable patients/families to raise issues more easily and successfully</li> <li>• Enhanced family involvement in care planning</li> <li>• Improve communication at all transition points</li> </ul> </li> <li>• The 3 areas of focus have been brought forward and approved by the Senior Leadership Team (SLT)</li> </ul>

Item	Discussion
<ul style="list-style-type: none"> <li>Work Plan</li> </ul>	<p>M. Joyner presented an updated version of the PFAC 2016/17 Work Plan</p> <ul style="list-style-type: none"> <li>The work plan was developed based on the areas of feedback at the previous PFAC meeting and in keeping up with the progress that was have made by quality councils</li> <li>PFAC endorsed the work plan for the next few months and it will be brought back in January for further discussion</li> </ul>
<p><b>4.0 Prevention of Violence in the Workplace</b></p> <ul style="list-style-type: none"> <li>External Review and what it means for our patients &amp; staff</li> </ul>	<ul style="list-style-type: none"> <li>W. Doyle presented the Prevention of Violence in the Workplace External review and what it means for our patients and staff</li> <li>The external review document is available on the hospital website for public viewing</li> <li>The external review was conducted as part of a cluster of 6 incidents occurring at the hospital over the past winter.</li> <li>26 recommendations provided by the reviewers have been accepted by the hospital</li> <li>The main priority is to ensure that our workforce has the capacity to work on preventing violence and that staff have appropriate training on the prevention of violence in the workplace</li> </ul>
<p><b>5.0 Quality Improvement Plan 2016/17</b></p>	<ul style="list-style-type: none"> <li>M. Joyner shared the Quality Improvement Plan for 2016/17 that the hospital has developed so far and was looking for feedback, questions and comments from the group</li> <li>A Quality Improvement Plan is a requirement through the Excellent Care for All Act (ECFAA). This Act states that by April 1<sup>st</sup> of each year, all hospitals, Long Term Care agencies, Community Care Access Centres, Family Health Teams, Community Health Centres shall submit a plan with targets on areas to improve the Quality of Care in their organization</li> <li>In an amendment to ECFAA, as of 2016/17, all Hospitals must involve Patients and Families in the development of their Quality Improvement Plan</li> <li>The 4 hospital Patient Safety Priorities are: <ul style="list-style-type: none"> <li>Improve Medication Safety – Full implementation of medication reconciliation by 2018</li> <li>Reduce Infection – Early Warning system to detect a change in a patient’s condition to help early intervention of reducing infection</li> <li>Improve Transitions – Improve patient transition points from unit to unit or from unit to community</li> <li>Improve Access – Reducing wait times in the outpatient Mental Health area</li> </ul> </li> <li>Additional focus areas have been added to the Quality Improvement plan as priorities set by the LHIN</li> </ul>
<p><b>Date &amp; Time of Next Meeting</b></p>	<p>Monday November 21 , 2016 3:00pm – 5:00pm Dofasco Boardroom</p>