

Patient and Family Advisory Council

Monday October 15, 2018 ~ 3:00pm – 5:00pm

Dofasco 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									
Jennifer Armstrong		X							
Louise Dore									
Michael Slusarenko									
Victoria Reiding									
Cindy Machida	X								
Jane Ross									
Helene Hamilton									
Anna DiTiberio									
Gloria Wade									
Brenda Wilkie	X								
W. Doyle (Co-Chair) (Interim President)		X							
K. Jeffrey (Coordinator Patient Relations)									
L. Volman (Interim CNE, Director of Nursing Practice, MH & Addiction)		X							
F. Wilson (Manager, Patient & Family Collaborative Support Services)	X								
N. Debeau (Occupational Therapist, Forensic Psychiatry Program)		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:

Jane Loncke, Clinical Director, SJHH

Olivia Allega, MBA Resident, Quality Department

Julie Wilson, Director of Clinical Safety, Quality, Risk, St. Joseph's Health Centre Guelph

Dana Brunskill, Quality Specialist, St. Joseph's Health Centre Guelph

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 September 17th meeting were approved.
Announcements	<ul style="list-style-type: none"> • Welcomed new members <ul style="list-style-type: none"> • Brenda Wilkie, Patient and Family Advisory Council member • PFAC Report Summary <ul style="list-style-type: none"> • Over the summer, B. King reviewed all of the PFAC minutes from 2011 to present and wrote a report which included each year's accomplishments and recommendations. The report will be brought to PFAC for review at the November meeting. • HQO Conference Award <ul style="list-style-type: none"> • The COPD poster that was displayed at the Health Quality Ontario conference on October 18th won an award of distinction. • Report – PFAC Chair & Vice Chair Role description <ul style="list-style-type: none"> • The PFAC is looking to fill the role of Vice Chair. This position would be active this current year with the understanding that should interest continue, that this person would continue in the role of Chair starting in September 2019. A role description will be circulated following the meeting. • Any PFAC member who is interested in the Vice Chair position, please put your name forward to M. Joyner or B. King. • Declaration of Values <ul style="list-style-type: none"> • Looking for 2-3 advisors to update the hospital's Patient Declaration of Values • Any PFA's who are interested in participating on the working group, please let Jessica or Michelle know
2.0 Terms of Reference Review	<p>M. Joyner presented the Terms of Reference for 2018/19</p> <ul style="list-style-type: none"> • The Patient and Family Advisory Council approved the Terms of Reference for 2018/2019 as amended.
3.0 Work Plan	<p>M. Joyner presented the PFAC Work Plan for 2018/19</p> <ul style="list-style-type: none"> • PFA's reviewed and provided their thoughts and feedback which will be formulated into the 2017/18 work plan <ul style="list-style-type: none"> • Invite the staff who presented last term to return to the council and provide an update (if that was the expected outcome) • Invite John Woods to return and present on the Strategic Plan • Would like to hear more on Code Zero • Would like to hear more about Dovetale ie. Dashboard • Plan of Care/information transfer in the General Internal Medicine Program • The Patient and Family Advisory Council approved the Work Plan for 2017/2018 as amended • Reviewed the Process of Preparing Presenters to bring topics to the Council <ul style="list-style-type: none"> • A brief summary will be provided in the monthly package for each topic that will be presented by staff leads at our meetings • Meeting members will brainstorm and provide questions that they would like to have answered by the staff leads • The staff lead will come to a future meeting to present the answers and be present to answer other questions that may arise from the discussion

Item	Discussion
	<ul style="list-style-type: none"> • Formulate Questions for November Topics • The 2 topics that will be presented at the November PFAC meeting are 1) Accreditation and 2) Forensic Abscondments and Public Perception • PFAC members brainstormed and formulated questions to ask the presenters on the two topics • Forensic Abscondments and Public Perception: <ul style="list-style-type: none"> • The hospital should do more to address the public and media perspective • Address the language discrepancy between the hospital and the legal process • Accreditation: <ul style="list-style-type: none"> • What questions would accreditors ask patients if they stopped them in the hallway? • What recommendations came out of the last accreditation? • These questions will be circulated again following this meeting to provide further feedback/questions.
<p>4.0 Committee Updates</p>	<p>Nursing Advisory Council</p> <ul style="list-style-type: none"> • J. Woods presented on the strategic plan • Our suggestions from the September World Café presentations were incorporated into the strategic plan <p>GIM Geographical bed mapping</p> <ul style="list-style-type: none"> • The GIM geographical bed mapping project has been fully implemented • Positive feedback received from patients and staff <p>Accreditation Tracers</p> <ul style="list-style-type: none"> • A group of advisors are participating in mock tracers in preparation for St. Joe's Accreditation taking place in May 2019 • Mock tracers are set up to assist staff in preparing for Accreditation • The next set of mock tracers takes place on November 7 & 8 • Patient and Family Advisors are orientated and trained for this process, please let us know if you are interested. <p>Mental Health and Addictions Family Advisory Council</p> <ul style="list-style-type: none"> • Family information handbook is completed and now waiting for approval from the Senior Leadership Team • Family Resource Centre will be re-locating to be more centralized for patients and families to access at West 5th site • FAC members will be involved in walkabouts with staff to visit units and provide input and feedback based on the family/patient perspective <p>Diagnostic Imaging Interview Panel</p> <ul style="list-style-type: none"> • B. King participated in hospital interviews for the Regional Lab and Diagnostic Imaging Department • B. King participated in asking the candidates questions during the interview process: • Suggested questions for future interview experiences include: <ul style="list-style-type: none"> ○ How do you involve patient & families in your work? ○ What has been your experience with patients and families? ○ If you received this position how would you involve patients and families in your work? <p>Strategic Planning</p> <ul style="list-style-type: none"> • The working group meets weekly to work on the strategic plan • Membership include staff from Public Relations, Human Resources, Quality Department, Patient & Family Advisor

Item	Discussion
	<p>Falls Prevention Steering Committee</p> <ul style="list-style-type: none"> Received a demonstration from the Dovetale team on the reporting Dashboard Shows patients who are at risk for falls and a care plan can be developed ahead of time <p>Communication Working Group</p> <ul style="list-style-type: none"> Primary focus of the working group has been planning the Patient and Family Advisor event <ul style="list-style-type: none"> The Collaborating Together for Better Care event takes place on Wednesday November 28th from 12:30pm-4:00pm at the Charlton Campus, 2nd Floor of the Juravinski Innovation Tower This Event will have three main components; Awards of Excellence, Key Note Speaker & Poster Presentation Event details were emailed out to all advisors and hospital staff Evaluation forms have been created as a part of the patient and family advisor staff orientation process <ul style="list-style-type: none"> At the end of a project, committee/council participation both the staff and the advisor will complete an evaluation of their work The information gathered from the evaluations will help to enhance the partnership and collaboration between staff and patient and family advisors and to help the advisors strengthen their role and participation Patient Seal <ul style="list-style-type: none"> The Patient and Family Involvement Seal identifies when a hospital improvement or change has been made with patient and family involvement Staff submit their application which will be reviewed by the Communication Working Group for approval <p>Peer Advisory Council</p> <ul style="list-style-type: none"> Deferred
<p>5.0 Plan of Care</p>	<p>J. Loncke, Clinical Director, presented on Improving Transitions: Plan of Care (48 hour conversation)</p> <p>Highlights from the presentation:</p> <ul style="list-style-type: none"> Within 48 hours of admission to an inpatient unit, a conversation occurs with a patient and the physician including the following; diagnosis, estimated date of discharge, plan of care, barriers to discharge The 48 hour conversation is a key component of patient centred care and a part of the Home First Philosophy <p>Q: How well are we able to meet the standard? What about weekends, especially long weekends?</p> <p>A: The expectation is that these conversations are occurring on weekdays as well as weekends. Our goal is to keep patients and families updated about the plan of their care as much as possible no matter the day of the week.</p> <p>Q: Has it led to better discharge planning? How do you know?</p> <p>A: We will need to review our patient satisfaction surveys from these areas to determine if patient satisfaction with the discharge process has improved.</p> <p>Q: Who is ultimately responsible for the discharge plan?</p> <p>A: The responsibility for discharge planning is a joint effort involving the patient, family, as well as the patient's care team.</p> <p>Q: Has Dovetale helped this process?</p> <p>A: Dovetale has helped because now we are able to document when the conversation with patient and family has taken place and will soon be able to monitor reports.</p>

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	<p>Q: Has the plan of care (48 hour conversation) spread across all hospital programs? A: St. Joe's programs that have adopted the plan of care initiative are: General Internal Medicine, Nephrology, Mental Health & Addictions, Complex Care and Medical Rehabilitation. The plan of care provides valuable information and it would be of benefit for programs to adopt this initiative.</p> <p>Q: What kind of procedures are in place if a patient does not want to be involved in their plan of care? A: The care provider would reach out to family or substitute decision maker for the patient if the patient does not understand the care plan or does not want to be involved</p>
4.0 Meeting Evaluation	<ul style="list-style-type: none"> • Distributed
Date & Time of Next Meeting	Monday October 15, 2018 3:00pm – 5:00pm Dofasco Boardroom