

**Patient and Family Advisory Council**

Monday October 19, 2020 ~ 3:00pm – 4:30pm

Zoom/Teleconference

**MINUTES**

	Sept 21/20	Oct 19/20	Nov 16/20	Jan 18/21	Feb 15/21	Mar 15/21	April 19/21	May 17/21	June 21/21
Helene Hamilton (Co-Chair)									
Susan Tkachuk (Vice-Chair)									
Peggy Chapman									
Lana Yilmaz									
Michael Doughty									
Linah Hegazi									
Jan Kasperski									
Brian Cooke									
Julia Boyd									
Martha Ronalds									
Sahar Monzavi									
Mackenzie M. (LOA)	X	X							
Ali B.									
Susan Lohin									
Debra Leah Hartman									
Donna Johnson (Interim CNE)									
M. Farrell (President)	X	X							
D. Pitt (Coordinator Patient Relations)									
L. Volman (Director of Nursing Practice, MH & A)	X	X							
F. Wilson (Manager, Patient & Family Collaborative Support Services)		X							
B. Sunstrum (Knowledge Translation Specialist, Forensic Psychiatry)									
E. O'Connell (Co-Chair, Nurse Management Council)									
M. Joyner (Director, Quality Dept)									
V. Constantinescu (Patient Experience Consultant, Quality Dept)									
S. Mondoux (Quality Lead, Emergency Dept)	X	X							
J. Williams (Resource)									

**X = Regrets**

= Not a current member

**Guests:**

Barbara Beaudoin, Chair, Quality Committee of the Joint Board of Governors  
B. King – Patient & Family Advisor

**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	H. Hamilton welcomed guests to the council. (See guest list above).
Approval of Agenda	<b>The agenda was approved.</b>
Approval of Minutes	<b>The minutes of the September 21st meeting were approved as amended.</b>
Announcements	<ul style="list-style-type: none"> <li>• None</li> </ul>
Standing Items	<ul style="list-style-type: none"> <li>• <b>Recent Project Assignments</b> <ul style="list-style-type: none"> <li>• V. Constantinescu provided an update on the PFAs assigned projects to date.</li> <li>• There were 4 project requests for Patient &amp; Family Advisor (PFA) participation between September 18th and October 16th</li> </ul> </li> <li>• <b>Preparation for the November 18th Meeting</b> <ul style="list-style-type: none"> <li>• Two topics will be presented at the November PFAC meeting</li> <li>• PFA’s brainstormed and formulated questions to ask the presenters on the topics</li> </ul> </li> <li>• <b>Virtual Visits:</b></li> <li>• Is there a decision framework about the type of virtual visits, who qualifies for the virtual visit, who is the decision maker?</li> <li>• Is there an evaluation and measurement program to collect patient experience and feedback about virtual visits?</li> <li>• Is the program co-designed with patients and families? Are the patient and family representatives from diverse groups?</li> <li>• What are the challenges/impacts of virtual visits on patients and families?</li> <li>• Where and when are virtual visits more effective?</li> <li>• At the system level, what is the projection of virtual visits replacing in person visits? Where and how will this model will be implemented?</li> <li>• We’ve learned from telemedicine that the model works better when the relationship between practitioner and patient is already established. However, it does not work well when the patient and practitioner have just met. Are the lessons learned in telemedicine being considered in the virtual visit development?</li> <li>• <b>Patient Experience Data Working Group:</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul> </li> </ul>
2.0 Co-Design Framework	<p>H. Hamilton &amp; V. Constantinescu presented on the Co-Design Framework, implementation, education and measurements for St. Joseph’s Healthcare.</p> <p><b>Presentation Highlights:</b></p> <ul style="list-style-type: none"> <li>• Co-Design is an approach that supports partnerships between staff, physicians, patients and families working together in designing services, developing care plans, finding solutions to quality issues</li> <li>• SJHH adopted this approach so that clinical initiatives are co-designed with patients and families</li> <li>• A Working Group was established to develop the SJHH Co-Design Partnership Framework</li> <li>• The 4 principles of Co-Design Partnerships are: Inclusive, Respectful, Outcome Focuses and Participative</li> <li>• Areas of focus for Co-Design Partnerships include: Personal Health care decisions, Clinical program and Service design, Organizational Policy, Strategy and Governance</li> </ul> <p>Next Steps:</p> <ul style="list-style-type: none"> <li>• Staff, leaders, patient and family advisors will have access to an expert or education sessions</li> <li>• Experts will be developed to support staff and leaders to use co-design methodology and framework</li> <li>• Virtual education workshops will be available to all staff, leaders, patient and family advisors starting November 2020</li> <li>• Workshop is very interactive with a lot of practical examples, and hands on opportunities</li> <li>• Participation in a workshop provides staff a professional development opportunity to become a leader in Co-Design</li> </ul>

Item	Discussion
	<ul style="list-style-type: none"> <li>• Communication Plans have been developed and announcements to the organization will be via screen savers, Need to Know newsletter and on the MyStJoes website</li> </ul> <p><b>Q: Due to the COVID-19 pandemic, how will you launch the Co-Design Framework at SJHH?</b>  A: Even though the COVID-19 pandemic has brought on many challenges, we believe Co-Design is an important part of SJHH commitment and what we do therefore we are continuing with the implementation. Since we are not able to do a large, in person organizational event, we have adjusted our strategies and processes to accommodate our current situation. Along with the virtual workshops we also have a group of experts (PFA's, Quality Consultants and other Healthcare Professional Leads) available for all staff. These experts will be able to provide support and encouragement in the adoption of the Co-Design method.</p> <p><b><u>Co-Design MOCK Exercise</u></b></p> <ul style="list-style-type: none"> <li>• PFAC members broke out into small groups with a mix of Patient &amp; Family Advisors and staff to work on developing solutions to a hypothetical problem using the co-design approach.</li> </ul>
<p><b>4.0 COVID-19 Hospital Updates</b></p>	<p>D. Johnson presented the COVID-19 St. Joseph's Healthcare update</p> <p><b><u>Organizational Update</u></b></p> <ul style="list-style-type: none"> <li>• As of October 19th, we are caring for 2 inpatients with COVID-19</li> <li>• Since the beginning of the pandemic, there has been 37 healthcare workers at St. Joe's who have tested positive. 23 of the 37 cases were acquired through community transmission</li> <li>• We are currently at 98% capacity with 108 patients in our Alternate Level of Care (ALC) unit</li> <li>• If we need to modify the level of services, operations or activities during the COVID-19 pandemic, our Incident Management Team (IMS) will evaluate and communication will be shared organizationally</li> <li>• The COVID-19 Unit has been re-opened to care for new patients admitted with the virus</li> <li>• We are keeping a close watch on the numbers and triggers that would result in adjustments to our COVID Operations Dashboard, which could prompt changes to activities such as the visitor policy and therapeutic passes</li> <li>• We still have many protocols and procedures in place to ensure the safety of our staff, patients and community, including screening at our doors, physical distancing, universal masking and close monitoring of PPE supplies</li> <li>• The Satellite Health Facility (SHF) was tentatively scheduled to open during the week of Oct. 19. However additional renovation work is required to the site before transitioning patients from Hamilton Health Sciences (HHS) and SJHH. Tentative patient move-in dates will occur during the end of October and early November</li> <li>• St. Joseph's Villa is undergoing construction to accommodate ALC patients with a completion date of 2022</li> </ul>
<p><b>Date &amp; Time of Next Meeting</b></p>	<p>Monday November 16, 2020  3:00pm – 4:30pm  Teleconference/ZOOM</p>