

Patient and Family Advisory Council

Monday September 19, 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								
Jennifer Armstrong									
Louise Dore									
Michael Slusarenko									
Tom Jackson	X								
Victoria Reiding									
Cindy Machida									
Jane Ross									
Helene Hamilton	X								
Kim Dell	X								
Wendy Smith	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								
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:

Lisa Ciancone, Manager Parking & Internal Transportation SJHH

Abbreviation List:

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

Item	Discussion
1. Introduction of New Members	<ul style="list-style-type: none"> W. Doyle welcomed guests to the council; Lisa Ciancone, Manager Parking & Internal Transportation at St. Joseph's Healthcare W. Doyle welcomed a new member to the council; Phil Valvasori, Manager, Patient Relations and Medical Affairs.
Approval of Agenda	The agenda was approved.
Approval of Minutes	The minutes of the June 20, 2016 meeting were approved.
Announcements	<ul style="list-style-type: none"> The Health Quality Transformation Conference is taking place on Thursday October 20, 2016 and registration is open for all to attend Travel costs will be reimbursed by St. Joseph's Hospital

Item	Discussion
	<p>ACTION: Jessica to forward invitation for the Health Quality Transformation Conference to the PFAC</p>
<p>2. Business Arising 2.0 Parking Pass Changes</p>	<ul style="list-style-type: none"> • L. Ciancone, Manager of Parking and Internal Transportation at St. Joseph’s Healthcare presented provincial changes to patient and family parking at the hospital • The hospital is offering more affordable parking for frequent visitors and patients • 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"> • In/out privileges • Transferrable between patients/visitors/vehicle • All revenue accrued from parking goes towards patient care • Information about the Hospital Parking Directive will be displayed at pay stations, ticket kiosks, St. Joes website and on signage throughout the hospital • Parking passes are available through the hospital parking offices
<p>3.0 Prepare Work Plan for 2016/17</p> <ul style="list-style-type: none"> • Review ideas from May Planning Session 	<ul style="list-style-type: none"> • M. Joyner led the discussion with the goal of updating the Council’s work plan for 2016/2017 • C. Machida, B. King and M. Joyner met over the summer to review ideas from the May Networking session and how the ideas could be incorporated in the work plan • Accomplishments from the past year include: <ul style="list-style-type: none"> • Purposeful use of Patient Stories is being piloted on the Mood Disorders Unit and they plan to publish their findings and will update the Council in the fall • Discharge Planning with focus on the 48-hour conversation regarding the plan of care <ul style="list-style-type: none"> • The General Internal Medicine program is currently focused on achieving 80% compliance by March 2017 • Established a process to have patient advisors on quality councils share their work at PFAC • May Networking Session brought forth ideas on enhancing PFA recruitment, PFA orientation , communication among advisors , as well as opportunities for improvement • Improvement ideas for hospital priorities were separated into 2 categories: <ul style="list-style-type: none"> • Projects are underway and recommended updates will be brought back to PFAC for information and feedback: <ul style="list-style-type: none"> • 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. The screen will be active as of September 28, 2016. • Managers have work underway to decrease wait times in the Pre-Operative Assessment Clinic, Eye Clinic and Fracture Clinic • The current call bell system does not allow for further improvements to be made at this time due to the fact that it is not possible to measure response times of call bells <ul style="list-style-type: none"> • Quality Councils will be asked to monitor patient satisfaction surveys and expect units to follow-up where this is a concern • There is active work going on in the Mental Health program by engaging patients and families when using restraints. Further work required in the Emergency Department, Medicine and Surgery programs • Reduce ageism stigma in the way elderly are treated • Rounds without patient involved in conversations idea will be forwarded to the Medical Advisory Council • Larger high level theme ideas that require discussion and consideration for broader area of focus: <ul style="list-style-type: none"> • Regular, continuous, and consistent communication at every transition point including follow-ups

Item	Discussion
	<ul style="list-style-type: none"> • Enhance the process to voice concerns/suggestions with support and no retaliation • Family involvement in care planning • Ask for and identify the executor of health (Power of Attorney) at admission/registration • Avoiding having to repeat my story to multiple healthcare providers during the same visit <ul style="list-style-type: none"> • The Council came to a unanimous decision to focus on the following items for the 2016/2017 year: <ul style="list-style-type: none"> • Regular, continuous, and consistent communication at every transition point including follow-ups • Enhance process to voice concerns/suggestions with support and no retaliation • Family involvement in care planning <p>ACTION:</p> <ul style="list-style-type: none"> • W. Doyle will take the proposed ideas to the Senior Leadership team and Board for support and inform them on the areas of focus for this coming year • The 2016/2017 work plan will be reviewed at the October meeting
4.0 Review Terms of Reference	<ul style="list-style-type: none"> • The Patient and Family Advisory Council reviewed and approved the Terms of Reference for 2016/2017
5.0 Quality Improvement Plan 2016/17	<ul style="list-style-type: none"> • Deferred
6.0 Round Table Opportunity for members to update on committee work outside of PFAC	<ul style="list-style-type: none"> • J. Armstrong presented on the Candlelight Vigil held at the West 5th Campus on October 3rd from 6pm – 7:30pm • The Candlelight Vigil is a ceremony commemorating patients who have passed away due to mental illness
Date & Time of Next Meeting	Monday October 17 , 2016 3:00pm – 5:00pm Dofasco Boardroom