

Patient and Family Advisory Council

Monday September 17, 2018 ~ 3:00pm – 5:00pm

Fontbonne Conference Room 3

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 | | | | | | | | | |
| 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) | | | | | | | | | |
| K. Jeffrey (Coordinator Patient Relations) | | | | | | | | | |
| L. Volman (Interim CNE, Director of Nursing Practice, MH & Addiction) | | | | | | | | | |
| F. Wilson (Manager, Patient & Family Collaborative Support Services) | X | | | | | | | | |
| N. Debeau (Occupational Therapist, Forensic Psychiatry Program) | | | | | | | | | |
| K. Baguley (Manager, Head & Neck Unit) | | | | | | | | | |
| M. Joyner (Director, Quality Department) | | | | | | | | | |
| J. Williams (Resource) | | | | | | | | | |

X = Regrets

= Not a current member

= No Meeting

Guests:

John Woods – Vice President, Strategic Initiatives, SJHS

Johan Beukes – Senior Organizational Development Consultant

Agnes Bongers – Director, Public Affairs

Lance Dingman – Patient & Family Advisor, Peer Support Council member

Nancy Schreiner – Patient & Family Advisor, member of the Family Advisory Council, MH

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 June 18th meeting were approved. |
| Announcements | <ul style="list-style-type: none"> • Welcomed new members <ul style="list-style-type: none"> • V Constantinescu, Quality Consultant, Brenda Wilkie, Family Advisory Council member and Karen Jeffery, Risk Consultant, have joined the PFAC • PFAC Report <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 and we look forward to receiving feedback from council members. • HQO Conference <ul style="list-style-type: none"> • The next Health Quality Ontario conference will be held in Toronto on October 18th. Everyone is invited to register and attend the conference. The event includes free lunch for patient & Family advisors. Public transportation to the conference will be covered by the hospital. • 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. |
| 2.0 Strategic Planning | <p>J. Woods presented on work behind the development of a Strategic Plan, and the specific work that has occurred so far for the St. Joseph's Healthcare strategic plan.</p> <p>Highlights from the presentation:</p> <ul style="list-style-type: none"> • The Strategic Plan will be launched in time for our organizational Accreditation in May 2019 • Population projections and the future demands for our programs and services will be considered into the plan • Typical Strategic Planning Activities include: <ul style="list-style-type: none"> • Scanning the environment, gathering data, analyzing our situation, consulting and engaging others, and developing strategies • Strategic plan focus groups took place in late 2017 with Organizational Leaders, Frontline Staff, Directors, Managers, Physicians, Volunteers & Patient and Families to gather feedback and ideas to incorporate into the Strategic Plan • A team met with community partners and the team also engaged the public to gather feedback and incorporate it into the plan • Some feedback included: <ul style="list-style-type: none"> • Concrete directions that reflect our work • Plan must be meaningful to staff • Patient & Family Partnership developed in the plan • Engage people <p>ACTION: Strategic Plan presentation will be sent by email to all attendees from the September PFAC meeting</p> |
| 3.0 PFAC World Cafe | <p>J. Beukes presented the Strategic Plan Initiative PFAC World Café</p> <p>Highlights from the presentation:</p> |

| Item | Discussion |
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| | <ul style="list-style-type: none"> • Advisors were asked to break into 5 groups and answer 5 questions by imaging this synopsis “It is five years from now and St. Joe’s has fully embedded Patient Advisors in our hospitals”. • The five questions were: <ul style="list-style-type: none"> • 1 - What would be different for patient and families, for patient and family advisors, and for our workforce? • 2 - Inpatient Experience – What kinds of workforce behaviours, technologies and services would get us to a 9 or 10, if you were to rate up on our customer service (10 best and 1 worst)? • 3 - Outpatient Experience – What kinds of workforce behaviours, technologies and services would get us to a 9 or 10, if you were to rate up on our customer service (10 best and 1 worst)? • 4 - What kind of experience do we want for our patients and visitors regarding parking, wayfinding, washrooms, food and drink? What should the future look like and what did we do differently to get there? • 5 - What information do patients and families want and when do they want it? (think of any health care experience) • All of the feedback from advisors was gathered and can be found in the attachment. |
| 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 |