

## Patient & Family Advisory Council

September 19, 2022 ~ 3:00pm - 5:00pm

### Minutes

	Sept 19/22	Oct 17/22	Nov 21/22	Jan 16/23	Feb 27/23	Mar 20/23	April 17/23	May 15/23	June 19/23
Sue Tkachuk (Co-Chair)									
S. Monzavi-Bacon (Vice-Chair)									
Peggy Chapman									
Helene Hamilton									
Nancy Christensen									
Murray Walz									
Brian Cooke									
Julia Boyd									
Jan Kasperski									
Denise Maraj									
Twila Reynolds	X								
Molly Bautista	X								
Alex Schulz	X								
Patrizia McEacheren									
Cheryl Williams (Executive-VP Operations & CNE)									
Julie Vohra (Coordinator Patient Relations)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X								
Erin Doherty (Clinical Director Critical Care & Nursing Professional Practice)	X								
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X								
Ana MacPherson									
Alana Tymchuk									
Michelle Joyner (Director, Quality Dept)									
Valentina Constantinescu (Patient Experience Consultant, Quality Dept)	X								
Jessica Williams (Resource)									

X = Regrets

 = Not a current member

#### Abbreviation List:

PFAC = Patient and Family Advisory Council

PFA = Patient and Family Advisor

SJHH = St. Joseph's Healthcare Hamilton

Item	Topic	Presenter
1.0	<b>INTRODUCTION</b>	
1.1	Call to Order <ul style="list-style-type: none"> <li>• The agenda for the September 19, 2022 meeting was approved.</li> <li>• The minutes from the June 20th meeting were approved.</li> </ul>	C. Williams
1.2	Land Acknowledgement <ul style="list-style-type: none"> <li>• PFAC opened the meeting with the SJHH Land Acknowledgement.</li> </ul>	C. Williams
1.3	Introduction - Welcomed Guests: Saumya Gautam, Director, Organizational Development, People Culture, and Diversity, Health and Wellness, SJHH Johan Beukes Sr. Organizational Development Consultant, SJHH Julie Reid, Postdoctoral Fellow, Canadian Institutes of Health Research Health Systems Impact Fellowship	C. Williams
2.0	<b>ANNOUNCEMENTS - N/A</b>	
3.0	<b>PRESENTATIONS</b>	
3.1	<b>Patient &amp; Family Advisory Council – Organizational Items</b>  <b>Terms of Reference (TOR)</b> <ul style="list-style-type: none"> <li>• PFAC reviewed and provided feedback on the Council Terms of Reference</li> <li>• A small working group (Denise, Sahar, Helene, Julie V., Michelle) will review the TOR in depth, reframe the goals and objectives and present at the Next Council meeting</li> <li>• Discussion around objectives and goals:               <ul style="list-style-type: none"> <li>○ We want to ensure we have council members who represent all abilities, diversities and backgrounds to improve the patient and family experience at SJHH</li> <li>○ How do we create a safe environment where everyone can be heard?</li> <li>○ Having the patient voice at the table to move things forward is essential for SJHH</li> <li>○ Addressing unconscious biases and systemic discrimination is an important aspect in achieving change</li> <li>○ Look to incorporate EDI at every meeting</li> </ul> </li> <li>• Objective items 2, 5 TOR edits:               <ul style="list-style-type: none"> <li>○ Objective #2: Ensure that the perspective of patients, families and caregivers is always incorporated into organizational activities and decision-making and represents a wide diversity of voices.                   <ul style="list-style-type: none"> <li>▪ Change “Ensure” to “Seek to ensure”</li> </ul> </li> <li>○ Objective # 5: Provide opportunities for administrators, staff and physicians to hear patients and family members stories about their health care experiences.                   <ul style="list-style-type: none"> <li>▪ Reframe wording to suggest “Create access for administrators, staff and physicians to hear stories...”</li> </ul> </li> <li>○ Consider removing the highlight</li> <li>○ Reframe the purpose of PFAC to demonstrate that we are making changes happen vs aspiring to change</li> </ul> </li> </ul> <b>Work Plan</b> <ul style="list-style-type: none"> <li>• PFAC reviewed the Council work plan and provided feedback</li> <li>• Consider how one can access and process information presented on the work plan in order to participate in discussions</li> <li>• For people with vision disabilities the work plan font size, use of colours could be challenging</li> </ul> <b>Meeting Modes</b> <ul style="list-style-type: none"> <li>• PFAC decided on a hybrid model for the October 19<sup>th</sup> meeting which will be held in person and via zoom</li> </ul> <b>Overview of Committee</b> <ul style="list-style-type: none"> <li>• M. Joyner presented the PFAC reporting structure and membership</li> </ul>	M. Joyner

	<ul style="list-style-type: none"> <li>• PFAC reports to the Patient Experience, Quality and Patient Safety Committee</li> <li>• PFAC has two Co-Chairs and one Vice-Chair, 12 Patient &amp; Family Advisors and seven SJHH staff representatives</li> </ul> <p><b>Q: What is meant by “Hands on Co-Design”?</b> A: A co-design framework at St. Joe’s was launched a few years ago where staff, patient and families work together to co-design hospital projects and initiatives. These projects will be brought forward to PFAC where the staff and PFA will present the co-designed project.</p>	
3.2	<p><b>Hospital Updates</b> <b>COVID</b></p> <ul style="list-style-type: none"> <li>• Another wave of COVID is expected this winter along with a substantial flu season</li> <li>• Continue following Infection, Prevention &amp; Control best practices and encourage staff to receive the COVID Bivalent and Flu vaccines</li> </ul> <p><b>Three Priorities</b></p> <ul style="list-style-type: none"> <li>• SJHH three priorities are; Culture, safety, retention and healthcare worker wellness, Staffing &amp; Recruitment, managing capacity to support high quality care</li> <li>• Executive leaders have completed 33 priority unit visits and heard meaningful and specific feedback on areas we can improve and positive feedback on areas that are working well</li> </ul>	<i>M. Joyner</i>
3.3	<p><b>Develop PFAC Ground Rules</b></p> <ul style="list-style-type: none"> <li>• J. Beukes and S. Guyam presented on Exploring EDI (Equity, Diversity &amp; Inclusion) foundational concepts <ul style="list-style-type: none"> <li>○ <u>Diversity</u>: Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess, and the mix that occurs in any group of people. Race, ethnicity, age, gender, sexual orientation, religious beliefs, economic status, physical abilities, life experiences, and other perspectives can make up individual diversity. Diversity is a fact, and inclusion is a choice</li> <li>○ <u>Equity</u>: Where everyone is treated according to their diverse needs in a way that enables all people to participate, perform, and engage to the same extent</li> <li>○ <u>Inclusion</u>: Inclusion is creating a space that embraces, respects, accepts, and values diversity. It is a mindful and equitable effort to meet individual needs so everyone feels valued, respected, and able to contribute to their fullest potential. Where diversity occurs naturally, creating the mix in the organization, inclusion is the choice that helps the mix work well together</li> </ul> </li> <li>• Questions to ask moving forward: <ul style="list-style-type: none"> <li>○ What does our EDI journey look like as a group (learn, engage, act)?</li> <li>○ How do we allow for space for dialogue to understand diverse voices and perspectives in a respectful an inclusive manner?</li> <li>○ What are some ground rules we want to follow as a group when engaging with each other from an EDI lens?</li> </ul> </li> </ul> <p><b>Q: Is a bias always problematic or negative?</b> A: A bias is an inclination or preference formed without reasonable justification that can prevent judgment from being balanced or even-handed. Not all biases are problematic or negative. You can have positive biases for example towards a certain animal, cat person vs dog person.</p>	<i>J. Beukes/S. Guyam</i>
<b>4.0</b>	<b>STANDING ITEMS</b>	
	<p><b>Patient &amp; Family Advisor Project Assignments</b></p> <ul style="list-style-type: none"> <li>• An update on all active projects to date was presented</li> <li>• There were 2 project requests for Patient &amp; Family Advisor (PFA) participation between the months June 10 to September 10, 2022.</li> </ul>	<i>M. Joyner</i>

<b>5.0</b>	<b>CONCLUDING ITEMS</b>
5.1	Date of Next Meeting – Hybrid – In Person and via ZOOM Monday, October 17, 2022 3:00-5:00