

## Patient & Family Advisory Council

September 18 2023 ~ 3:00pm - 5:00pm  
*Minutes*

	Sept 18/23	Oct 16/23	Nov 27/23	Jan 14/24	Feb 27/24	Mar 20/24	April 17/24	May 15/24	June 19/24
Sahar Monzavi-Bacon (Co-Chair)									
Nancy Christensen (Vice-Chair)									
Nancy O'Sullivan									
Murray Walz									
Brian Cooke									
Robert Kerr									
Jan Kasperski									
Augustina Ampofo									
Michael Pinto									
Paul Buchanan	X								
Dr. Taylor Hatchard	X								
Sheldon Coombs	X								
Michael Slusarenko	X								
Cheryl Williams (Executive-VP Operations & CNE)	X								
Julie Vohra (Patient Relations Specialist)									
Jane Loncke (Clinical Director & Chair Professional Advisory Cte)	X								
Andrea McKnight (Interim Clinical Director Nursing Professional Practice & Chief Clinical Informatics Officer)	X								
Fiona Wilson (Manager, Patient & Family Collaborative Support Services)	X								
Miranda Cardinali (ICC Coordinator, Nurse)									
Alana Tymchuk (Clinical Manager, CTU 4BD & IMRAC)									
Jayne Clemens (Manager Quality, SJHC)									
Lori Lawson (Senior Director, SJHC)									
Deborah Fernandez (Administrator, SJV)									
Mieke Ewen (Chief Operating Officer, SJV)									
Ashley Robertson (Interim Director, Patient Experience, Quality, Patient Safety)									
Valentina Constantinescu (Patient Partnership Lead, Patient Experience, Quality, Patient Safety)									
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
<b>1.0</b>	<b>INTRODUCTION</b>	
1.1	<p>Call to Order</p> <ul style="list-style-type: none"> <li>The agenda for the September 18 2023 meeting was approved.</li> <li>The minutes from the June 19 2023 meeting were approved.</li> </ul>	<i>S. Monzavi-Bacon</i>
1.2	<p>Land Acknowledgement</p> <ul style="list-style-type: none"> <li>L. Jeffs, Senior Equity, Diversity and Inclusion Consultant at St. Joes, shared St. Joe's commitment to Truth and Reconciliation and the work that the hospital is doing to build an inclusive, equitable and fair healthcare system</li> <li>Here are some of the ways St. Joe's is commemorating National day for Truth and Reconciliation: <ul style="list-style-type: none"> <li>We will be raising the Survivors Flag at our three campuses for the month of September, an important step in our journey toward truth and reconciliation</li> <li>The Survivors Flag was created to honour survivors, and those impacted by the residential schools. The flag was designed by residential school survivors from across Canada</li> <li>St. Joe's healthcare professionals are engaging in learning opportunities in order to provide more culturally sensitive care to Indigenous patients and to recognize the value of Indigenous healing practices</li> <li>Developing guidelines for staff on the Land Acknowledgement</li> </ul> </li> </ul>	<i>L. Jeffs</i>
1.3	<p>Introduction - Welcomed Guests:</p> <p>Jan Brokenshire, Jarrett Jivan, Karen O'Sullivan, Paul Buchanan, new Patient &amp; Family Advisors  Lisa Jeffs, Senior Equity, Diversity and Inclusion Consultant, SJHH  Rose Vespa, Chair, Quality Committee of the Joint Boards of Governors  Johan Beukes, Saumya Gautam, Equity, Diversity and Inclusion Department, SJHH</p>	<i>S. Monzavi-Bacon</i>
<b>2.0</b>	<b>ANNOUNCEMENTS</b>	
2.1	<p><b>Patient &amp; Family Advisory Council Vice-Chair</b></p> <ul style="list-style-type: none"> <li>N. Christensen was selected as the new Vice-Chair of PFAC starting in October 2023</li> </ul>	<i>S. Monzavi-Bacon</i>
<b>3.0</b>	<b>PRESENTATIONS</b>	
3.1	<p><b>Patient &amp; Family Advisory Council Terms of Reference (TOR) 2023/2024</b></p> <ul style="list-style-type: none"> <li>The Terms of Reference for 2023/2024 were provided for review and approved as presented</li> <li>Work is underway for recruitment of any open membership positions including a member from the Indigenous community</li> </ul> <p><b>Q: Who should attend the in-person meetings?</b>  A: In-person meetings add another level of connectivity which allows us to engage in discussions, co-design projects and collaborate together. We encourage members of the Patient &amp; Family Advisory Council (staff and PFA's), all Patient &amp; Family Advisors to attend the in-person meetings.</p> <p><b>Q: During the In-Person Meetings, will time be allocated to share learnings and for PFA's to provide updates on their Council/Committee work?</b>  A: At the in-person meetings, we will provide an opportunity for all to share learnings and experiences, offer input on projects and present updates on Council/Committee work. We will integrate relevant information from the meeting into the Patient Engagement Plan.</p>	<i>A. Robertson/V. Constantinescu</i>
3.2	<p><b>Patient &amp; Family Advisory Council Work Plan 2023/2024</b></p> <ul style="list-style-type: none"> <li>A work plan is required to meet the objectives of the TOR and to provide input on the Patient Engagement Plan and advise/consult regarding the progress towards implementation</li> <li>The Patient Engagement Plan is a plan for the entire organization to advance Patient &amp; Family partnership, formalize areas of focus for the organization and to track and measure progress</li> </ul>	<i>A. Robertson/V. Constantinescu</i>

	<ul style="list-style-type: none"> <li>• The Patient &amp; Family Advisory Council Workplan was presented for endorsement. The council divided into groups to review and provide feedback on the workplan. Three questions were shared to generate discussion:             <ul style="list-style-type: none"> <li>• Have we missed any actions from the workplan?</li> <li>• The workplan outlines each topic with a proposal of the most appropriate mode of presentation. Please discuss each proposal and endorse and/or recommend any of the following: Presentation, Report, Both</li> <li>• To utilize meeting time for questions and discussions more effectively, we are proposing the following: Starting January 2024, presentations will be pre-recorded and shared with PFAC members in the materials package</li> </ul> </li> <li>• A summary of discussions included:             <ul style="list-style-type: none"> <li>• Incorporate initiatives from St. Joseph's Home Care and St. Joseph's Villa into the workplan</li> <li>• St. Joseph's Home Care and St. Joseph's Villa to provide a one-page summary each month outlining their current work/activities/projects etc.</li> <li>• Highlight projects that have an EDI focus, alignment to the Quality Improvement Plan, guide organizational outcomes</li> <li>• Develop presentation parameters and guidelines i.e. recording time limit, length of a presentation, questions asked in advance to generate appropriate feedback</li> <li>• Hold interactive events that allow for more patient and family advisor collaboration and sharing, poster presentations showcasing hospital work</li> <li>• Explore recruitment strategies: engaging with Indigenous community and rationalized community groups</li> </ul> </li> </ul>	
<b>4.0</b>	<b>STANDING AGENDA ITEMS</b>	
4.1	September 2023 Summary from Patient Experience, Quality, Patient Safety Steering Committee Previous Meeting Evaluation Awareness Dates – September 2023 Recent Patient Family Advisor Projects Update	<i>S. Monzavi-Bacon</i>
<b>5.0</b>	<b>CONCLUDING ITEMS</b>	
5.1	Date of Next Meeting – Virtually via ZOOM <b>Monday October 16, 2023 3:00-5:00</b>	