

Monday April 20, 2015  
3:00 pm – 5:00 pm  
Dofasco Boardroom

**Members:** C. Machida (co-chair), W. Doyle (co-chair), G. Halyk, J. Armstrong, L. Dore, M. Slusarenko, V. Reiding, B. King, J. Ross, H. Hamilton, M. Joyner, L. Volman

**Board Guest:** R. Rocci

**Regrets:** J. Robertson, M. Doma, P. Johnston, H. Harris, G. Boag, F. Wilson, M. Wilson, T. Jackson, M. Gagnon

This meeting was chaired by W. Doyle

Item	Discussion	Action
<b>Approval of Minutes</b>	The Minutes of March 9, 2015 were approved as circulated	
<b>Additions to Agenda</b>	<ul style="list-style-type: none"> <li>• New Recruitment Brochure handout to review</li> </ul>	
Introductions	<ul style="list-style-type: none"> <li>• Introductions were made to 4 new members of the council, J. Ross, H. Hamilton, V. Reiding and B. King</li> <li>• Welcomed R. Rocci, guest from the St. Joseph's Hamilton Joint Boards of Governors</li> </ul>	
Review Action Items from March Minutes	<ul style="list-style-type: none"> <li>• W. Doyle reviewed action items from the March 2015 minutes</li> <li>• Three elements from the Kingston General Hospital Patient Engagement strategy have been endorsed by the Senior Leadership Team:               <ul style="list-style-type: none"> <li>• Including patients in staff orientation</li> <li>• Including patients on selection committees for hiring new staff</li> <li>• The purposeful use of patient stories for improving quality</li> </ul> </li> </ul>	W. Doyle, M. Joyner and C. Machida to draft a strategy and present at June meeting
Accreditation Preparation & May Agenda Review	<ul style="list-style-type: none"> <li>• A surveyor from Accreditation Canada may be attending the May Patient &amp; Family Advisory Council meeting</li> <li>• Accreditation overview – members from Accreditation Canada survey and evaluate the hospital based on a set of standards. This is a requirement to remain a teaching hospital.</li> <li>• M. Joyner distributed a handout on Accreditation for review</li> <li>• There is a possibility that the surveyor may ask council members questions regarding patient engagement at St. Joe's</li> <li>• Reviewed the proposed agenda for the May meeting</li> </ul>	M. Joyner to provide annual summary to assist with answering accreditation questions
Patient Bill of Rights Review	<ul style="list-style-type: none"> <li>• W. Doyle explained purpose of having Patient Bill of Rights</li> <li>• Mandate to have Patient Bill of Rights through the Excellent Care for All Act; to have a formal document in place recognizing organizational values and patient rights</li> <li>• Council members reviewed Patient Bill of Rights starting at Dignity &amp; Respect ending with</li> </ul>	

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	<p>Expenses section</p> <ul style="list-style-type: none"> <li>• Comments, additions, suggestions, areas to improve were discussed</li> <li>• Draft version with changes will be presented at June meeting</li> <li>• Comments: <ul style="list-style-type: none"> <li>• Too wordy, too much information, wording is too complex</li> <li>• Doesn't feel a patient would read it</li> <li>• Separate into 2 documents, a summary and a secondary detailed document</li> <li>• Ensure Patient Bill of Rights is given to patient on admission</li> <li>• Keep point form structure in brochure format</li> </ul> </li> <li>• Review of the document will continue at the next meeting</li> </ul>	
Corporate Patient Engagement Structure	<ul style="list-style-type: none"> <li>• We want to develop a formalized structure for patient engagement at St. Joe's. This is to ensure centralized recruitment, orientation and a database of all advisors and existing positions.</li> <li>• Have started this work by creating an inventory of all current advisors, positions and vacancies</li> <li>• Going forward, we want to consider Advisors reporting back to Patient &amp; Family Advisor Council on learnings from committee or councils that they are a part of</li> </ul> <p>Questions &amp; Answers from new Patient &amp; Family Advisory Council members</p> <ul style="list-style-type: none"> <li>• Summary: <ul style="list-style-type: none"> <li>• Nearly all meetings are attended by a representative from the Joint Board of Governors</li> <li>• W. Doyle, M. Joyner and C. Machida interview applicants and choose new members for the Patient &amp; Family Advisory Council</li> <li>• New members are recruited through community newspaper advertisement, postings in elevators, posters, volunteer newsletter, word of mouth, referrals from the Patient Relations department</li> <li>• We are moving towards centralized recruitment of Patient &amp; Family advisors, we will match Patient &amp; Family advisors with a council or committee that best fits the Advisor's interest and strengths</li> <li>• The term of members on the Patient &amp; Family Advisory Council is currently 3 years with one renewal. There has been flexibility in the length of terms due to the difficulty with recruitment of new members and the need to retain continuity in the work of the Council</li> </ul> </li> </ul>	M. Joyner, C. Machida, W. Doyle to bring draft structure to May meeting
Patient Stories	<ul style="list-style-type: none"> <li>• The council has recommended that the purposeful use of patient stories to improve quality and patient experience</li> <li>• Use patient stories to identify opportunities for improvement and engage with staff to make these quality improvements</li> <li>• We would like to use a model similar to the patient forums that Kingston General Hospital is using and have staff and patients work together to provide the patient's story to staff</li> <li>• It was stressed that it is important to provide feedback to patient as to how their story resulted in changes or proposed changes</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Patient links with staff and tell the story together – provides educational opportunity</li> <li>• Each unit at Kingston General Hospital is required to hold 2 patient forums per year, we would need to decide what the expectation at St. Joe's would be</li> <li>• Guidelines would need to be developed so that patients and staff consider language and tone, emotional aspects</li> <li>• It is hoped that the use of patient stories will assist in culture change among care providers and help staff with patient care and engagement</li> <li>• Formation of ad hoc sub-committee (1-3 meetings) to develop the structure for this initiative</li> <li>• Sub-committee – J. Ross, H. Hamilton, L. Volman, M. Joyner</li> <li>• Initiative will be trialed on a unit once complete</li> </ul>	
Recruitment Brochure	<ul style="list-style-type: none"> <li>• M. Joyner presented a recruitment brochure to the council for review. The brochure is based on a sample provided by Kingston General Hospital</li> <li>• It is proposed that the brochure will be distributed by unit staff, placed on meal trays from time to time, and displayed in waiting areas or clinics</li> </ul>	Members to provide feedback on brochure to M. Joyner before the May meeting
<b>Date of Next Meeting</b>	<b>Monday May 4, 2015</b> <b>3:00 pm – 5:00 pm</b> <b>Mary Grace Boardroom, G869, Charlton Campus</b>	