

PATIENT & FAMILY ADVISORY COUNCIL MINUTES
Monday September 15, 2014
@3:00 – 5:00 pm
Dofasco Board Room

Patient/Family Members Present:
Staff Members Present:

C. Machida (Co-Chair), L. Dore, G. Halyk, M. Wilson,
W. Doyle (co-chair), M. Joyner, F. Wilson, H. Harris, G. Boag, L. Volman,
S. Wardrope,
A. Howarth

Regrets:

D. Vandenberg, J. Green, M. Gagnon, W. Doyle, P. Johnson, M. Doma, T. Jackson
J. Armstrong, J. Robertson, M. Slusarenko, M. Doma, P. Johnson

Guests:

A. Bialachowski, V. Constantinescu, Y. Potts

The meeting was chaired by W. Doyle.

| Topic | Discussion | Action |
|--------------------------------|---|---|
| Introductions | Guests: S. Wardrope (MBA co-op student from DeGroot School of Business) | |
| Review of previous minutes | Reviewed and Accepted | |
| Introduction of new members | New Members: no new members to introduce | The council continues to look for new members. If you know anyone who is interested, please ask them to contact Michelle Joyner 905-522-1155 x32760 or mjoyner@stjoes.ca |
| Announcements | <ol style="list-style-type: none"> 1. Renewal of terms: a number of members are reaching the expiry date of their terms; we are inviting all members to renew if desired. 2. W. Doyle and M. Joyner recently attended a conference held by the Institute for Patient and Family Centred Care. | <p>Action: M. Joyner will email members with a term near expiration asking if patient/family members would like to renew</p> <p>Action: W. Doyle and M. Joyner to bring a summary of learnings from the conference to the next meeting.</p> |
| Dates of next year's meetings. | A motion was presented to increase the frequency of | The motion to increase meeting |

| | | |
|---------------------------------|--|--|
| | meetings in 2015 to 9, adding meetings to the months of March, May, and October. | frequency was passed. |
| Infection Control Practices | A. Bialachowski presented a review on current data on hospital acquired infections, current practices, challenges, and mitigating strategies. | |
| Health Links | H. Harris provided an update on current Health Links activities. The focus is on developing person-centred care plans. Health system navigators are working on developing these plans. | |
| Better Health Better Experience | Y. Potts and V. Constantinescu reviewed the Accreditation standard “involving patients in their safety”. Accreditation for the hospital is in May 2015. “Your Healthcare Be Involved” is a provincial campaign aimed at informing patients about the importance of being involved in their healthcare. St. Joe’s wants to refresh this information and further involve patients. Ideas were solicited. Some of the ideas included: - we need to work on having staff provide patients with the sense that it is ok to give input and ask questions - upgrading the communication devices on inpatient care units that would allow nurses to have a phone with direct contact to their patients for example - is there a way to educate the public on what they can expect as a patient at St. Joe’s | |
| Patient Shadowing Project | C. Machida provided an update on this project. Initially the patient shadowing started out as interviewing patients on the rehab unit. A number of interviews were conducted by patient and family advisors, the feedback themed and shared with relevant stakeholders. Since beginning this work, a grant has been received by CFHI for a project on the rehab unit specifically involving patients and introducing the concept of teach-back methodology to the staff. | |
| Value of Presentations | There was brief discussion on the value of the presentations coming to the council. In general it is felt | Action: MJ to bring evaluations to subsequent meetings to provide |

| | | |
|---------------|--|--|
| | that the presentations are useful. | feedback to the presenters and provide general feedback on the meeting. |
| Education Day | We are organizing an Education day (likely a half day) for all Patient Advisors. | Action: If you have an idea for a topic of interest or an area of education, please email or call M. Joyner (mjoyner@stjoes.ca) |
| Next Meeting | Monday, November 17 th | |