



**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday January 9, 2018
5:00pm to 7:30pm
Kidney Foundation Office**

In Attendance: Bonnie Field (Chair), Betty Clinton, John Witteveen, April Mullen, Janice McCallum, Don Smith, Jim Harrington, Angela Andrews, Michelle Ivanouski, Nikki Anderson

Guests: LoriAnn Horley and Diana Milanovic

Regrets/Absent: Cathy DuVal, Nancy Wilder, Jim Harrington, Bob Barnicoat, , Deb Beaupre




	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1	Welcome, Approval of Minutes	Minutes of November 14, 2017 approved.	
1.2	Additions to the Agenda	3.7.3 Corporate Accreditation	
2.1	LHS Foundation and Renal Patient Assistance Fund	-LoriAnn Horley and Diana Milanovic joined the council to discuss the LHS Foundation, the Grateful Patient Program and the Renal Patient Assistance Fund - 90% of funds donated to the Renal Patient Assistance Fund go to patients, the other 10% is reinvested into stewardship and donor relations (such as a thank you letter to a donor), for every dollar spent at the foundation, they get more than 2.5 to 3 dollars in return revenue	 Grateful Patient Program _ RENAL Jar http://lhsf.ca/inspiring-story/renal-blue-jeans-days

<p>3.0 3.1</p>	<p>Task Group Reports Reorganization of Task Groups</p>	<p>-There is a pamphlet that has been created to donate specifically to the Renal patient assistance fund (attached) -the status of the fund is reported to each program -Grateful Patient Program is where patients/families who have received care wish to give back in thanks for their exceptional care -LHSF has had past success in our Grateful Patient Program and are rolling out a formalized program to all areas of care at LHSC as part of their campaign. -April offered to help share the info with the renal program -Janice suggested that the front of the donation form should include the words “Renal Patient Assistance Fund” so potential donors know that the money can go to the renal patients -PFAC decided to place some of the envelopes on our resource centres -70 patients were recipients of the Renal Patient Assistance Fund in 2017 -Betty asked how donors know that their donation is in fact going to the Renal Pt Assistance Fund - the fund officers contact the donor to speak with them and confirm where they want their donation to go, and they allocate it appropriately. The fund number and name will be on the tax receipt -they suggested an effective way to advertise for the fund would be a form attached to a discharge summary for patients, Dr. Rehman suggested doing a mail out to transplant patients and other patients</p> <p>-At the last PFAC executive meeting, the executive decided to try a reorganization of the task groups, we have created a new group called “Patient Education” which will address education needs of patients, as well as maintain the resource centres at all three sites. - The Patient resource task group has been disbanded and the patient education task group will pick up where it left off.</p>	<div style="text-align: center;">  2018 01 09 minutes attachment Renal pt: </div> <p>-Angela will touch base with Diana and LoriAnn to make sure that donation forms/envelopes are included in the PFAC resource stands</p>
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3.2	Communications and Patient Feedback Task Group	<p>-satellite visits still in progress, Betty, Don and Angela went to Sarnia in December -main concerns with patients were that the unit does not allow them to use the patient kitchen, but the charge nurse was not sure why, and the unit does not supply blankets or pillows for the patients, but does not allow them to leave a blanket in a locker. PFAC will recommend that this policy be reviewed by the unit -have Goderich, Stratford, Hanover and Owen Sound left to go</p>	
3.3	Patient Education Task Group	<p>-this group is newly created -we were supposed to meet before the last PFAC meeting, but due to weather it was cancelled. Angela will rebook a new meeting for the group.</p>	
3.4	Patient Transportation Task Group	<p>-Don working on letter for paratransit, hoping to have done by end of January and will send to Bonnie for approval. -Bonnie wrote letter to send to the ORN Provincial PFAC chair Mike McCormick to ask if there has been any other reports of transportation issues throughout the province and if there are any plans to deal with this, which has been sent</p>	
3.5	Newsletter	<p>-issue went out in December -next issue February, planning an article on Tax info/Disability Tax credit for this issue -plan is to include more education for patients</p>	

3.6	PECC (patient experience coordinating committee)	<p>-Nikki offered to start putting newsletter together again now that she is back</p> <p>-Patient Experience dept. held a patient forum in December, with new VP Jackie Schleifler-Taylor, who talked about evidenced based framework for approaching pt/family centred care that the hospital will be following</p> <p>-new Director for Pt Experience, Chris Harris</p> <p>-more to come from Pt Exp. Office soon</p>	
3.7	3.7.1 Parkwood Project-Betty	<p>-unit scheduled to open on February 12th, opening is still on time, grand opening will be later in month when everything is running smoothly</p> <p>-it will be 5 stations, beds and chairs, staffed by Victoria Hemodialysis unit staff as RN/RPN clinic model</p>	
	3.7.2 Advancing Kidney Transplantation	<p>-ORN/Trillium Gift of Life Project to increase living donor transplant rates</p> <p>-education videos have been created for patients/donors, after viewing the videos staff have a detailed conversation with patients about donation, the education roll out for staff has been completed</p> <p>-<u>TAP</u> (transplant ambassador program) is second arm of this project, where patients or family members who have been a donor or recipient of a transplant offer to share their experience with potential donors or recipients, Leah Getchell is the lead of this program, so far there are 5 volunteers for TAP</p> <p>-they are hoping to go live by the end of January to start having ambassadors in the patient areas</p> <p>-there is also an Intake/referral arm to the project where the transplant workup process is being reviewed, they will be asking for</p>	<p>http://transplantambassadors.ca/</p>

	3.7.3 Accreditation	<p>volunteers to be patient advisors on this</p> <p>-the accreditation process will be taking place in November of this year, Accreditation Canada do an onsite quality survey ascertain that LHSC is meeting a set of standards that allow them to be accredited. April is the lead for the renal program</p> <p>-LHSC had a mock survey done by Accreditation Canada in the fall which it did not do well on, LHSC has made a commitment to dedicate resources towards improving and achieving an “exemplary accreditation status” this year, so they have asked for each program to put forward an individual to be dedicated to the corporate team</p> <p>-Angela will be taking temp. position with corporate accreditation, while continuing her work with the PFAC and Renal accreditation</p>	
4.0	Open Discussion		
4.1	World Kidney Day	<p>-World Kidney Day is March 8, 2018</p> <p>-the theme this year is Women’s Health, ORN if offering the “Event in a Box” from the ORN</p> <p>-PFAC would like to be involved in this event, Angela will set up a meeting with PFAC, KF and Renal Program members to make plans for the day</p> <p>-pfac suggested that being located in the Westmount mall didn’t get much interest, but possibly being in Masonville mall or at the hospital sites will get more interest</p>	-meeting booked for Tuesday Feb 6 at 1:00pm to 2:00pm
4.2	Discussion on Dr. McIntyre’s Photo Initiative	<p>-Dr, McIntyre gave a great presentation at the last meeting with some of the results, which are beautiful</p> <p>-the group asked for recommendations on how to display the artwork, does PFAC have any ideas, please email either Angela or Cindy House with any suggestions</p>	

		<p>-the suggestion was made to create life-sized prints of the photos, to have a gallery display in hallways of hospital, a slideshow with a voice over of Dr. McIntyre speaking about the context of some of the photos, make it a part of World Kidney Day, present it at an ORN Conference</p>	 image2017-12-05-14 3812.pdf
4.3	Provincial ORN PFAC	<p>-the ORN has been ramping up with their provincial ORN PFAC -they have sent out a newsletter (attached) -they have offered to attend a pfac meeting (via teleconference) so they can update us on what they are working on, and our pfac can update them on what we are working on -pfac hoping for them to attend in March meeting -they are also working on introducing Cisco Jammer as a way for pfac members to communication between groups</p>	
4.4	Medical student Quality Improvement	<p>-medical students from Western university are required to do quality improvement projects as part of their curriculum Dr. Sultan at VH is working with a group of 2nd year medical students who are working on a project to Improve Access and Flow at the UH Transplant Clinic using LEAN principles (from the Toyota work flow model), at the end they will submit report to April on recommendations to improve the work flow -If there are any PFAC members who have experienced the transplant clinic, please let April know if you are interested</p>	<p>-Don has volunteered for this</p>
4.5	Home Utility Grants	<p>-ORN has created a home utility grant for home hemodialysis patients dialysis at their home and experience a cost to do these treatments at home -Don Bester and Marlene Rees-Newton working on how to communicate this out to patients in the community and satellite units, and we can include this info on one our the PFAC newsletters</p>	 ORN_HHD Utility Grant_Brochure_AOI  ORN_HHD Utility Grant_FAQ_AODA_1

4.6	WIFI	-deferred to next meeting for Janice to address	
4.7	Meeting Locations	<p>-since switching to holding our meetings over at Victoria Hospital, meeting attendance is down by PFAC members, Angela is concerned that it's the new location. There was some discussion over the location, Betty thought it would be appropriate to try changing the location of meetings over to all sites (UH, VH and KCC) on a rotating basis. For example, meet at VH for 3 months, then at KCC for 3 months and then at UH for 3 months to make it fair for everyone who is travelling for the 2018/19 PFAC year.</p> <p>-We have room booked at Victoria hospital until June, so we will stay at VH for the rest of this season</p> <p>-Angela will send out survey to everyone regarding meeting location preferences starting for the new 2018/19 season</p>	
5.0	Housekeeping		
5.1	Summary of Action Items		
5.2	Next Meeting Date	Tuesday February 13, 2018 at 5:00pm at Victoria Hospital room B2-124	