


**RENAL PATIENT AND FAMILY ADVISORY COUNCIL  
MEETING MINUTES  
Tuesday October 9, 2018  
4:00pm to 6:30pm  
KCC Room 2111**

**In Attendance:** Don Smith, Angela Andrews, Betty Clinton, Anne Hutchison, Bonnie Field (Chair), April Mullen, Kathy Austin, John Witteveen, Janice McCallum, Michelle Ivanouski



**Regrets/Absent:** Dr. Rehman, Deb Beaupre

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1	Welcome, Approval of Minutes	-minutes	
1.2	Additions to the Agenda	Bonnie was congratulated on her receiving the Human Touch award in June from the ORN. An article was published on the LHSC website <a href="http://www.lhsc.on.ca/About_Us/LHSC/Publications/Homepage/Human-Touch-Award-2018.htm">http://www.lhsc.on.ca/About_Us/LHSC/Publications/Homepage/Human-Touch-Award-2018.htm</a>	
2.1	Presentation	Institute for Patient and Family Centred Care Conference presented by April Mullen and Betty Clinton The presented what they thought were the 3 top interesting things: 1. Patient and Family Café because the hospital realized their PFAC was not truly representative of the population that the hospital served such	 2018 10 09 meeting attachment IPFCC Cc

		<p>as race, gender, etc.</p> <p>The hospital identified commonalities in the individuals they wanted to represent and held cafes where they invited individuals to visit the café, snacks and refreshments served</p> <p>2. How do you meaningfully engage patients and families was presented by a team from London, including Leah Getchell. They presented that patients and families should be meaningfully involved in the identifying and prioritizing research, design, development of the grant proposal, prep for execution of the study, data collection, analyzing and interpreting the information, dissemination of information and the evaluation process</p> <p>3. Patient and Family Advisors in Building Quality Improvement: 10 Lessons Learned:</p> <ul style="list-style-type: none"><li>a. Clarify my role</li><li>b. Educate other on my role and value I bring</li><li>c. Equip me with the info I need to be successful</li><li>d. Involve me from the beginning</li><li>e. Including one advisor is good, including more is better</li><li>f. Sustain my involvement throughout the process</li><li>g. Make engagement activities accessible and provide options for how I can get involved</li><li>h. Promote networking opportunities</li><li>i. Continue working with us after the project has finished</li><li>j. We can do more than just tell our stories</li></ul> <p>-take aways from the conference included: Patient should be involved in research and inform us on what is best practice We should increase diversity and include PFAC in pt. engagement opportunities There are different pt. care experiences within the same hospital</p>	
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3.0	Task Group Reports		
3.1	Communications & Feedback Task Group	-plans to begin visits with home hemo and PD clinic patients in January, as well as in-centre visits beginning in November	
3.2	Newsletter	-newsletter will go out at the end of the month -Angela may need assistance to stuff envelopes for this newsletter, will send email at later date to get volunteers	
3.3	Recruitment & Orientation	-Daniela put up posters, is recruiting until October 15 -several staff members have come to Angela mentioning names of those who would be interested -Kathy also put forward a few names from WHU	
3.4	Other Committee Reports: Parkwood Project	-Betty and Anne and Bonnie went to Parkwood to review chairs that may be purchased in the renal program -the unit got a new scale	
	Emergency preparedness	-will be removed from the standing agenda items -discussion on the mock evacuation events that are planned at LHSC -the KCC and all dialysis units have their own evacuation plans	
	Renal Health and Safety	-Don joined this group -staff have raised questions about bed bugs where other patients have been affected by this. This issues is more of an infection control problem, and does not affect the care of a patient -the BSA (behaviour safety alert) was discussed also	
	Renal Infection Control	-the group has not met yet since Anne has been a member -Janice shared that LHSC's policy has been changed in that staff who have not	

	<p>KCC CQI</p> <p>The Voice-Bob</p> <p>Renal executive-Bonnie</p> <p>Accreditation</p>	<p>been vaccinated for the flu are no longer required to wear a mask</p> <p>-CQI had a meeting in September and October, they are still in the process of getting up and running after a change in the chair of the committee, so John has not been notified of the last few meetings. Kathy is now chairing the committee and will ensure he is sent the dates</p> <p>-bulletin boards are going to be updated at KCC</p> <p>-looking for more information from PFAC/Bonnie on exactly what we are looking for in a patient journal- Bonnie suggested the clinic is asked for what kind of info they would find helpful for patients to keep track of (e.g. medications)</p> <p>-April shared PREMs data with Kathy where patients scored low on communication and info sharing and how creating a patient care journal or a list of community resources would help to improve the patient experience and is part of our patient experience plan</p> <p>-nothing to report</p> <p>-Owen Sound dialysis unit is adding a third shift to allow 6 more patients, and Chatham is adding more stations to allow for more patients also</p> <p>-the Satellite report was reviewed, one physician suggested we do a spread sheet of the different satellite reports so it can be compared between each site</p> <p>-satellite wait lists were discussed, and having a standardized way to assess patients for their spot in the wait list, all patients are treated the same and be assessed against a standard set of criteria, there was some discussion of deciding on if the date that someone who is outside of the London program was referred to the London program should be the actual date they started dialysis, not when they were referred to the London program</p> <p>- Patient and Family centred care/the patient experience is engrained in all of the accreditation standards</p> <p>-other hospitals have had some professional patient surveyors as part of the</p>	<p>- Angela will send Bonnie the individual reports to begin compiling a spreadsheet</p>
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		accreditation team, this not instituted soon enough for the LHSC survey but they will be present next time	
4.0 4.1	Open Discussion Vote on amended terms of reference	-the Renal PFAC terms of reference was updated, the group reviewed the changes and took a vote to pass the new terms of reference. The motion was made by John and seconded by Anne. -Angela will send out the new term of reference	 Renal_PFAC Terms of Reference Final Oc
4.2	Two year PFAC plan	-Don, Bonnie, April and Angela met to review the 2 year project plan that was voted on last meeting -it was decided to work on the following items this year (2018/19) : <ul style="list-style-type: none"> <li>• Visit Home Hemo and PD patients on clinic days to discuss PFAC and how care is going for them, Angela will create schedule and will be looking for volunteers in January</li> <li>• In Centre hemo unit visits will begin sometime late November after a number of new PFAC members are recruited to lighten the load for current members</li> <li>• Coffee in the community is something the group would like to start working on. Angela, Don and April will all touch base with various support groups (Diabetes, KF and SOAHAC) to see if there would be opportunity for PFAC to visit. If opportunity does exist, as task group will be created to plan these events</li> <li>• Discussion on posters for a collage that would demonstrate all of the people/staff who impact a patient- Janice and April will discuss further and discuss the pricing of this</li> </ul>	 Renal PFAC Work Plan for 2018_19.doc
4.3	Patient Experience	-group met last month to begin planning for 2019 pt. experience week which	



4.5	Patient waiting area at VH	<p>make improvements at another date</p> <p>-Betty shared that she was recently in the ALU waiting room at VH and the waiting room is out of date and not patient friendly</p> <p>-April and Janice were able to share that there are plans for renovation underway</p>	
4.6	Transplant CQI	<p>-Don has joined the Transplant Unit CQI group (having been recruited by MaryBeth from the Patient Experience office)</p> <p>-Don brought a Transplant patient hand book that he has been asked to review to show the group</p>	
4.7	Improvements to Home Hemo Patient blood work sharing	<p>-Bonnie updated the group on the improvements made to the blood work paperwork that is sent out to patients on home hemo</p> <p>-the paperwork was changed to reflect suggestions Bonnie and PFAC made to improvement the printout , which includes more detailed normal values</p> <p>-Bonnie finds this change extremely helpful and wanted to display to the group that PFAC is making a difference</p> <p>-Bonnie suggested that when new forms are created for patients, the PFAC is given an opportunity to offer feedback</p>	
5.0	Housekeeping		
5.1	Summary of Action Items		
5.2	Next Meeting Date	<b>Tuesday November 13, 2018 at Kidney Foundation Office Westmount Mall</b>	