

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday May 14, 2019
4:00pm to 6:30pm
VH Room B2-124**



In Attendance: Don Smith, Angela Andrews, Betty Clinton, Bonnie Field (Chair), April Mullen, John Witteveen, Janice McCallum, Deb Beaupre, HB Hasenebenbi, Ashley Roberts, Pam Ireland, Kathy Austin


Regrets/Absent: Dr. Rehman, Anne Hutchison

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.0	Welcome, Approval of Minutes	-minutes from April 8, 2019 approved	
1.2	Additions to the agenda	<ul style="list-style-type: none"> -Angela Andrews will be moving to the position of Charge nurse at University Hospital dialysis unit, and Ashley Roberts will be taking over the role of Renal PFAC Facilitator and Renal Accreditation Specialist starting May 24 -Janice McCallum is retiring at the end of May 2019, and April Mullen has accepted the role of Southwest Regional Renal Program Director. -welcome and best wishes to all - 3.7 Renal photo initiative website -3.8 meeting day changes 3.9 Renal Collage 3.10 Program Audit 	

2.0	Task Group Reports		
2.1	Communication & Feedback Task Group	-nothing new to report at this time	
2.2	Newsletter	<p>-the next newsletter will go out in June</p> <p>-topics so far are:</p> <ul style="list-style-type: none"> • Get to know your team- Dr Faisal Rehman • Renal photo initiative • KF info about changes to health coverage • Birthday Fundraising on LHF webpage <p>-Bonnie asked about the possibility of having a supplier sponsor the newsletter for printing, however this is not permitted within health care agencies</p>	
2.3	Recruitment & Orientation	<p>-new posters have been placed around the units to recruit both new staff members of PFAC and patient/family members, the deadline is June 15/19</p> <p>-Bonnie asked the physicians at renal executive to promote PFAC with any of their patients that might be interested</p>	
2.4	Other Committee Reports	<p>Renal Joint Health and Safety-Don</p> <p>-last meeting was in March</p> <p>-4 policies revised around Home visits, Freight elevator use, panic button and satellite transfer guidelines</p> <p>-some new ergonomic patient dialysis chairs are being ordered for ALU</p> <p>Renal Infection Control-Don</p> <p>-next meeting not until end of May</p> <p>KCC CQI- John</p> <p>-next meeting last May</p> <p>-April will attend to discuss patient journals</p>	

		<p>Renal Executive- Bonnie -the date of referral policies for putting patients from outside the LHSC program on a wait list for satellite units (previously discussed at March pfac meeting) has been passed and will now be used</p> <p>Renal Nursing Professional Practice-Bonnie -next meeting in May, nothing new to report</p> <p>Patient Experience Week-Don -Patient experience week went well, patient advisors were on hand all week to greet staff as they entered and exited the building -Bonnie and Betty were both nominated for patient experience awards -Bonnie attended the Patient and Family Advisor education session that covered topics around compassionate communication, Patient and Family-Centred Care (PFCC) Strategy & Patient and Family Advisor (PFA) Evolution, and guest speaker Julie Drury, Chair of the Patient and Family Advisory Council at Ontario Ministry of Health and Long-Term Care</p>	
3.0	Open discussion		
3.1	PREMS-April	-discussion will be deferred to June PFAC meeting	
3.2	Vice Chair for the 2019-2021 Season	<p>-Bonnie will be completing her 2 year session as Chair of PFAC and Don will move into the role of Chair starting in September</p> <p>-nominations for the 2019-2021 vice chair, who will become chair in 2021-2023, will be taken until next week, Thursday May 23.</p> <p>-Angela will confirm acceptance with those who have been nominated, and will post the names and “platform” of the candidates via email, and voting will take place via email during the week of May 27 to May 31</p>	
3.3	Fundraising on the LHF webpage	-the LHF foundation denied PFAC request to have the Renal Patient Assistance Fund show up on the “donate to” section of general donations for LHSC, however they have added the renal patient assistance fund to the birthday	

<p>3.4</p>	<p>Patient Transportation for Hemodialysis</p>	<p>section of the fundraising page -we will advertise this in the newsletter</p> <p>-a letter from the renal social workers was sent to staff last week reminding staff that transportation arrangements and cost for dialysis is the patient's responsibility, and even though every effort to aide patients with accessing resources will be made by the social workers, the responsibility still lies with the patient.</p> <p>-paratransit is at capacity, and no more subscription bookings are being taken</p> <p>-discussion was held on how best to share this information with patients</p> <p>-the group suggested Angela reach out to Denise Capton, a renal patient who joined the LTC accessibility council to see if she has any further info</p> <p>-the suggestion of having one of the CQI's create a pamphlet to hand to patients in clinic when they are making the decisions about what type of dialysis they are going to do etc., as transportation may play a role in their decision, April will discuss with CQI's</p> <p>-Deb suggested that this information also be shared with patients when they come to the kidney classes so they know in advance transportation arrangements will be important</p>	 <p>Reducing the Financial Burden of Ki</p>  <p>Transportation Bulletin May 2019.pdf</p>
<p>3.5</p>	<p>Out of Province Travel</p>	<p>-Bonnie shared information about the provincial cuts which will eliminate out of province medical coverage starting October 1</p> <p>-at this time, OHIP will reimburse patients \$210 per dialysis treatment if they receive dialysis out of country and are required to pay for it. The provincial cuts will make this reimbursement no longer available</p> <p>-Bonnie has sent letters of protest to Minister of Health, the Premier and to her MPP about this, and participated in a press release with London North Centre NDP MPP Terence Kernaghan, and Emma Klotz, another dialysis patient to spread the word about this change</p> <p>-Phil Varughese, a past pfac member has also set up an on-line petition that Bonnie is urging pfac members to complete and share with friends/family etc.</p>	<p>https://blackburnnews.com/london/london-news/2019/05/11/dialysis-patients-slam-ohip-changes/</p> <p>http://chng.it/vcSSqbcpMb</p>

3.6	PFAC Year End Review	<p>on social media -LHSC cannot formally take a stance on political matters, so this type of initiative must be purely patient/family driven</p> <p>-attached is the year end PFAC review completed by Bonnie -during the June meeting this will be reviewed and plans created for what is going to be worked on for the next 2019/20 pfac year</p>	 2019 05 14 2018-2019 PFAC Rev
3.7	Renal Photo Initiative Website	<p>-the work completed by Dr. McIntyre and his team on the Renal Community Photo project has been displayed on a new website -a link has been added to the PFAC web page</p>	https://www.uwo.ca/projects/renal/
3.8	Meeting day changes	<p>-to further enable patients to participate on the Renal PFAC, the group decided to change the meeting dates next year to alternate between Tuesdays and Wednesday -the meeting locations will continue to rotate between KCC, University Hospital and Victoria Hospital The meeting dates for the upcoming year will include: Tuesday September 10 2019, KCC Wednesday October 9, 2019, KCC Tuesday November 12, 2019, KCC Wednesday December 11, 2019, UH Tuesday January 14, 2020 UH Wednesday February 12, 2020 UH Tuesday March 10, 2020 VH Wednesday April 8, 2020 VH Tuesday May 12, 2020 VH Wednesday June 10, 2020 KCC</p>	
3.9	Collage	<p>-April and Bonnie shared some of the work they have been doing with the help of Lashbrooks Marketing company on the creation of posters for the renal</p>	

3.10	Auditor General Visit	<p>program</p> <ul style="list-style-type: none"> -the goal is to illustrate how many people/staff members are actually involved in the care of a renal patient and all of the work that goes on behind the scenes -several drafts of the posters were displayed, more information to come soon <p>-Chronic Kidney Disease and the Ontario Renal Network was selected by the Office of the Auditor General of Ontario for a value-for-money audit for 2019. This audit began in Jan. at the ORN offices in Toronto. As part of that audit, the OAGO team will be conducting site visits to a subset of Regional Renal Programs across the province</p> <ul style="list-style-type: none"> -the Southwest Regional Renal Program was chosen for audit during the week of May 13 to 17 -Their work will involve meetings with key personnel involved in the coordination and delivery of CKD service (including in-facility and home dialysis, transplants and MCKC) and a review of certain data and files -a final report will be made available to the public in October 2019 	
4.0	Summary		
4.1	Action Items	<ul style="list-style-type: none"> -Angela to contact Denise Capton regarding transportation and contact about entertainment in the dialysis units -April will discuss transportation pamphlet with CQI and the possibility of adding transportation info to the kidney classes -Bonnie will raise the transportation issue with the provincial PFAC 	
4.2	Next meeting date	<p>-Tuesday June 11, 2019 from 4pm to 6pm at Victoria Hospital Room b2-124 followed by Shelley's Tap and Grill (at the Best Western Lamplighter) at 6:30pm to celebrate! 591 Wellington Road, London, Ontario</p>	