


**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday January 8, 2019
4:00pm to 6:30pm
UH Room B3-240**




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

Regrets/Absent: Dr. Rehman, Kathy Austin, Michele Ivanouski, Anne Hutchison

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.0	Welcome, Approval of Minutes	-minutes from November 13, 2018 approved	
1.1	Giving thanks	<p>Janice and Bonnie and the group took a moment to express the groups gratitude towards Dr. Rehman for generously sponsoring the pfac education dinner in December, as well as to Beth Montesi from the Transplant program, and Caroline Powers and Patti Lake for educating the group and sharing their stories</p> <p>The group also extended a welcome to HB Hasenebenbi our newest PFAC member joining the Westmount Hemodialysis Unit</p>	
2.0 2.1	Task Group Reports Communications & Feedback Task Group	<p>-Several unit visits completed by John and Betty at UH Dialysis and VH Dialysis</p> <p>-Angela will create schedule for HH and PD clinics so advisors can visit the waiting area for those clinics and talk to home patients</p>	

2.2	Newsletter	<p>-the group shared a little background with our new member about the purpose of the PFAC visits to the dialysis units, and Janice was able to share that as a result of the feedback taken by PFAC from patients at the satellite units surrounding the cost of parking, some comparison was made between the cost of parking for dialysis patients at London and satellite sites. It was found that parking for Chatham dialysis patients was considerably more than at other dialysis sites, so the Renal leadership at the Chatham site was able to take the information to the senior leadership team and have the parking rates reduced to match dialysis parking in London.</p> <p>-next issue planned for February, let Angela know if there are any topics you are interested in for the newsletter</p> <p>-ideas for next newsletter: interview with a Manager from the Program (April), Kidney related education events, an article about primary nursing, also note that the newsletter is available on-line and by email</p>	
2.3	Recruitment & Orientation	<p>-Welcome to our new member HB</p> <p>-April has also made a contact with Joe Antone who is the SW LHIN Indigenous Health Lead who has requested more info about PFAC and may be able to help us recruit more members</p>	
2.4	Renal Joint Health and Safety-Don	<p>-next meeting in late January</p>	
	Renal Infection Control-Anne	<p>-a process for de-flagging MRSA patients is being worked on for the UH dialysis units, there is one in existence already at WHU and ALU</p>	
	KCC CQI-John	<p>-a survey was done by the CQI of nursing staff in the WHU about their knowledge of home dialysis, this was reported on at the last meeting, and the group have decided to provide more education to the nursing staff about home modalities</p>	

<p>3.0 3.1</p>	<p>Renal Executive- Bonnie</p> <p>Renal Nursing Professional Practice- Bonnie</p> <p>Open Discussion ORP 3 Patient and Family Consultations</p>	<p>-the CQI also held the Holiday door decorating contest and had PFAC members as judges which was enjoyable for all</p> <p>-Bonnie reported from the executive that a substantial donation was made from a recently deceased renal patient to the renal patient assistance fund, and the group was appreciative</p> <p>-Patient wait lists for satellite units was discussed, some feel patients should qualify for the wait list based on the date they started dialysis and others feel the place on the list should be based on the date patients are ready to go to the satellites (referral date), Don Bester the Renal Manager would like to get the opinion of the PFAC on this matter and will attend the February PFAC meeting</p> <p>-the Parkwood dialysis unit is currently closed due to low patient census, but is likely to reopen in January</p> <p>-the Patient engagement plan for 2019 is being worked on, and Vital Behaviours are being re-introduced to the staff</p> <p>-Accreditation: some of the compliance to the standards has decreased after accreditation, the renal program will continue to operate it's Accreditation committee to reinforce the sustainability of changes made to meet the standards</p> <p>-meets January 9, will report at next meeting</p> <p>-Janice reported on the ORP patient consultations that were completed in 2018 by the ORN</p> <p>-ORN visited the LHSC renal program at KCC and UH in March 2018</p> <p>-over 100 patients and family members were interviewed from across Ontario, from 12 different renal program, and they talked with 8 different PFAC groups from the 12 programs</p> <p>-the main themes from across the province were that patients and families were the most impressed by the caring nature, empathy and compassion they received with their care, patients and families indicated they most value individualized care, and they had concerns regarding communication, education about CKD, Mental health</p>	 <p>2019 01 08 ORP patient consultation p</p>
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<p>3.2</p>	<p>Update on Home Utility Grants</p>	<p>issues, transplant and the financial burdens of CKD</p> <ul style="list-style-type: none"> -Janice gave update on the ORN home utility grants for home hemodialysis patients -the average grant given to patients was approximately \$400, but 70 patients received grants for over \$1000 -a total of 623 patients received a grant across Ontario -85% of LHSC Home hemo patients received a home utility grant 	 <p>6. HHD Utility Grant - PLF - FINAL.pdf</p>
<p>3.3</p>	<p>Vital Behaviours in Renal</p>	<ul style="list-style-type: none"> -April presented about Vital Behaviours -the previous work on Vital behaviours will be revisited and refreshed with staff as part of the LHSC Renal Program 2019 Patient Engagement Plan -plans are to have the renal educators discuss the principles of person centre care with all new staff and orientees, and they will all receive a training session on the vital behaviours -there are also plans to have a patient advisor share a story the will drive home the importance of person centred care and acting or treating patients in the right way during those crucial moments of care -leadership plans to revisit the vital behaviours at staff meetings as well as adding a story or grateful moment where staff can bring up incidents where they felt their colleagues acted in a person centred manner and express their gratitude for this -the principles of person centred care has been added as an aspect of staff performance appraisals also 	 <p>PFCC Vital Behaviour Education for new sta</p>  <p>Regional Renal Program PFCC Vital B</p>
<p>3.4</p>	<p>Advisor Led Patient Experience Tracers</p>	<ul style="list-style-type: none"> -Betty has volunteered with the Accreditation team to do patient led tracers surrounding some of the accreditation ROP's such as client identification, hand hygiene and patient experience -patient led tracers basically involve chatting with staff and patient and family members about the specific topics, such as asking a patient, "Did you notice that your nurse washed her hands before touching your dialysis catheter" as well as observing that correct processes, procedures, and direct care activities are taking place, for example, watching as patient check in, and did the clerk ask for two identifiers. -Betty has done several tracers at UH Dialysis, ALU and WHU with plans for more in the future -there are also advisors from other program in LHSC beginning to start these activities 	

3.5	Update on the save Your Veins Initiative	<p>-Betty mentioned that she feels the advisor led tracers are important because patients and family will often open up more to someone who is going thru or has gone thru the same thing as them, and that patients might be more likely to tell another patient when thing are not going so well than they would a staff member</p> <p>-Betty mentioned that although the nursing staff she spoke with were pleasant with her, they did express they felt all the accreditation work was over so were surprised to see her</p> <p>-Angela received an update about the ORN Save your veins initiative from Janna Rousom, one of the Renal program Vascular access nurse case managers</p> <p>-Janna and Kari have discussed the initiative with the BD company and that the ORN was trying to bring attention to the campaign again. BD also brought attention to the fact that this is an important issue for many patients, including cancer patients, etc., and that they have done a lot of work promoting similar work to outside labs.</p> <p>-Bonnie suggested that the most influential way to get patients to follow and advocate for saving their veins is to get the physicians to discuss it with patients, as the physician has the most influence with a patient</p> <p>-Janice suggested that the PFAC write a letter to Dr. Rehman asking him to bring this forward to the renal physician group to advocate for them to include this in their practice</p> <p>-Bonnie volunteered to write the letter on behalf of the PFAC</p>	
3.6	Patient Experience Week-Don	<p>-Don was unable to make the planning meeting this week, but shared that the team is hoping to have some live entertainment at some of the sites during the pt. exp. week, and are also hoping to include a display of some of the Renal patient photo initiative project photos during the week also</p>	
3.7	Fistulagram Preparation for patients	<p>-at a recent Renal pfac executive meeting, Bonnie commented about feeling unprepared for a fistulagram ahead of time and wondered if something could be created to better prepare patients for this procedure</p> <p>-Kari and Janna are willing to create an info sheet for patients who are having fistulagrams so they can feel better prepared, and Angela will ask them to run the</p>	

		<p>draft past the pfac for approval</p> <p>-April also had questions about who's responsibility it would be to communicate the information to a patient, the group discussed in most cases is would either be the NP or physician, or person referring the patient to the interventional radiology dept. for the procedure</p> <p>-Bonnie also asked if nursing staff could be given the opportunity to visit the radiology dept. and observe a fistulagram so they can be better prepared to discuss the procedure with patients, April and Janice agreed this would be useful</p>	
5.0	Housekeeping		
5.1	Summary of Action Items		
5.2	Next Meeting Date	Tuesday February 12, 2019 at 4:00pm, University Hospital Room B3-222	