

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday January 14, 2019
4:00pm to 6:30pm
UH B3-240**

In Attendance: Betty Clinton (Interim Chair), Bonnie Field (Interim Co-Chair), Ashley Roberts (Facilitator) April Mullen (Director), Lesley Pringle (Manager), Dr Faisal Rehman (Physician), John Witteveen, Deb Beaupre

Regrets/Absent: Kathy Austin, Kathleen Anderson, Cathy DuVal, Pam Ireland, Don Smith (LOA)

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.0	Welcome, Approval of Minutes	-Approval of December 11, 2019 minutes	
2.0	Patient Experience	<p>Presentation on PFAN (Patient and Family Advisor Network).</p> <ul style="list-style-type: none"> -Mary Beth Billick presented on PFAN and updates for PFAC. -Specifically designed for advisors; weekly opportunities are provided on PFAN. User guide provided to PFAC developed by patient experience. -link provided directly on renal website. -Mary Beth retiring in next few months. -Rob Sibbald, New director & Jill Sangha, Manager (Ethics, Patient relations and Patient experience); Department will be moving to new title of Patient Engagement. -Julie Gerber will be new contact for Renal PFAC. -New change in title from patient advisor to Patient and Family Partner. <p>Director working with communications department on communication for</p>	

		<p>organization re: the new change</p> <p>-May keep name patient advisor for renal program. No need for changes in branding.</p> <p>-Patient Experience week April 17-May 2, 2020. New Director will be coming together with advisors for discussion.</p>	
3.0	Task Group Reports		
3.1	Communications & Feedback Task Group		
	2.1.1	<p><u>Fall Satellite Visits</u>: End of the month Tillsonburg. April has highlighted areas where she thinks we need action items and has passed it on to Suzy Webster, New manager of Regional Satellite units.</p>	
	2.1.2	<p><u>Home Rates Improvement Action Pan</u>: Meeting postponed until end of February.</p>	
	2.1.3	<p><u>Kidney Foundation Peer Support</u>: Partnering with Kidney foundation and using resources they already have in place. Came and did information session with staff in fall. Program was going to do needs assessment for KFOC. Meeting with Privacy and Risk, easier if peer support is not in clinics. Easier if program has patients contact KFOC if interested in Peer Support. Partnership will be instead of recruiting patients with referral form, instead we will just give pamphlets out to patients and patients can reach out to KFOC. During meeting with Privacy and Risk; vetting process for advisors is appropriate for advisors; but vetting is not appropriate for going into clinical areas (need to go through volunteer services training first).</p>	<p>Deb to connect with Shannon to share experience of attempting to become peer support advisor.</p> <p>Do group training from volunteer services?</p> <p>Ashley and Lesley to follow up with volunteer services</p>

	2.1.4	<u>Patient Feedback Boxes</u> : Lesley to provide report.	Lesley to develop questionnaire based on cancer program.
3.2	PFAC Newsletter	Met last week to get it together. Want to have out by end of February and March. Meeting again in February. Ask satellites, PD, Home Hemo. Sick day med sheets Faisal- goals of care discussion (not easy to talk about and program attempting to improve conversations). Resource potential Jane Ridley UH.	
3.3	Recruitment & Orientation	Recruitment request sent out to physicians, NPs, Social workers, pharmacists and dieticians for assistance with providing leads on patients who may be a good fit for our PFAC.	Ashley to work on recruitment materials for all three sites.
3.4	Other committee reports		
	3.4.1	<u>Renal Health & Safety</u> : Meet once every other month. Meeting next couple weeks	f/u Kari, re: adding part about PSW assisting with washing.
	3.4.2	<u>Renal Infection Control</u> : Meets once every other month. Recent meeting discussed fistula washing letter and semmelweiss hand scanner being brought into waiting rooms for patients to wash hands.	Ashley to look into booking semmelweiss scanner to come to PFAC meeting.
4.0	3.4.3	<u>KCC CQI</u> : Meets monthly. Dec meeting cancelled, Jan meeting cancelled. Next meeting in February.	Ashley to ask Anne/Angela, Daniela

5.0	Open Discussion	<p>-Emergency preparedness pamphlet, developed with assistance by Anne Hutchison (could not find pamphlet in KCC) -\$1000 raised for renal patient assistance fund (raffle basket made by KCC). -April asked about CQI patient log book. Daniela waiting to hear about cost and size.</p> <p><u>Renal Executive:</u> Meets once per month. Meeting next week.</p> <p><u>Renal Nursing Professional Practice:</u> No meeting as of yet. New leadership structure.</p> <p><u>Renal Provincial PFAC Updates:</u> January 28th next meeting.</p> <ol style="list-style-type: none"> 1. Clinic Lab results handout: looking at distributing in general nephrology and transplant clinic. Bonnie gets handout in clinic. ? whether or we should be using universally. PD started and then was implemented in home. Potential for MCKC, but? gen neph clinics. Faisal suggested trialing it at MCKC clinics. 2. ORN Patient Experience Survey Refresh: Local PFAC feedback forms: 3. HMMS shadow Day: Shadow day to understand why their job is important and that we value them. ?understanding how dialysis works and how their job impacts the patients they serve. As well as the In center hemodialysis nurses need to be more aware of the home dialysis programs. 4. Palliative Care Helps patients with kidney disease update: Sarnia 	<p>about emergency preparedness pamphlet.</p> <p>-April to follow up with Daniela</p> <p>Lesley to get copy and bring to team meeting for clinics</p> <p>Send sheet to Sandra, Terri and Sharon.</p> <p>Ashley sent in to ORN today.</p> <p>April will contemplate potential strategy.</p>
-----	-----------------	--	--

	<p>Round Table</p>	<p>presented at CANNT conference that every patient in their care see's palliative care team. We do not have palliative care physicians and or family physicians. UH have 2 new palliative care physicians who are eager to assist with Nephrology program. Jackie unable to recruit NPs (do not have capacity) for palliative care.</p> <p>5. Diabetes Management Research Group: will move to next agenda.</p> <p>6. Volunteers in ALU: discussed uses for volunteers and KCC and how patients have positive feedback and volunteers are utilized.</p> <p>7. Local/Regional Transportation updates: Update from Selena Buma (Social Worker). ?city new contract with Voyago to outlying cities/towns – more information to come when available in news. April T-con with grey Bruce – miscommunication with provider was they were not prioritizing medical transportation. LHIN contact reaching out to transportation source to clarify prioritization.</p> <p>1. Bulletin Boards (larger, more vibrant like KCC, looks like not updated - Infection control? behind closed glass doors).</p>	<p>Faisal to send Leadership team information.</p> <p>Pam to provide update</p> <p>Lesley will bring forward to KCC.</p> <p>Take pic of KCC bulletin board and send to Lesley. Ashley to look at PFAC boards.</p>
--	--------------------	--	--

		<p>2. Patient came from UH where they can use UF control. KCC nurses are not trained for UF control – Kathy brought up could nurses be trained so patients can continue with that treatment when transferring. Discussed at managers meeting and will be brought forward to renal executive meeting for discussion and what process will look like.</p> <p>3. No USB plugs in new chairs – Fresenius knows we want them but cleaning will be an issue.</p>	<p>April/Lesley to report back.</p>
	<p>Next Meeting Date</p> <p>Meeting dates and locations 2019/2020</p>	<p>Wednesday February 12, 2020 at University Hospital Room B3-240</p> <p>-Meeting dates will alternate between Tuesday and Wednesdays starting in September 2019, and will alternate between KCC, UH and VH. The list of dates, times and locations is below:</p> <p>Wednesday February 12, 2020 at University Hospital Room B3-240</p> <p>Tuesday March 10, 2020 at Victoria Hospital Room B2-124 Wednesday April 8, 2020 at Victoria Hospital Room B2-124 Tuesday May 12, 2020 at Victoria Hospital Room B2-124 Wednesday June 10, 2020 at Kidney Care Centre Room 2111</p>	