


RENAL PATIENT AND FAMILY ADVISORY COUNCIL
Virtual WebEx MEETING MINUTES
Wednesday May 27th, 2020
3:00pm to 5:00pm

In Attendance: Betty Clinton (Chair), Bonnie Field (Co-Chair), Ashley Roberts (Facilitator) April Mullen (Director), Lesley Pringle (Manager), Kathleen Anderson, Deb Beaupre

Guest Speaker(s):

Regrets/Absent: Dr Faisal Rehman (Physician), Lesley Pringle (Manager), Cathy DuVal, John Witteveen, Kathy Austin, Pam Ireland

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.0	Welcome, Approval of Minutes	March 10 th , 2020 minutes approved.	
2.0	PFAC ORN Priority Panel: COVID-19 Patient Survey	 <p>20200512 PCC Panel - PREMs COVID-19 E</p> <p>ORN wants to measure the quality of patients experience with virtual/telephone clinic and how this process can be improved. (clinic examples: Multi-care kidney clinic, Glomerulonephritis, General Nephrology, transplant, etc.) and communication/engagement during COVID. If there is support ORN would develop the tool and our Renal Program would likely have to push out the tool to patients and families. There was a strong group support for interest in this work.</p>	

3.0	<p>Task Group Reports</p> <p>1. <i>Communications & Feedback Task Group</i></p> <p>3.1.1</p> <p>3.1.2</p> <p>3.1.3</p> <p>3.1.4</p> <p>3.1.5</p> <p>2. <i>PFAC Newsletter</i></p>	<p><u>Fall Satellite Visits</u>: Defer - Owen Sound/Hanover visit was cancelled due to COVID-19 and restrictions.</p> <p><u>Home Rates Improvement Action Pan/Transitional Unit</u>: Defer</p> <p><u>Kidney Foundation Peer Support</u>: Shannon Fogarasi is no longer with the Kidney Foundation. Unsure of who her replacement is. Ashley met with Amie Anderson and a volunteer from pediatric patient experience in their resource center at VH to discuss how they have successfully utilized their Peer support resources to spike interest in their population.</p> <p><u>Patient Feedback Boxes</u>: Defer</p> <p><u>Bulletin Boards</u>: Defer - Bulletin boards in place at VH and KCC. UH clinic area has enough boards for patient information. Due to COVID restrictions, we are not able to address UH boards in hemodialysis waiting area.</p> <p>Kidney Kronicle Special Edition: COVID-19 mailed out and distributed to all HHD, PD, Satellite and In-Center Hemo Patients. No extra copies were distributed in waiting rooms due to COVID-19 restrictions. Next newsletter will be planned for fall. (? September)</p>	
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3.0	<p>3. Recruitment & Orientation</p>	<p>We were asked by Patient experience to put on hold; they are currently evaluating processes for all LHSC PFAC's. I will send Julie Gerber the 2 names I have currently.</p>	
	<p>4. Transportation Update</p>	<p>PD Nurse working on special project. Contacted all of our transportation resources/companies to discuss dialysis patient transportation related to COVID-19. Together with the SWLIHN, had LEO transportation as a back up plan for many of our area transportation needs. Under special circumstances if transportation is disrupted due to COVID the ORN has an reimbursement program. If a patient loses their transportation or is in need our Social Work will review the case. The LHSC Cancer Program has process in place with Residence Inn. Patients pay \$25/night. Relevant to out of town patients (certain number of kilometers away) we have access to this during COVID should we require this (ex. M-F treatments)</p>	
	<p>Other Committee Reports</p>		
	<p>3.6.1</p>	<p><u>Renal Joint Health & Safety</u>: Defer - No report</p>	
	<p>3.6.2</p>	<p><u>Renal Infection Control</u>: Was meeting 6days/week at the onset of COVID; now meeting 1 day/week. Special thanks to Betty for representing the patient voice on all of the calls.</p>	
	<p>3.6.3</p>	<p><u>KCC CQI</u>: Defer</p>	
<p>3.6.4</p>	<p><u>Renal Executive</u>: Defer - Meets once per month. No report</p>		
<p>3.6.5</p>	<p><u>Renal Nursing Professional Practice</u>: Defer</p>		

<p>4.0</p>	<p>3.6.6</p> <p>Open Discussion</p> <p>1. <i>Electronic Communications</i></p> <p>2. <i>Plan for September</i></p> <p>3. <i>PFAC Workplan</i></p> <p>4. <i>PFAC Chair & Co-Chair</i></p> <p>5. <i>Round Table</i></p>	<p><u>Renal Provincial PFAC Updates:</u> Defer</p> <p>Platform for electronic email communications with patients. Things to consider would include email consent and privacy/risk involvement for process.</p> <p>Virtual platform for September’s meeting. Thoughts were WebEx could be used for meetings. Microsoft team was another platform discussed where you can download app or join in via web. We do not have ZOOM platform membership.</p> <p>Defer until September.</p> <p>PFAC member voting in September for Chair and Co-Chair.</p> <p>Staff re-deployment due to COVID-19 needs in organization</p> <p>Home Dialysis Patients being charged for Heparin: \$33.00 – being credited. Something management will look into.</p> <p>LHSC Emerge & Cancer Center are trialing an app to assist with social distancing in waiting rooms. Patient gets a text when staff are ready for you – the app is voluntary. If we pursue this will want a patient rep to explore this with us.</p>	
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	Next Meeting Date	Tuesday September 8 th , 2020 (Virtual Platform) from Home	
	Meeting dates and locations 2019/2020	-Meeting dates will alternate between Tuesday and Wednesdays starting in September 2020, and will alternate between KCC, UH and VH. Tuesday September 8 th , 2020	