

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday May 12, 2015
5:00pm to 7:00pm
Kidney Care Centre**

In Attendance: George Goodlet (Chair), Fred McInnis (Vice Chair), Michael Hermiston, Mike McCracken, Don Smith, Angela Andrews, Deb Bezaire, Janice McCallum, Paul Dixon, Carolyn Ingram, Nikki Anderson, Robert Barnicoat, Mike Smith, Guests: Mary Kroh and Stephanie Dailey

Regrets/Absent: Dr. McIntyre, Bonnie Field, Brian Carroll, Philip Varughese, Jarrin Penny, Nancy Wilder, Dr. Rehman, Dennis Hokansson

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.1	Welcome, Approval of Minutes	-Quorum achieved -approval of April 14 minutes -Welcome extended to two guests, Mary Kroh and Stephanie Dailey from Surgery Program and Mike Smith a new patient Advisor	
2.1	Presentation	Janice presented The Ontario Renal Plan II 2015-2019. The plan focuses on Empowering Patients, Integrating and Coordinating Care, and Improving Access to Care.	See attached Slides

3.1	Patient Resource Task Group	<p>-the task group met last week, we have begun gathering the info that we would like to have on the resource centre from the hospital web site, as well as dietitian, social worker and other disciplines through the program</p> <p>-we talked about holding an open forum with a patient representing all care areas in the program, and a representative from each health care discipline to talk about what kind of info is available</p>	
3.2	Patient Feedback Task Group Report	<p>-our satellite unit visit and open forum in Woodstock is confirmed for Thursday June 18</p> <p>-Bonnie, Nancy, Fred, Angela and Marlene Rees-Newton (regional coordinator) will attend</p> <p>-Janice recently met with a number of the satellite program directors and mentioned our interest in visiting, and they are very keen for us to visit</p> <p>-several PFAC members offered to attend other visits</p> <p>-Deb will notify the physicians and NPs who are responsible for Woodstock of our visit</p>	
3.3	Patient Transportation Task Group	<p>-the task group is currently working on a survey for paratransit users in the program to determine what the exact issues patients using paratransit face, so we can write a letter outlining our issues to the paratransit managers</p> <p>-Mike Smith has offered to join this task group</p>	
3.4	Newsletter Task Group	<p>-next issue is planned for July 2015, -Mike S. has volunteered (with some persuasion) to write his story for the Summer Issue</p>	<p>-please submit your articles to Mike H. no later than mid-June</p>

<p>3.4.1</p>	<p>Mailings of Newsletter to CKD/HH/PD</p>	<p>-the Spring Issue has been mailed to all PD and home hemo patients -there have been several e-mail requests from individuals to be added to the electronic mailing list -Angela is awaiting confirmation of IT to create an e-mail sign up on our webpage</p>	
<p>3.5</p>	<p>PEP Project</p>	<p>-nothing new to report at this time</p>	
<p>3.6</p>	<p>Patient Experience Coordinating Committee</p>	<p>-group is working on strategic plan for LHSC for the creation of PFACs through all programs, and the mentoring of areas new to the process by areas that have already integrated patient and family centred care (pfcc) into their programs</p>	
<p>4.0</p>	<p>Open Discussion</p>		
<p>4.1</p>	<p>June 4 Planning Retreat</p>	<p>-Planning retreat is Thursday June 4, 3:00pm to 7:00pm at Victoria Hospital in the Cancer Centre, Room A3-924, Angela will send agenda -we will be looking at planning the year ahead</p>	<p>-Please RSVP to Angela by May 29th if you will be attending</p>
<p>4.2</p>	<p>Research Forum</p>	<p>-Renal program held research forum to showcase all of the research being done by all members of the Renal team -paralleled a lot of research with PFAC work -real commitment in moving forward with partnership for further research</p>	
<p>4.3</p>	<p>LHSC Volunteer ID's</p>	<p>-the patient experience office has arranged for all PFAC members to have an official volunteer LHSC ID tag -a specific form is required to be handed in at</p>	

4.4	WIFI	<p>customer support (either VH or UH) to have your photo taken -Angela must have your completed police record check before you are supplied with the form</p> <p>-Fred brought forward patient concerns about having WIFI available in the dialysis units -this is a very expensive undertaking -we discussed moving this item forward to the fall agenda or possibly the planning retreat -there was discussion about having a sponsor, however this is an area where we need to be careful when approaching vendors due to new procurement policies</p>	
4.5	Doctor Availability in Satellite Units	<p>-Brian was not present at the meeting, but had brought up an issue with physician availability in the satellite units -it was agreed to send this issue on to Janice for discussion with Brian</p>	
4.6	World Kidney Day task Group	<p>-George suggested that a task group for World Kidney day 2016 be set up to start with arrangements -Don will lead the task group, and Nikki, Mike S. and Paul have offered to join -Angela will facilitate when needed and will also contact Riz (from the Kidney Foundation) and Terri (a NCM from KCC) who have been involved in the planning of past displays</p>	
4.7	Home Hemo RFP	<p>-the contract review process for new home hemodialysis machines has been started</p>	

4.8	Financial Assistance	<p>-Philip and Nancy are on the review panel, and will be involved in scoring and evaluating new vendors</p> <p>-Mike S. mentioned a patient complaint about not being informed of financial assistance programs</p> <p>-Janice indicated this is the role of the Renal Social Worker, and Deb will speak to the individual involved</p>	
4.9	Joint Health and Safety	<p>-Mike H., Brian and Don are on this committee</p> <p>-the group is in the idea generation stage</p> <p>-they looked at particular incidents that were reported</p> <p>-talked about having individuals involved sign a contract outlining responsibilities for both parties</p>	
6.1	Meeting Adjournment	<p><u>Next Meeting:</u> Tuesday June 9, 2015</p> <p><u>Planning Retreat:</u> Thursday June 4 at 3:00pm room A3-924 Victoria Hospital</p>	