

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday March 8, 2016
5:00pm to 7:30pm
Kidney Foundation Office**

In Attendance: George Goodlet (Chair), Fred McInnis (Vice Chair), Bonnie Field, Nikki Anderson, Deb Beaupre, Betty Clinton, Deb Bezaire, Janice McCallum, Carolyn Ingram, Angela Andrews, Deb Bezaire

Regrets/Absent: Dr. McIntyre, Dr. Rehman, Robert Barnicoat, Nancy Wilder, Jarrin Penny, Paul Dixon, Don Smith, Mike Smith, Philip Varughese

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.1	Welcome, Approval of Minutes	Angela welcomed all and round table introductions for new council member Betty Clinton. Minutes of February 9, 2016 approved as distributed.	
1.2	Additions to agenda	The suggestion was made to add an alternate/emergency contact to PFAC application form.	Angela will complete
2.0	Task Group Reports		
2.1	Patient Resource Task Group	A display stand, comment box and PFAC signage will be purchased for the PFAC resource display stand at each site. A plan will need to be devised on how material will be maintained and who will be responsible for moving the display to different spots at each site. Previously a suggestion was made to shorten the patient web address; this was not supported by LHSC Information Technology department. Recommendation to have a pamphlet created to promote the patient website.	Angela will share picture of display stand with all. Task group will look at creating website pamphlet
2.2	Patient Feedback Task Group and Satellite Visits	A site visit to Stratford and Goderich is planned for April 6 th . Angela will be confirming this date and looking for another volunteer to join Fred, George, Don and herself this day. Discussed benefits of obtaining feedback during site visits regarding any patient surveys being completed; using the Kidney Kronicle to engage patients and families to complete short surveys; information sharing with PECC. Currently there are multiple sources and methods of surveys being	Angela will confirm date and reach out for another volunteer by email. Bonnie will look into patient experience information

<p>2.3</p>	<p>Patient Transportation Task Group</p>	<p>used across LHSC. Janice reported that possibly within the next year the ORN is looking at having a standardized survey tool which will be used across Ontario in which we will participate in.</p> <p>Informal survey through social workers is being conducted to learn their experience of arranging Paratransit etc. Task group is planning to send Paratransit a letter outlining patient experience and will invite a Paratransit representative to council for further discussions.</p> <p>Angela will be in contact with a PFAC from Toronto who has done some similar work for their results or improvement achieved.</p>	<p>sharing through PECC.</p> <p>Task group will comprise survey feedback. Angela will contact PFAC in Toronto.</p>
<p>2.4</p>	<p>Communication Task Group</p>	<p>Nikki reported that an invitation for patients to attend story telling workshops advertised in newsletter, volunteers determined to assist in display at Westmount Mall for World Kidney Day.</p> <p>Nikki welcomes assistance in organizing the articles and editing the newsletter.</p> <p>Angela confirmed the newsletter has been printed and will be distributed to all by next week. Looking at getting a high school student to help out with job of stuffing envelopes and label etc. Deb suggesting also asking patients to assist in this task.</p>	
<p>2.5</p>	<p>Recruitment & Orientation Task Group</p>	<p>Advertised for new members in the newsletter, insert will be included in newsletters going out to satellites for satellite patient representatives. Janice has been talking to SOWAC to recruit an aboriginal patient or family member representative, thus far not responsive. Suggestion made for a PFAC member to attend CKD class the 1st Thursday of each month.</p>	<p>Carolyn will talk to CKD class operators about having PFAC representatives attend class.</p>
<p>2.6</p>	<p>Patient Experience Coordinating Committee</p>	<p>Last meeting cancelled.</p>	
<p>2.7</p>	<p>World Kidney Day</p>	<p>Paint night for charity event organized through the Kidney Foundation.</p>	
<p>3.0 3.1</p>	<p>Open Discussion Task Group reorganization</p>	<p>George explained that Angela will reduce to support PFAC one day per week. This will mean she will not be a member of every task group, she will no longer type meeting minutes. She will continue to arrange the first meeting of a task group and let the group determine meeting frequency, location etc. after that.</p> <p>Combine feedback and communications task groups. Comprise a list of active task groups and work</p>	<p>Angela will put together a list of task groups and share.</p> <p>All – submit document to</p>

<p>3.2 3.3 3.4 3.5 3.6 3.7</p>	<p>Creation of Satellite unit specific task groups Intention to Continue Document Outside hospital cleaning services Web Address on Appointment Cards PFAC website address Patient representation on committees</p>	<p>being done for council to review. Currently advertising in patient newsletter to recruit satellite representatives. Angela reminded everyone to bring in their “Intention to Continue” document so it can be determined how many new members are needed. Sodexo is currently cleaning common areas and clinics of in-center hospitals and KCC since its opening. Eventually Sodexo will have trained cleaners for patient care areas including the dialysis units. Patient representatives expressed concern that hospitals seem to seek outsourced cleaning as a way to save money and that in their experience and shared stories of their own in-hospital experience when cleaning was not up to standards. This topic was presented of interest only, no actions at this time. Deb shared samples of appointment cards currently being used. Suggestion made that clerks or volunteers stamp each clinic card with web address until new cards are printed. As a go forward web address will be included in card template. Keep on agenda to further discuss practice in each unit and how to best communicate web address until new cards printed. Some ideas include stamp on cards, slip of paper handed to patient along with appointment card, including a reference in appointment packages being mail out. Hospital IT (Information Technology) Department will not approve another web address. George would like to consider collaborating with patient representatives on different committees to learn about their experiences and what kind of work is being done. He also would like to see a standardized orientation or teaching so that patients understand their role and suggested that the purpose of the meeting or agenda is covered prior to each meeting with patients for relevance and understanding. Each patient representative should have a “go to” person (resource or person to ask questions to). Tools and documentation are available through the Institute for Patient and Family Centred Care (IPFCC) website. Angela suggested sharing these tools as a guideline for committee chairs to ensure</p>	<p>Angela. Keep on agenda for further discussion. Angela will research documents on IPFCC web; Create a tool kit for the “go to” person and for advisors.</p>
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5.0	Housekeeping		
5.1	Summary of Action Items	As per Action/Follow up column	
5.2	Next Meeting Date	Tuesday April 12, 2016 at 5:00pm at the Kidney Foundation Office	