

## RENAL PATIENT AND FAMILY ADVISORY COUNCIL

### Virtual WebEx MEETING MINUTES

Wednesday June 8th, 2022

4:00pm to 6:30pm

**In Attendance:** Don Bester, Terri Chanda, Kathleen Anderson, Cathy DuVal, April Herold, Kathy MacKay, Deb Beaupre

**Minutes:** Ashley Papathanassiou

**Guest Speaker(s):**

**Regrets/Absent:** Pam Ireland,

	Agenda Item	Discussion	Motion/Action Plan/ Follow-up
1.0	1.1 Welcome!  1.2 Meeting Minuets from April	<ul style="list-style-type: none"> <li>• Welcome everyone! Last meeting of the 2021-2022 year!</li> <li>• Meeting mins- Approved</li> </ul>	
2.0	<b>Items:</b> 2.1 Patient Engagement Matters Feedback	<ul style="list-style-type: none"> <li>- Why is there a lack of participation from partners/patients:               <ul style="list-style-type: none"> <li>○ Not wanting to participate online anymore.</li> <li>○ Timing (busy schedules, back to work, ect.)</li> <li>○ Not feeling as though the activity is a good “fit”</li> <li>○ Patients and family members maybe apprehensive to step out of the box to participate together in a gathering.</li> <li>○ Family and care partners have not been in person for so long, feeling removed from the care circle</li> <li>○ Short staffing- feeling burn out, disengaged. Councils/Patients identifying that this is happening, and are understanding.</li> <li>○ Areas with less chronic diagnosis may have less involvement due to decreased time with program.</li> </ul> </li> </ul>	

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	<p>2.2 Summer Kronicle Review</p> <p>2.3 Fall Community Event Discussion</p>	<ul style="list-style-type: none"> <li>○ Patient with declining health status, or in periods of less than optimal health, may feel like they cannot attend</li> <li>- Recommendations to improve engagement:               <ul style="list-style-type: none"> <li>○ Having dedicated time for staff and partners to be able to engage</li> <li>○ Consistent leadership involvement</li> <li>○ Providing alternate means of participation</li> </ul> </li> <li>- Approved</li> <li>- Revisit Mail Chimp (reach out to risk)</li> <li>- Coven Garden Market: Free for 8ft table, chairs, in center of market. We can decorate as we see fit. Need to show proof of liability insurance and determine date.</li> <li>- Suggested Dates: Oct 15<sup>th</sup>, ideal time 9am-3pm</li> <li>- Items we need to plan: Swag, Brochures &amp; Pamphlets, poster/stand up sign, dialysis items, balloons, visual education items, can we get free donations of food?, kidney beans with dietician recipe, coupons from vendors?</li> <li>- Who is in charge of what: Kathleen, Deb, Ashley, +</li> <li>- Summer Planning Meeting: August meeting</li> <li>- Don voluntold to dress as a kidney for event</li> </ul>	<ul style="list-style-type: none"> <li>- Ashley to FUP over the summer</li> <li>- Ashley to ask: other than Saturday, what are the high traffic times?</li> <li>- Ashley to enquire with family friend</li> <li>- Ashley to email in July.</li> </ul>
3.0	3.1 2023-2022 Meeting dates	<ul style="list-style-type: none"> <li>- Dates to be sent out August 2022 – Hoping for in person</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

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	3.2 Care Partner Visitor Policy	<ul style="list-style-type: none"> <li>- The care partner visitor policy has changed, and has included out patient ambulatory care for the first time. Care partners are now able to attend clinical appointments, within reason for infection control guidelines, without having to show proof of vaccination. Renal program has met with infection control to review and assess waiting room and clinical space availability, and ability to accommodate additional seating. Screening will take place for wellness and COVID symptoms, and masking in all areas of hospital environment will be mandatory with a hospital provided mask. Hand hygiene practices to be reviewed by screeners and reinforced by staff. Visitors are not permitted outside of the specific partner care area.</li> <li>- <u>Plan for letter addressed to patients</u>: addressing changes in visitor policies, outlining safety strategies, disclosing lack of chair space availability for visitors, care partners must be approved as essential, and acknowledgement of where to direct questions and concerns. <u>Feedback provided by PFAC</u>: not being provided a chair could be very challenging. Can there be certain days, or times that visitors can be preplanned. Communication and consistency need to be prioritized to staff about what the policies are around visitors. Taking into consideration days where dialysis clinic is happening and potentially preplanning to have care providers attend on those days to better facilitate medical assessment/history.</li> <li>- Process will be assessed once in place for a few months to determine effectiveness and process improvements</li> </ul>	
4.0	4.1 Indigenous Engagement Update	<ul style="list-style-type: none"> <li>- Meeting with ORN done this week about engagement initiatives. Another meeting planned with ORN and LRC P program to determine what planning should be in place, what direction we as a renal program want to go in, and to learn from LRC P success in bringing in better engagement and establishing an indigenous navigator.</li> </ul>	<ul style="list-style-type: none"> <li>- Kathleen volunteered to help with any future meetings if needed</li> </ul>

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	4.2 Renal Exec.	<ul style="list-style-type: none"> <li>- Looking at increasing engagement with SOAHAC</li> <li>- Proposal put into ORN for creation of 2 home training stations in the northern regions and for training of staff to aide in home RRT care.</li> <li>- ORN looking at virtual care representation and patient feedback in hopes of process improvement across the region.</li> <li>- Home rates are down. Discussion around improvement plan and data collection for home program rates and strategies.</li> <li>- <u>Feedback</u>: CKD classes with patient guest speakers to talk about home modalities is an impactful way to spread the word and answer patient questions.</li> </ul>	
	4.3 Transplant Work Up Desk Assessment	<ul style="list-style-type: none"> <li>- Successful candidate started this week!</li> <li>- ORN reviewing results from survey done with transplant sites, looking at transplant process province wide.</li> </ul>	<ul style="list-style-type: none"> <li>- Ashley to provide details once available.</li> </ul>
5.0	<b><i>Upcoming Meetings</i></b>	<p><b>Next Meeting Date:</b> September!!! Enjoy your Summer!</p> <p style="text-align: center;"><b><i>Up-Coming Meeting dates:</i></b> TBD</p>	