

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL  
MEETING MINUTES  
Tuesday September 13, 2016  
5:00pm to 7:30pm  
Kidney Foundation Office**

**In Attendance:** Fred McInnis (Chair), Paul Dixon (Vice Chair), George Goodlet (Past Chair), Bonnie Field, Philip Varughese, Betty Clinton, Deb Bezaire, Angela Andrews, Nikki Anderson, Don Smith, Viengkham Chanthalan Sy, Cathy DuVal **Guests:** Meghan Innes, Barb McCollugh, Vicky Pickup, Mike Pickup

**Regrets/Absent:** Dr. McIntyre, Dr. Rehman, Robert Barnicoat, Nancy Wilder, Mike Smith, Deb Beaupre, Janice McCallum, Jarrin Penny, Anne Hutchison

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1	Welcome, Approval of Minutes  Round Table Introductions	Minutes of May 10, 2016 approved as distributed.  Angela introduced Vicky and Mike Pickup, patient unit representatives from Owen Sound. As part of our planning from last year we have been working to recruit unit representatives who would call into the first ten minutes of the meeting to share any updates from their respective unit and be able to relay back any information. Vicky and Mike attended the meeting in person today for introductions.  The group introduced themselves for the benefit of new members, guests and those calling in on the phone.	

2.1	Volunteer Services Presentation	<p>Guests Meaghan Innis and Barb McCollugh from volunteer services attended to discuss the volunteer role at LHSC, and within the dialysis units at UH and VH. Meghan discussed what is involved with developing a volunteer role and PFAC gave suggestions as to what a volunteer could do in the dialysis units.</p> <p>A role description to lay out what the volunteer can and cannot do will need to be developed. The importance of clearly defining the responsibilities of the volunteer vs. staff (e.g. volunteers are “no touch, no care”) and laying out orientation and training by staff in the unit discussed.</p> <p>The group agreed it would be of benefit to survey patients/family members to see if they would be interested in having volunteers and what kind of support they would be interested in receiving (e.g. play card/games, socialize, music, crafts).</p> <p>Meagan and Barb will work closely with a lead from the units and PFAC to develop a volunteer program, and then work through an integration plan.</p>	 <p>Suggestions from PFAC and Staff for a</p> <p>Next step Volunteer services would work with lead staff members identified from each site through developments process (6-12 months) who would liaise with PFAC task group.</p>
3.0	Task Group Reports	<p>3.1 Patient Resource Task Group  Philip reported that one display stand has been delivered and is ready to go. The task group will meet and determine exactly what they want on the display, and Angela and Deb will contact the correct staff individuals to gather the information. Once this is completed, the display will be ready to go.</p> <p>3.2 Patient Feedback Task Group and Satellite Visits  The satellite unit visits are complete and a summary of all of the visits distributed. Recommendations were discussed, including free parking for all HD patients, free WIFI for all HD patients, more advertisement of the renal Patient website, several options being offered to patients in satellites to meet or speak with allied health in London, including more frequent in-person visits, an increase in health teaching after patients have gone to a satellite, and funding for more hemodialysis spots in Chatham.</p> <p>3.3 Patient Transportation Task Group  The task group met last week, George has written a letter to paratransit outlining some of the issues, and requesting a meeting with the PFAC. It has been distributed to the task group members for review. The plan is for the letter to go out before the end of September.</p> <p>3.4 Communication Task Group  Angela reported plans for next edition newsletter to be distributed in Oct/Nov. Angela asks everyone to send any content to either Nikki or herself. Fred also shared that PFAC is working on a feedback box.</p>	<p>Angela and Deb to gather education info.</p> <p>Fred will create a cover letter and Angela will apply PFAC logo and send off to Janice</p>  <p>Renal PFAC Final Satellite Visit Report.1</p> <p>All: Send newsletter content to Angela</p>

<p>3.5  3.6</p>	<p>Recruitment &amp; Orientation Task Group  Patient Experience Coordinating Committee (PECC)</p>	<p>We have recruited 3 new members over the summer, Anne, Cathy and Vieng, and there are several more applicants in the wings. The first Renal PFAC new member orientation happened in August for 3 new members. It went well, the plan is to survey those who attended to get their idea on how it went, and any suggestions for the future.  Nothing new to report.</p>	
<p>4.0 4.1  4.2  4.3 4.4 4.5  4.6  4.7</p>	<p>Open Discussion Review of PFAC Project Plan for 2016/17  Task Group Leaders  Transitions Task Group and Transplant Pathway Renaming of the CKD Clinic Living Donor Initiative  Save your veins update  UH Dialysis Unit Handbook</p>	<p>Fred reviewed the project plan; no new suggestions.   <b>Renal PFAC Work Plan for 2016 and 17.</b>  Each task group will meet over the next month to establish a work plan and appoint a leader. Angela will be stepping back from participating in task group meetings, but happy to assist by setting up teleconference phone numbers.  A project pathway will be completed. A large working group will look at patient transitions to and from transplant to identify process gaps.  ORN is possibly looking at streamlining the name of CKD clinic all over Ontario since the criteria is changing for a CDK patient.  The Transplant Program has updated all educational information for staff and patients on the living donor process.  Deb has spoken to Janna Rousom, our Vascular Access Nurse about re-educating some of the areas in the Transplant Clinic about "Save your Veins" campaign. The ORN is responsible to educate the community. Fred will bring this to the Renal Executive Council.  Angela shared some copies of the recently completed UH dialysis handbook that PFAC reviewed last year</p>	<p>Angela will update task group list. Task group will meet over the next month.  Deb will set up meeting.  Deb will ask for time on the Renal Exec. Agenda.</p>

4.8	Sharing your story on social media document	<p>Angela and Deb shared copies of the recently created “Sharing your story on social media” document that was created by the patient experience dept. for comments and discussion.</p>  sharing your story on social media.pdf	
5.0 5.1 5.2 5.3	Housekeeping Summary of Action Items Next Meeting Date Events	<p>Tuesday October 11, 2016, 5:00pm to 7:30pm, <b>Kidney Foundation Office</b></p> <ul style="list-style-type: none"><li>• Showdown in the Downtown Saturday September 24, Aeolian Hall <a href="http://www.showdowninthedowntown.com/v2/event">http://www.showdowninthedowntown.com/v2/event</a></li><li>• Kidney Foundation Walk-a-thon Sunday September 25 at 10:00am, Gibbon’s Park <a href="http://www.kidney.ca/sab/walk">http://www.kidney.ca/sab/walk</a></li></ul>	