

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL  
MEETING MINUTES  
Tuesday February 9, 2016  
5:00pm to 7:30pm  
Kidney Foundation Office**

**In Attendance:** George Goodlet (Chair), Deb Bezaire, Janice McCallum, Bonnie Field, Philip Varughese, Carolyn Ingram, Don Smith, Fred McInnis (Vice Chair), Paul Dixon, Angela Andrews, Nikki Anderson, Mike Smith, Mim O’Dowda (guest), Deb Beaupre, Betty Clinton

**Regrets/Absent:** Dr. McIntyre, Dr. Rehman, Robert Barnicoat, Nancy Wilder, Jarrin Penny

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.1	Welcome, Approval of Minutes	- December 8, 2015 minutes approved as distributed.	
1.2	Additions to the Agenda	<ul style="list-style-type: none"> <li>- Angela introduced guest, Mim O’Dowda, past chair of the LRCP PFAC and welcome to Murray Sutherland who is sitting in on Council meeting today as a possible future member.</li> <li>- Leah Getchell, to discuss ICES and KCRU deferred to next meeting as she was ill today.</li> <li>- Membership changes: Angela introduced Betty Clinton, new family member PFAC representative. Dennis Hokanssen and Brian Carroll have resigned from Council.</li> <li>- Angela shared that Ram Mansingh passed away.</li> </ul>	
2.1	Patient Story Telling	<ul style="list-style-type: none"> <li>- Mim O’ Dowda shared how the LRCP PFAC is sharing their stories from their healthcare journey through structured storytelling and how this can improve the overall patient and family experience.</li> <li>- Workshops are structured to support patients and family members who are willing to share their stories by developing storytelling skills and a safe learning environment.</li> <li>- Story telling workshops are being offered February 25 or March 1 for writing skills, and March 3 or 10 for practicing the story.</li> <li>- Next steps for the Renal Program are encourage recruit patients and family members to become story tellers, to have workshop participation, provide a 1 on 1 training or trips for story tellers, and to include story telling at regular staff meetings.</li> </ul>	<ul style="list-style-type: none"> <li>- Mike S. Philip and Nikki will register for a workshop.</li> <li>- Angela will send communication all renal staff in effort to recruit anyone interesting in storytelling opportunity.</li> </ul>

2.2	ICES and KCRU (Institute for Clinical Evaluative Sciences and Kidney Clinical Research Unit)	- Deferred	
3.0	Task Group Reports		
3.1	Patient Resource Task Group	<ul style="list-style-type: none"> <li>- Still pricing out display cabinets and looking for what the program already owns.</li> <li>- A joint project between the Task group and the CQI (continuous quality improvement) at KCC will involve creating educational information to display on the TV's in the waiting rooms at KCC. The CQI will be responsible for providing the education info, and the PFAC will be responsible for reviewing the information for usefulness to patients. If this collaboration goes well, it may extend to working with the CQI at UH and VH also.</li> </ul>	<ul style="list-style-type: none"> <li>- Angela and Philip will represent PFAC at KCC CQI meeting Feb 17<sup>th</sup>.</li> </ul>
3.2	Patient Feedback Task Group Report and Satellite Visits	<ul style="list-style-type: none"> <li>- Visits to Sarnia, Chatham, Woodstock, and Hanover complete.</li> <li>- Owen Sound, Goderich, Stratford and Tillsonburg visits will be scheduled once weather gets better.</li> </ul>	
3.3	Patient Transportation Task Group	<ul style="list-style-type: none"> <li>- Paratransit surveys received and are being collated with a variety of positive and negative responses. The task team will be meeting soon to discuss results and next steps.</li> <li>- Social workers will also be surveyed also in order gain feedback around the booking process.</li> <li>- Suggestion made to invite Paratransit representative to attend meeting for discussion and better understanding of their issues/barriers.</li> </ul>	<ul style="list-style-type: none"> <li>- Survey social workers</li> <li>- Invite Paratransit representative to next task team meeting.</li> </ul>
3.4	Communication Task Group	<ul style="list-style-type: none"> <li>- Meeting minutes, work group reports, satellite visits and newsletter have all been added as tabs to the webpage for easy access.</li> <li>- Photos taken today will be included to bios.</li> </ul>	
3.5	Recruitment & Orientation Task Group	<ul style="list-style-type: none"> <li>- Document of Intent is to continue as Renal PFAC Advisor document</li> <li>- Ironing out Associate Advisor Role: <ul style="list-style-type: none"> <li>- Are they required to have a police check?</li> <li>- Non-voting members, non-council members</li> </ul> </li> </ul>	

<p>3.6 3.7</p>	<p>Patient Experience Coordinating Committee World Kidney Day</p>	<ul style="list-style-type: none"> <li>- From all areas of program</li> <li>- Ad hoc basis</li> <li>- Good role for a satellite patient</li> <li>- A recruiting blitz will be organized for March and April</li> <li>- Task group would like to ask clerks at CKD clinics to hand out a recruitment poster to patients with appointment card.</li> <li>- Planning to include an extra page on the newsletter that goes out to satellites to advertise for associate advisors</li> <li>- March 10, 2016</li> </ul>	
<p>4.0 4.1 4.2</p>	<p>Open Discussion Web Address on Appointment Cards Honoring patients who have passed away</p>	<ul style="list-style-type: none"> <li>- <a href="http://www.lhsc.on.ca/renal">www.lhsc.on.ca/renal</a></li> <li>- Deb will look into getting samples of what appointment cards are being used now for Communications Task Group to review.</li> <li>- The Voice Council (WHU staff representatives) would like to establish a way of honoring deceased patients in their unit. Some of their ideas are sending a sympathy card, displaying a photo or butterfly in the unit as a way to acknowledge their passing. They are looking for feedback or ideas from the council of what would be acceptable.</li> <li>- Currently an annual memorial service is held at VH, UH &amp; KCC to recognize patients who passed away in the program.</li> <li>- Angela reminded all that legally we cannot post or advertise the names of deceased patients without their permission. Information however can be shared to patient if they inquire by name about the deceased.</li> <li>- Council supports anything gesture towards the memory of the patient.</li> </ul>	<ul style="list-style-type: none"> <li>- Deb will collect samples of business cards</li> </ul>

4.3	LHSC Advisor Orientation	<ul style="list-style-type: none"> <li>- LHSC Advisor Orientation was held on Saturday January 30<sup>th</sup></li> <li>- 68 staff and patient/family advisors were in attendance.</li> <li>- The Patient Experience office was hoping to hold more often</li> </ul>	<ul style="list-style-type: none"> <li>- Angela will canvas satellite units for a representative liaison</li> </ul>
4.4	Creation of Satellite Unit Specific PFACs	<ul style="list-style-type: none"> <li>- A suggestion came from Chatham satellite site visit to create a PFAC in their unit. Each hospital would need to independently formulate such a council within their own hospital. Angela suggested having a representative from each satellite unit to represent their hospital and be a liaison between their hospital and LHSC.</li> </ul>	
4.5	PFAC meeting visitor guidelines	<ul style="list-style-type: none"> <li>- Although it is strongly recommended from the Privacy Office that visitors have a police record check. It is the decision of council to have a signed confidentiality agreement form and an upfront conversation between the visitor and PFAC. No information that can be considered confidential is to be shared during the meeting/visit that can be used in a detrimental way.</li> <li>- Council decided to have visitors (to a maximum of two meetings) sign a confidentiality agreement and review policy. Angela would be responsible to emailing visitor necessary information for review.</li> </ul>	
4.6	Parking pass follow up	<ul style="list-style-type: none"> <li>- The Parking Office recommended pressing the communication button if a parking pass does not work so they can have the gate opened. They were not able to comment on why some of the passes did not work.</li> </ul>	
4.7	Intention to continue document	<ul style="list-style-type: none"> <li>- Please return by next meeting.</li> </ul>	
4.8	Hospital cleaning services	<ul style="list-style-type: none"> <li>- Deferred to next meeting.</li> </ul>	
5.0	Housekeeping		
5.1	Summary of Action Items	As per Action/Follow up column	
5.2	Next Meeting Date	Tuesday March 8, 2016 at 5:00pm at the Kidney Foundation Office	