

**RENAL PATIENT AND FAMILY ADVISORY COUNCIL  
MEETING MINUTES  
Tuesday, January 13, 2015  
5:00pm to 7:00pm  
Kidney Foundation Office, Westmount Mall**

**In Attendance:** Fred McInnis (Vice Chair), Michael Hermiston, Dennis Hokansson, Paul Dixon, Bonnie Field, Brian Carroll, Don Smith, Angela Andrews, Carolyn Ingram, Nikki Anderson, Mike McCracken, Philip Varughese, Deb Bezaire, Janice McCallum

**Regrets/Absent:** Dr. Rehman, Jarrin Slattery, Bill Landry, Nancy Wilder, Dr. McIntyre, George Goodlet

	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.1	Welcome, Approval of Minutes	<p>Quorum achieved. Approval of December 9, 2014 meeting minutes.</p> <p>-Welcome to our newest members, Mike McCracken and Philip Varughese</p>	
2.1 2.1.1	Publicity Committee Report Newsletter	<p>-there is a LHSC wide Patient Advisor portal in the works which will be a good place for publicity, Angela and Bonnie have been participating on this creation committee</p> <p>-Angela has hung boxes for the letter and newsletter at the transplant clinic at UH and outside the CKD clinic at KCC</p> <p>-instructions have been given to clerks to remind people to take one</p> <p>-there is also a poster sized letter hung at KCC CKD clinic, UH transplant clinic and Gen Neph clinic at VH</p> <p>-so far only 3 copies of the newsletter have been taken at KCC</p> <p>-Fred would like to revisit the mailing out of letters to CKD patients at some point</p> <p>-it was decided to create a Patient Resource Centre task group,</p>	<p>-Angela will continue to monitor the boxes and has asked the clerks to monitor them as well</p>

2.1.2	Renal PFAC Display Boards	<p>to look at creating some type of Resource centre for patients at all sites</p> <ul style="list-style-type: none"> <li>-Janice mentioned having some different types of resource models or areas</li> <li>-the group could tap into models and ideas from LHSC librarians</li> </ul> <p>-Angela is working on the display boards, so far there is one in the waiting rooms for PD, CKD and hemo at KCC</p> <ul style="list-style-type: none"> <li>-she has the boards to hang at VH and UH, just waiting on the permission and location to hang from coordinators</li> </ul>	<ul style="list-style-type: none"> <li>-Don, Mike M, Paul, Philip and Fred have volunteered</li> <li>-Angela will support the group if needed and will attend the first meeting</li> </ul> <p>-Angela will maintain the boards</p>
3.1	Patient Feedback Task Group Report	<ul style="list-style-type: none"> <li>-Fred would like the group to resume meeting to create a plan for the next 6 months, specifically to explore how we can better reach and find out the needs of satellite unit patients, as well as transplant patients</li> <li>-Deb suggested having an RN representative from the satellite units that can participate via videoconferencing</li> </ul>	<ul style="list-style-type: none"> <li>-Angela will arrange another meeting date</li> <li>-George, Nancy, Bonnie, Paul, Fred and Angela are members of the task group</li> </ul>
3.2	Patient Transportation Task Group	<ul style="list-style-type: none"> <li>-Angela and Nikki attended at meeting with the Renal Social Workers to discuss transportation issues for patients</li> <li>-at the hospital end of things, it looks like everything possible within the limitations is being done for patients</li> <li>-task group recommends that we coordinate our efforts with the Kidney Foundation in some way, or possibly lobby the city to improve Paratransit services for kidney patients</li> <li>-Janice mentioned in the 2015 Renal plan, there will be some attention to transport issues for all renal patients in Ontario</li> <li>-Mike M. suggested approaching a city councilor or MP/MPP</li> <li>-we will also ask a Renal Social Worker to join the group</li> <li>-we can also talk with the Regional Cancer Program PFAC or the Children's FAC to see if they have pursued the same issues</li> </ul>	<ul style="list-style-type: none"> <li>-see attached document</li> <li>-Jarrin and George (nominated by Fred) will join the task group</li> <li>-Angela will arrange another meeting for the group</li> <li>-Angela will ask a social worker to join</li> </ul>

3.4	Newsletter Task Group	<ul style="list-style-type: none"> <li>-the next issue of the Newsletter is planned to be published in April</li> <li>-in the Fall/Winter version of our letter there was a request asking for patients to submit transportation issues, but none have been received</li> <li>-Fred suggested having a "Dietitian Showcase" in the next issue</li> </ul>	<ul style="list-style-type: none"> <li>-Fred will supply a current council activities article</li> <li>-Mike will contact others regarding submission in early March</li> </ul>
4.0  4.1  4.1.2	Recap  Previous Recommendations  Peer Support number on patient appointment cards	<ul style="list-style-type: none"> <li>-we have covered/completed most of the items on Bonnie's Recap document</li> <li>-Janice mentioned that the TV situation at KCC is very near to being resolved, there has been capitol approval from LHSC to pay for the reworking of the cable, and now just waiting for Rogers to complete the work</li> <li>-Bonnie mentioned having a channel for patient education available on TVs through the waiting rooms and dialysis units, Janice mentioned that due to the high cost this is an eventual goal of the program, and will require a lot of planning</li> <li>-Carolyn mentioned the electronic ticker tape boards at the UH and VH unit can be used for education as well</li> <li>-George sent a recommendation letter to Janice, and spoke with Anne Brinkman from the KF</li> <li>-there is concern with the phone number being lost, or confused with a hospital number, and the KF getting inappropriate calls</li> <li>-Carolyn suggested handing out an info card with the KF binder</li> <li>-Nikki suggested handing the number out on a separate card along with the appointment card</li> <li>-Carolyn also suggests that new patients are often very overwhelmed, and then don't make the call to the support line, so she asks the patients if its ok for her to make the contact</li> <li>-Janice and Deb can also encourage staff to make the first contact</li> </ul>	<ul style="list-style-type: none"> <li>-Angela will follow up with Bill on his request for a phone on the parking levels to call the KCC unit</li> <li>-Angela will update George on the situation</li> </ul>

4.2	Review of Previous Meetings	<p>-there was also the suggestion that the KF puts up more posters advertising the peer support program</p> <p>-Dr. McIntyre's group is near completion of a survey regarding dialysis machine design as well as collaborative project with the Art department at UWO</p> <p>-we were looking for a patient family member to join the council, Mike McCracken has now joined, his mom is a dialysis patient</p> <p>-the "Save the Vein" education campaign will be included in our next newsletter</p> <p>-Don has priced shirts that the council would wear with our logo to promote the council</p> <p>-the Advisor orientation is Jan 20<sup>th</sup>, those who have signed up will receive an information e-mail soon</p>	<p>-Dr McIntyre will review at next council meeting</p> <p>-Angela will send e-mail out with information about shirts</p>
5.1	Patient Comments/Concerns	<p>- Fred discussed concerns from "Patient One"</p> <p>-Janice has requested that as the Program Director, she would like patient comments/complaints sent directly to her</p>	
5.2	<p>Current/Future Project Discussion</p> <p>PFCC staff education</p>	<p>-Mike suggested having a Kidney Foundation representative join the council, since many of the projects the Renal PFAC is involved in, involve them as well</p> <p>-Janice suggested having a KF representative come to give an overview of what the KF does</p> <p>-Brian commented about issues with snow removal at Entrance # 3 at KCC</p> <p>-Janice talked about the staff education that is being done around PFCC, there is an e-learn around PFCC, and Angela and Deb have been doing staff education sessions</p> <p>-vital behaviors is the next step in the learning process for staff, where the key interactions or key moments where if a staff</p>	<p>-George had previously been in contact with Anne Brinkman to come to educate the group about the KF in March or April</p> <p>-Deb will follow up with mail</p>

	<p>ORN Human Touch awards</p> <p>Infection Control</p>	<p>member acts in the most “patient centred” way, it will have the biggest effect on patients and families, these key behaviors will be identified</p> <ul style="list-style-type: none"> <li>-the initiative will take 6 to 8 months, one of the most important parts is having patients involved in these sessions to help staff see things through the eyes of a patient</li> <li>-the program will be asking for 2 volunteers from the council to attend each of these sessions over the coming months to attend</li> </ul> <p>-there is a call for nominations from the ORN for outstanding individuals who have made a contribution to the care of renal patients across a program or more broadly, it can be a staff member, a volunteer, etc.</p> <ul style="list-style-type: none"> <li>-if there is anyone that you are interested in nominating, the program will work with you to complete the forms</li> <li>-the deadline for nominations the end of February 2015</li> </ul> <p>-Bonnie brought up concern with inpatients visiting out patient areas and spreading infection</p> <p>-Janice stated that there are infection control protocols that are in place based on each patient’s diagnosis</p>	<p>-Don and Bonnie have volunteered to attend the session Jan 16th</p>
6.1	Meeting Adjournment	<p><u>Next Meeting:</u> Tuesday February 10, 2015</p> <p><u>Advisor Orientation:</u> Tuesday January 20, 2015 5:30pm</p> <p><u>Story Telling Workshop:</u> Tues Feb 17 <b>or</b> Thurs Feb 19 at 5:30 to 7:30pm <b>and</b> Tuesday Feb 24 <b>or</b> Thursday Feb 26 at 5:30 to 7:30pm (choose one date from each week, total of 2 sessions)</p>	<p>-Angela will send out further information when available</p>