


**RENAL PATIENT AND FAMILY ADVISORY COUNCIL  
MEETING MINUTES  
Tuesday November 13, 2018  
4:00pm to 6:30pm  
KCC Room 2111**

**In Attendance:** Don Smith, Angela Andrews, Betty Clinton, Anne Hutchison, Bonnie Field (Chair), April Mullen, John Witteveen, Janice McCallum, Deb Beaupre

**Regrets/Absent:** Dr. Rehman, Kathy Austin, Michele Ivanouski


**Guests:** Rebecca Abreu, Mary Beth Billick and Alicia Cooper




	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1	Welcome, Approval of Minutes	-minutes from October 9 approved	
2.1	Presentation- Corporate Patient Experience and Advisor Website	<p>Mary Beth Billick, Alicia Cooper and Rebecca Abreu presented to the Group about the Patient Experience Department</p> <ul style="list-style-type: none"> <li>-Rebecca invited all of the advisors to the Advisor Appreciation Social this Thursday</li> <li>-Alicia mentioned that the Patient Declaration of Values which feedback was gathered on last spring is soon to be published</li> <li>- Patient experience(Pt. Exp) and Patient relations will soon become 2 separate departments as their area of focus is on 2 different things, Pt. Exp will look after advisors and their activities, whereas patient relations will deal more with complaints and enquires</li> <li>-the pt. exp. office has been getting increasingly busy with requests for</li> </ul>	 Patient Experience Powerpoint Renal PF/

	<p>advisors to sit on the various committee and groups around LHSC, especially since Accreditation and how important advisors were proven to be</p> <ul style="list-style-type: none"><li>-one of the aims of the Pt. exp. Dept. is to educate staff around the roles and importance of advisors</li><li>-they also plan to do travelling “road shows” where the pt. exp. Dept. will offer an environmental scan to different areas, assess where advisors could make a difference and provide a report for the area</li><li>-the Advisor PFAC network is also coming along, and hopes to be live before the end of 2018</li><li>-Patient Experience week is celebrated worldwide, will be in April 2019, they will be looking for advisor volunteers to help bring awareness to and celebrate what advisors do all over, it was suggested by the group to do something a little different at KCC than last year</li><li>-there will also be “Patient Experience Awards” for staff members and advisor who excel at improving the patient experience at LHSC, more info to follow if you are interested in nominating someone</li><li>- they will also provide support to the various areas looking for advisors in the on-boarding process of new advisors</li><li>-Bonnie asked about the organization of advisors at LHSC, some areas will continue to have PFAC’s and other area are interested in having a “bank” of advisors that they can go to on an as needed basis. There is no rule as to what each area will do, just whatever works best for that area, there is also an executive advisory council</li><li>-Bonnie and Janice mentioned the disconnect that has been felt after the PECC (patient experience coordinating committee) was disbanded, and if there was an opportunity for all of the PFAC’s to meet and know what is happening in other areas.</li><li>-Alicia, Mary Beth and Rebecca are very open to suggestions about how to better engage our PFAC- Don mentioned the possibility of arranging a chair/co-chair meeting every few months so that all of the areas can stay connected</li><li>-there are also Advisor socials for advisors to get together, meet and discuss</li></ul>	
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3.0	Task Group Reports		
3.1	Communications & Feedback Task Group	<p>-Angela working on schedule for the dialysis unit visits, will send out a request for advisors when completed</p>	
3.2	Patient Education Task group	<p>-Angela/April will touch base with KCC CQI around the patient journal and resources list to see what the plan is to complete</p>	
3.3	Newsletter	<p>Newsletter went out in the mail last week, and communicated to staff via email</p> <p>-ideas for next newsletter: interview with a Manager from the Program (April), Kidney related education events, an article about primary nursing, also note that the newsletter is available on-line and by email</p>	
3.4	Recruitment & Orientation	<p>-have received 2 applications, Angela to set up interviews in the next few weeks, will be in contact with dates</p>	
3.5	Other Committee Reports Renal Health and Safety - Don Renal Infection	<p>-next meeting the end of November</p> <p>-discussed tracking of line infections, there have been 24 line</p>	

<p>Control- Anne</p>	<p>infections/catheter related bacteremias since April 1 across the whole Program (includes satellites and home patients). There are certain criteria that must be met to qualify as a CRB. Exit site infections don't qualify.        -Hand hygiene audits are being completed, and there is a focus on moments 1 and 4        -PD infection rates are based on a standardized calculation, and there has been 48 months with no infection        -the influenza policy has changed, a mask is no longer required if staff or visitors are not vaccinated, but patient will still be asked to wear a mask if symptomatic        -there is no specific recommendation from the Renal program about which flu vaccine to get (3 strain or 4 strain), just to get a shot, and to follow the advice from your family doctor. The renal program will provide the patient with a flu shot if they request it, but in most cases referring to family doctor</p>	
<p>KCC CQI- John</p>	<p>-at CQI the group is looking towards nursing education, specifically around home modalities like PD and Home Hemo, they are planning on surveying staff to find out what their education needs are        -there has been no further discussion of the list of community resources or a possible patient journal, April will touch base with Kathy (chair) of group again</p>	
<p>Renal executive- Bonnie</p>	<p>-at Renal executive, the Chatham Dialysis Unit expansion is continuing and is expected to be complete sometime in December. The urgency has been decreased as the wait list has gone down from 17 to 2.        -explore transplant training and education is being held in satellite units        -there has been a slight delay in the Integrated dialysis care project with Paramed, the company providing health care services</p>	

4.0	Open discussion		
4.1	PFAC exit interview questions	<ul style="list-style-type: none"> <li>-several advisors have left pfac over the last few months, the group decided it would be beneficial to provide an exit interview with those who leave the group</li> <li>-a list of questions was reviewed, Angela will send to recently resigned members</li> </ul>	
4.2	Waiting room picture collages	<ul style="list-style-type: none"> <li>-Bonnie would like to move forward with the picture collage of everyone involved in the patient's care</li> <li>-a meeting is scheduled with Lashbrooks design firm to discuss the creation of the idea and get a costing done</li> <li>-Betty suggested 3 versions of the poster with pictures of patients/staff from the unit where the poster will be hung</li> <li>-Janice suggested instead of 3 versions, there are 3 patients in the centre of the collage, representing the different types of dialysis patients</li> <li>-will review options with the designer and make a decision</li> </ul>	 Patient collage2.docx
4.3	Nutritional Supplement Funding- Bonnie	<ul style="list-style-type: none"> <li>-Bonnie had spoken to a dialysis patient who was concerned that nutritional supplements are no longer covered</li> <li>-Janice/April confirmed with Renal dietitian that there used to be coverage for these supplements, but several years ago (2005) this funding was stopped, now the dietitians do fund raising to provide the supplements to those who cannot afford them</li> <li>-they fundraise by selling subscriptions to a Diet newsletter</li> <li>-April will further investigate with dietitian if they can apply to the Renal patient assistance fund to help support the nutritional supplements for patients</li> </ul>	
4.4	New Business	<ul style="list-style-type: none"> <li>-Bonnie suggested some patients and families may struggle with knowing who to go to in the renal program if there is a concern or complaint about their care</li> <li>-Janice fully supports that the problem or issue is best dealt with in the renal</li> </ul>	

<p>4.5</p>	<p>Accreditation – Bonnie/Angela</p>	<p>program before taking the issue forward to the Patient relations office          -the group decided to create posters in the waiting rooms with the names and contact numbers of those leaders the patient can go to with problems about their care          -Bonnie also asked a question about why there are not beds at satellite units Janice mentioned because of the lack of space at the satellites, some of them are very small, also the patients who attend satellites are considered stable patients who should not require the use of a bed, as there are a limited number of staff available for patients at a satellite, if the patients require a number of staff to assist them in transferring they may not be suitable to dialyze at a satellite          -Bonnie also asked about the Vital Behaviours work, April mentioned that Vital Behaviours was recently discussed at the Coordinators meetings, and they are applying the vital behaviours at staff meetings and on staff yearly reviews          -there will soon be a vital behaviours meeting with the group of PSWs          -Don discussed that he would like to get a team together from the Renal PFAC to walk in the Kidney foundation walk next September, will review closer to the date</p> <p>-Accreditation 2018 went very well, unofficially LHSC has met all or most of the required organizational practices and standards, just waiting for final report and confirmation          -Bonnie had the opportunity to be in the leadership meeting with the surveyor who went to the Kidney Care Centre, although he did not focus on her role as an advisor or discuss patient experience at any great length          -a list of Renal program accomplishments and successes was created for Accreditation, Angela emailed out to group</p>	<p>          complaints poster          ALU.pdf</p> <p>          complaints poster          ALU.pdf</p> <p>          Accomplishments and          Successes of the Re</p>
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5.0	Housekeeping		
5.1	Summary of Action Items		
5.2	Next Meeting Date	<b>Friday December 14, 2018 at Unique Food Attitudes, 697 Dundas Street, London (note the change in date and Location) Please let Angela know ASAP if you plan to attend</b>	