



**RENAL PATIENT AND FAMILY ADVISORY COUNCIL
MEETING MINUTES
Tuesday March 26, 2019
4:00pm to 6:30pm
KCC 2111**




In Attendance: Don Smith, Angela Andrews, Betty Clinton, Bonnie Field (Chair), April Mullen, John Witteveen, Janice McCallum, , HB Hasenebenbi, Dr. Rehman, Kathy Austin



Guests: Don Bester and Terri Chanda

Regrets/Absent: Michele Ivanouski, Anne Hutchison, Deb Beaupre


	Agenda Item	Discussion	Motion/Action Plan/Follow-up
1.0	Welcome, Approval of Minutes	-approved minutes from January 9, 2019	
2.0 2.1	Presentation Patient Satellite Wait List- Don Bester and Terri Chanda	-Don and Terri presented the topic of Satellite wait lists to the PFAC for their opinion on how patients should qualify for the wait list to go to a satellite hemodialysis unit in their own community -at this time, the Position Date on Satellite Waiting List for new/current LHSC patients will be their first dialysis treatment and for a patient transferring from another program to LHSC Renal Program, their position date on the waiting list will be the date of their first treatment in London. For patients continuing to have dialysis outside of the LHSC Renal Program but requesting a spot in a satellite unit will be according to the date the referral is received. -At times of pressure due to exceeding capacity in incentre dialysis units, LHSC patients will be given priority over patients from another program for	 2019 03 26 meeting attachment 1 Manage  2019 03 26 meeting attachment 2 Manag

<p>3.0 3.1</p>	<p>Task Groups Communications & Feedback Task Group-</p>	<p>transferring to the satellite. -the current process demonstrates a bias towards LHSC patients, especially when there is a large waiting list, and the program is looking at trying to remove this bias. -proposed changes to the current process will be that all patients wanting to go to a LHSC satellite dialysis unit will be placed on the list in order of referral date, regardless of whether they started dialysis in the LHSC program or another program outside LHSC. -PFAC discussed, and asked questions about the process, and the general consensus was to accept the proposal to base patient position on the wait list by referral date only for all patients.</p> <p>-HB visited the Westmount hemo unit (WHU), the patients were generally happy with their care; several comments/suggestions included better communication to patients about the KF Christmas party. Angela previously shared this feedback with Riz from the KF and she has come up with a few ideas to better share with the patients next Christmas -some of the WHU patients felt they did not see the nephrologists often enough out at WHU. This info was shared with Dr. Weir and NP JulieAnn Lawrence who are considering some changes to the way physician rounding is completed at WHU. The suggestion was also made that although patients are informed they will not see the nephrologist as often when transferring to WHU, that this info also be added to the WHU patient handbook -John visited the UH evening dialysis patients and they were generally happy with their care, and felt they had visits from the nephrologists frequently enough (weekly) -the discussion led to providing entertainment for patients while they are having dialysis to help pass the time and take their mind off their illness for a while -suggestions of a magician, or the Saunders High School Music program (across the street from WHU), the LRCP physicians music group, or the Western School</p>	
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<p>3.2 3.3</p>	<p>Newsletter</p> <p>Other Committee Reports: Renal Joint Health and Safety-Don</p> <p>Patient Experience Week Committee- Don</p> <p>Renal Infection Control-Anne</p> <p>KCC CQI-John Renal Executive-Bonnie</p> <p>Renal Nursing</p>	<p>of Music -Angela will follow up with some of the suggestions and report back at the next meeting</p> <p>-the Winter version of the Kidney Kronicle went out the beginning of February, next issue out in June -Faisal has agreed to be the feature "Get to know your team" article</p> <p>-next meeting March 27th</p> <p>-nominations for Patient experience award for staff and patient/family advisors are being taken (see email that came from Angela and patient experience dept.) -Jill Sangha, the patient experience Manager is back from maternity leave</p> <p>-nothing to report</p> <p>-April will be discussing with the CQI at their April meeting the idea of creating a patient journal -26 nursing staff completed a survey monkey created by the KCC CQI about their knowledge of home dialysis and their comfort in promoting it -there was a flood at the Parkwood dialysis unit so the unit it temporarily closed -Don is attending the transplant clinic meeting to discuss a log book idea, the log book template is attached, please forward comments to Don</p> <p>-the RNPP is currently working on improving primary nursing in the</p>	<p> Kidney Kronical Winter 2019 February</p> <p> 2019 Patient Experience Week Eve</p> <p> 2019 03 26 meeting attachment transplan</p>
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<p>4.0 4.1 4.2 4.3 4.4</p>	<p>Professional Practice (RNPP) -Bonnie</p> <p>Open Discussion</p> <p>MyChart Patient Portal update</p> <p>World Kidney Day 2019 “Kidney Health for Everyone Everywhere”</p> <p>Compliments/Complaints Posters</p> <p>PD at Nursing Homes- Bonnie</p>	<p>hemodialysis units, and spent some time working on the primary nursing documentation form</p> <p>-the MyChart portal has had some hold-ups in getting going, mainly around deciding on an acceptable time frame for posting sensitive test results (e.g.: a biopsy result that shows cancer) that need to be reviewed by a physician before being posted to the portal</p> <p>-the Portal will be tested by select programs when ready</p> <p>-World Kidney Day was on Thursday March 14</p> <p>-the KF raised around \$8000 on the first attempt at the KF breakfast, which targeted the downtown business community</p> <p>-Anne, Betty and HB set up an information booth in the atrium at VH</p> <p>-articles whet on the LHSC website, twitter and Facebook pages also</p> <p>-the group reviewed the new version of the Compliment/Complaints posters for the waiting rooms, as well as the handout pamphlet that would be available for the PFAC resource stands</p> <p>-the group decided to go for the larger colour posters in 18x 24 size, printing only the title and phone number of each employee, but leaving a space big enough to write in their name with dry erase marker . This way if a staff member changes, the name can be changed without reprinting the entire poster</p> <p>-the Integrated Dialysis Care project where PSW support would be provided for patients wanting to do PD, but unable to do it themselves has been discontinued due to a lack of PSW and caregiver staffing available in the community</p> <p>-one alternative is a nursing home in London now has some trained staff who can perform PD for patients in the nursing home, enabling patients to stay at</p>	 <p>ALU_v2.docx</p>  <p>ALU_final.pptx</p>
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4.5	Christmas/New Year's scheduling in hemodialysis units- Bonnie	<p>the nursing home for dialysis without transferring to hospital 3 times a week, unfortunately on the nursing home wait lists, a patient requiring dialysis does not take priority over another patient on the list, and therefore it's difficult to ensure a patient needing PD will be directed to that nursing home</p> <p>-Currently the dialysis units are closed for Christmas and New Years and instead are open on the two Sundays prior to each holiday. Dr. Moist shared that two patients brought forward the suggestion that the dialysis unit not be closed for two consecutive Holidays. With their over indulging, they found it difficult to get back to ideal weight and suggested that perhaps the unit could be closed for just Christmas, then go back to regular dialysis schedules.</p> <p>-Janice polled other Programs across the province and they schedule as we do, closing for both the holiday and open up on Sundays.</p> <p>-charge nurses were polled, and felt that most patients counted on those days off, especially since the MWF dialysis patients have to come in on every other STAT Monday holiday for the rest of the year, at least they get Christmas and New Year off.</p> <p>-even though it's a different 2 day stretch between treatments, patients will always have a 2 day stretch regardless of the days and not all patients celebrate on the same days</p> <p>-the general consensus was to leave things as they are</p>	
4.6	Birthday Fundraising- Angela/Bonnie	<p>-Bonnie suggested a possible way to raise money for the Renal Patient Assistance fund would be to do a Birthday fundraiser, and ask your friends and family to donate towards the Renal Patient Assistance Fund instead of giving you a gift.</p> <p>-this trend has become popular on Facebook</p> <p>-The LHS Foundation has their own birthday or special occasion fundraising page that friends and family can be directed to, the user creates a profile, and then shares the information via their own Facebook, twitter or email accounts</p> <p>-there is no direct link to the Renal Patient assistance fund at this time on the</p>	<p>https://lhsf.ca/ways-give/ways-celebrate</p>

4.7	Valentine's day comments- April/Bonnie	<p>page, donators would have to select the "other" category and specify that the donation will go towards the Renal Patient assistance fund. Angela will follow up with the foundation and see if they can add the Renal Patient assistance fund to the selection menu.</p> <ul style="list-style-type: none"> -We will share this information in the next PFAC newsletter -be sure to share this info with friends and family (the attached link takes you to the LHS Foundation page) <p>-during Valentines week mini surveys were handed out to patients in the clinics and dialysis unit asking the question ""Thinking of you on Valentine's Week... What do you think of Us?"</p> <ul style="list-style-type: none"> -the comments were generally positive -several transplant patients were concerned about sitting in the waiting rooms for the transplant clinics surrounded by other patients who are sick, coughing, etc. and could the transplant patients be seated in another area -April will take this feedback to the next transplant clinic staff meeting for discussion 	 <p>2019 03 26 meeting attachment Valentine</p>
5.0 5.1	Housekeeping Summary of Action Items		
5.2	Next Meeting	Next meeting date: Tuesday May 14, 2019 at Victoria Hospital Room B2-124	