

MINUTES OF PROCEEDINGS

**NORTH EAST LOCAL HEALTH INTEGRATION NETWORK
North East LHIN Patient and Family Advisory Committee (PFAC)**

**Tuesday, March 5, 2019
Jackie DeLuca Boardroom, Sudbury
9:00 a.m. – 3:00 p.m.**

Participants:

- Alan Elliott, Laird
- Alexandra Sirois, Sudbury
- Brenda Lediet, Blind River
- Debbie Malo, Cochrane
- Jo-Anne McCool-Maki, Sudbury (teleconference)
- Joe CheeChoo, Moose Factory
- Marie Murphy-Foran, Elliot Lake
- Robert Porter, Sagamok Anishnawbek First Nation
- Rebecca Geauvreau, North Bay
- Su Koppisch, Parry Sound
- Theresa Tasse, Cobalt
- Jennifer Vachon, Timmins (teleconference)
- Vanessa Morris, Youth Advisor, Chelmsford

Regrets:

- Rina Clark, Sault Ste. Marie
- Ronald Gervais, Sturgeon Falls
- Minnie Jeffries, Moose Factory
- Sylvie Fontaine, Hearst


NE LHIN


- Jeremy Stevenson, CEO
- Cynthia Stables, Senior Director, Community Engagement, Communications and Patient Experience
- Jennifer Wallenius, Rehabilitation Lead
- Katerine Moyer, Communications Coordinator
- Lara Bradley, Communications Lead
- Melanie Tulini, Program Champion, NE LHIN
- Michel O'Connor, Project Manager
- Phil Kilbertus, Director, System Planning, NE LHIN
- Sue Lebeau, Director, Quality and Risk
- Terry Tilleczek, VP, Strategy and System Planning
- Wendy Carew, Population Health Lead

Guests:

- Valerie Scarfone, Executive Director, North East Specialized Geriatric Centre
- Julie Sabourin, Caregiver

AGENDA ITEM	DISCUSSION	ACTION	RESPONSIBLE
<p>Welcome and Roll Call</p>	<p>Marie welcomed members to the meeting.</p> <p>Roundtable introductions were held for new member, Theresa Tasse.</p>		
<p>Connecting Care Coordination with Primary Care</p> <ul style="list-style-type: none"> - Melanie Tulini 	<p>Melanie provided an update on optimizing primary care with home and community care within the North East LHIN. Comments and questions following the presentation included:</p> <ul style="list-style-type: none"> - The North East LHIN is considered part of the circle of care for patients and patients are informed of this by their care coordinator. - The James and Hudson Bay coasts would benefit from connecting care coordination with primary care. - Patients need to be educated about what services are available to them and feel empowered to ask questions about the care they receive. - It was noted that patients are being advised of this service at discharge by their care coordinator. 	<p>Members to provide Melanie with further input, suggestions, and ideas via email (melanie.tulini@lhins.on.ca)</p>	<p>PFAC members</p>

	<ul style="list-style-type: none"> - Optimizing primary care with home and community care is reducing ER visits and further analysis on positive outcomes will be put in place once more data can be collected. - It was suggested that it would be beneficial for patients to receive an information pamphlet/card with contact information of their health care providers to be able to connect with them should they have questions or concerns regarding their care. - Rebecca spoke of her experience developing a passport for patients of North Bay Regional Health Centre. - Alex Sirois also noted she has had experience developing a passport and suggested to include information such as care coordination, wound care, and other community resources. 	<p>Alex to provide members with an example of a care passport.</p>  <p>Care Passport Example.pdf</p>	<p>Alex</p>
<p>Opening Remarks</p> <ul style="list-style-type: none"> - Jeremy Stevenson 	<p>Jeremy provided an update on health system transformation and information regarding Bill 74, The People's Health Care Act, 2019. Comments and questions following Jeremy's update included:</p> <ul style="list-style-type: none"> - It was noted that the provincial Patient and Family Advisory Council will remain active as part of Ontario Health. The future of the 14 Local Health Integration Network's Patient and Family Advisory Committees is unknown. - Members felt strongly that the NE LHIN PFAC stay in place to give the importance of the Northern patient voice and the strides that have taken place to keep the voice of the patient at the centre of health care decisions. - Members noted the importance to continue to advocate for the North, and the NE LHIN needs to be the Northern patient voice at the provincial table. - Members expressed concern at the magnitude and pace of the transformation and the fear that the Northern voice is at risk of being lost in provincial health care decisions. 	<p>Members are encouraged to sign up online (here) to receive information directly from the province regarding health system transformation</p>	<p>PFAC members</p>
<p>Review and Approval</p> <ul style="list-style-type: none"> i) Agenda ii) Minutes 	<p>Members reviewed and approved the agenda and previous meeting minutes.</p> <p>Moved by Alan Elliott Seconded by Theresa Tasse</p> <p><i>That the agenda be approved as circulated.</i></p> <p>Moved by Debbie Malo Seconded by Su Koppisch</p> <p><i>That the meeting minutes of January 28, 2019 be approved as circulated.</i></p>		

<p>Roundtable</p> <p>- What initiatives have you been involved in since our last meeting? What insights can you share?</p>	<p>Roundtable discussion was held and members spoke about initiatives that they have been involved in and shared their insights. Comments from members included:</p> <ul style="list-style-type: none"> - Alex continues to be involved in the NE LHIN’s eReferral and MSK (Musculoskeletal) Steering Committee where they are working on developing a referral process for joint replacement. Alex also continues to participate on the Rural Alternative Level of Care (ALC) Avoidance Framework working group where they are working on developing a rural ALC avoidance framework that is suitable to rural hospitals. - Vanessa (PFAC Youth Advisor) started a co-op placement at the City of Lakes Family Health Team and continues to focus on her studies and keeping up to date with PFAC work. - Alan continues his volunteer work at the local food bank and helping the most vulnerable population in his community and area. Alan shared a patient story with the committee and mentioned that the story was also shared with the provincial PFAC. The patient story is centred on an individual with complex health care needs and living in poverty. It stresses the importance of including the social determinants of health in care decision making and the need for more coordinated care. Alan will update the committee on the status of the patient following surgery in Toronto and repatriation home. - Brenda continues to volunteer at the Blind River hospital in the hospice and palliative care unit and continues to be part of the Algoma Home and Community Care Committee as a patient representative. - Rebecca was involved in a patient passport project at North Bay Regional Health Centre. As part of the project, Rebecca provided input in the building of a discharge planning passport that would be given to patients and families when they are admitted to hospital with the aim of providing them with their estimated length of stay and helping them better prepare to leave the hospital. The passport is now being trialed and Rebecca will share the draft passport with the group. - Joe shared a recent health care experience with the committee and stressed the importance of consistent care among providers and the need for better communication between providers and with the patient regarding their care. He also noted that attention given to the uniqueness of coastal communities is needed given that some projects that are taking place in more southerly NE LHIN communities would need to be modified to tailor to the coastal needs. 	<p>Share the draft patient passport with members.</p>  <p>passport_NBRHC.pdf</p>	<p>Rebecca</p>
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	<ul style="list-style-type: none"> - Su continues to sit on the Ministry/LHIN Home and Community Care Experience Survey Expert Panel and mentioned that the survey is currently being tested and she will provide the group with an update at the next meeting. Su also continues to volunteer and has recently donated clothing and gift cards to the homeless in Toronto. - Debbie continues to participate on the Rural Alternative Level of Care (ALC) Avoidance Framework working group. - Theresa completed the online Indigenous Cultural Competency course and is currently getting up to date on the work of the committee. Theresa is an active member of the Golden Age Club and is an advocate for seniors to stay active. She also volunteers at a long-term care home to provide multisensory activities to residents. - Jo-Anne recently finished the NOSM quality improvement online course and noted that she is looking forward to participating on the PSW steering committee. Jo-Anne also volunteered to participate on the Peer Support expansion project and is waiting for information on next steps. Jo-Anne will also be speaking about the role of PFAC at the Pioneer Manor Family Council meeting. - Jennifer is currently enrolled in the online Indigenous Cultural Competency course and continues to participate on the patient and family advisory committee at the Timmins and District Hospital. Jennifer also volunteered to participate on the Peer Support expansion project and is looking forward to providing input into this project. - Robert is a member of the Ontario Pharmacy Coalition committee. Robert also spoke about a recent success with a family member applying for mental health and addictions treatment through Jordan’s Principle. He is now also a member of the Espanola hospital PFAC - Marie is speaking on the role of PFAC at the Hospital Auxiliary conference for Northeastern Ontario in June. 	<p>Provide Jo-Anne with materials for her upcoming presentation on PFAC at the Pioneer Manor Family Council meeting.</p>	<p>Cynthia</p>
<p>PSW Capacity Challenges – Work to Date</p> <ul style="list-style-type: none"> - Mike O’Connor - Phil Kilbertus 	<p>Mike and Phil provided an update on work to date to address the Personal Support Worker (PSW) capacity challenge across Northeastern Ontario. It was noted that a taskforce was put together and have finalized an action plan which has been supported by the NE LHIN. A North East PSW Workforce Steering Committee has been created to guide the implementation of the strategies identified in the Action Plan. Its first meeting will be on March 14th and Jo-Anne McCool-Maki and Rina Clark are identified as the PFAC representatives on the steering committee. Comments and questions following the presentation included:</p>		

	<ul style="list-style-type: none"> - The PSW curriculum needs to be tailored based on the needs of the community. - It was mentioned that the Centres for Learning Research and Innovation (CLRI) is an ex-officio member of the Steering Committee. - It was noted that many people will not pursue a PSW career due to wage and benefit disparities. - It was noted that regulations in long-term care homes and job expectations of PSW is challenging. - It was mentioned that, alongside system partners, the NE LHIN has developed a short, one week media campaign – on the theme of “PSW Power” – to draw attention to the meaningful work of the profession and aim to increase PSW capacity. 		
<p>Update on NE LHIN Quality Work</p> <ul style="list-style-type: none"> - Sue Lebeau 	<p>Sue provided an update on the current initiatives within the NE LHIN’s Quality and Risk portfolio: Accreditation, Quality Improvement Plan (QIP), Patient Safety Plan and Appeals Process. Comments and questions following the presentation included:</p> <ul style="list-style-type: none"> - It was noted that incidence reports from LHIN-funded service provider organizations are sent to the LHIN. - There is a need for gentle persuasion approach training to assist health care workers in dealing with difficult patients who are refusing personal hygiene care. - It was suggested to update the QIP indicator for acknowledging complaints within 2 business day to acknowledging/initiating action within 2 business days. - It was mentioned that there is interest in having a PFAC representative to provide input into the NE LHIN’s appeal process. Marie Murphy-Foran, Theresa Tasse and Debbie Malo have volunteer to be part of this initiative. 		
<p>Stay on Your Feet Update</p> <ul style="list-style-type: none"> - Wendy Carew 	<p>Wendy provided an update on the NE LHIN Stay on Your Feet strategy - a regional strategy that supports healthy active aging for older adults in the NE LHIN. PFAC members were encouraged to support the strategy by being ambassadors in their community and encouraging community members to attend exercise classes and share relevant resources found on the NE LHIN website here. Following the presentation, questions and comments included:</p> <ul style="list-style-type: none"> - It was suggested that exercise classes should also teach older adults how to fall safely. - It was noted that the classes currently teach older adults how to get up safely after a fall. - There is a need to ensure supports are available for those that are malnourished and at risk of falls. 	Members to help spread the word about the NE LHIN Stay on Your Feet Strategy in their communities.	PFAC members
<p>PFAC Work 2018/19 and 2019/20</p> <ul style="list-style-type: none"> - Cynthia Stables 	Members reviewed and signed-off on the 2018/2019 PFAC workplan. A 2019/2020 workplan will be created and updated as the year progresses.	Send revised Areas of Focus for 2019/2020 to PFAC members.	Cynthia

	<p>Members reviewed and approved the PFAC Areas of Focus for 2019/2020.</p> <p>Members reviewed and approved the PFAC perspective that they developed to help guide system improvements, through the eyes of patients, over the next three years.</p> <p>Moved by Brenda Lediett Seconded by Joe CheeChoo</p> <p><i>That the PFAC perspective be approved as circulated.</i></p>		
<p>Dementia Strategy</p> <ul style="list-style-type: none"> - Valerie Scarfone - Jennifer Wallenius - Julie Sabourin 	<p>Valerie Scarfone and Jennifer Wallenius provided an update on the North East Dementia Strategy. It was noted that since 2015 the North East Specialized Geriatric Centre (NESGC) has been working to develop a Dementia Strategy for the NE LHIN. In 2017/18, NESGC was provided with funding from the NE LHIN to develop a Dementia Strategy for the region which was submitted to the NE LHIN in February 2019. Next steps will be to review the strategy and recommendations against current work taking place across the region, along with presentations to local Specialized Geriatric Services Networks and implementation of the strategy through appropriate stakeholders.</p>		
<p>Roundtable and Next Steps</p> <ul style="list-style-type: none"> - What worked well - What could be improved - Next Steps 	<p>Comments from members during the roundtable and next steps portion of the meeting included:</p> <ul style="list-style-type: none"> - The presentations were very informative and it is great to hear the different perspectives from members during discussion. - The NE LHIN PFAC is a great group of passionate individuals that put the patient at the centre of all discussions and input provided to the NE LHIN. - The meetings are well run and provide good opportunity to provide input and meaningful discussion. - It was suggested to continue to share patient stories and to make sure that the committee celebrates successes. 		
<p>Closing Remarks and Evaluation</p>	<p>Members were encouraged to fill out the meeting evaluation form and provide additional thoughts on what worked well and what could be improved as well as suggestions for the next meeting date and location.</p> <p>Meeting adjourned at 3:10 p.m.</p>		