

MINUTES OF PROCEEDINGS

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

**Thursday, May 3, 2018
Jackie DeLuca Boardroom, Sudbury**

PARTICIPANTS:

- Alan Elliott, Laird
- Brenda Lediett, Blind River
- Debbie Malo, Cochrane
- Jo-Anne McCool-Maki, Sudbury
- Marie Murphy-Foran, Elliot Lake
- Patricia Griffiths, South River
- Rebecca Geavreau, North Bay
- Robert Porter, Sagamok Anishnawbek First Nation
- Ronald Gervais, Sturgeon Falls
- Susan Koppisch, Parry Sound
- Charlotte Lavictoire, New Liskeard
- Jennifer Vachon, Timmins
- Joe CheeChoo, Moose Factory
- Minnie Jeffries, Moose Factory
- Sylvie Fontaine, Hearst
- Vanessa Morris, Youth Advisor, Chelmsford

REGRETS

- Rina Clark, Sault Ste. Marie
- Alexandra Sirois, Sudbury

NE LHIN

- Jeremy Stevenson, CEO, North East LHIN (via OTN)
- Cynthia Stables, Director of Communications and Patient Experience
- Dr. Paul Preston, VP Clinical
- Richard Joly, VP, Home and Community Care
- Terry Tilleczek, VP Strategy and System Planning
- Katerine Moyer, Communications Coordinator
- Melanie Tulini, Program Champion
- Olajide Obe, Director, Home and Community Care, Nipissing

AGENDA ITEM	DISCUSSION	ACTION	RESPONSIBLE
Welcome	<p>Cynthia Stables, Director of Communications and Patient Experience welcomed members to the meeting.</p> <p>Jeremy provided words of welcome and noted the importance of including the patient’s voice in NE LHIN decision-making. He mentioned that he is looking forward to continuing to work with the committee and values their comments, opinions and perspectives on health care service delivery in Northeastern Ontario.</p>		
Review and Approval i) Agenda ii) Minutes	<p>Members reviewed the agenda and approved previous meeting minutes.</p> <p>Moved by Alan Elliott Seconded by Debbie Malo</p> <p><i>That the agenda be approved as circulated.</i></p> <p>Moved by Jo-Anne McCool-Maki</p>		

	<p>Seconded by Ronald Gervais</p> <p><i>That the meeting minutes of January 25, 2018 be approved as circulated.</i></p>		
<p>Roundtable</p> <ul style="list-style-type: none"> - What initiatives have you been involved in since our last meeting? What insights can you share? 	<p>Roundtable discussion was held and member's spoke about initiatives that they have been involved in since the last meeting and shared their insights. Comments from members included:</p> <ul style="list-style-type: none"> - A brief discussion was held on the NE LHIN's complaint process and the importance of ensuring everyone involved is aware of the resolution outcome of the complaint. Jeremy noted that complaints are a valued source of information to help the NE LHIN understand what improvements are needed in the health care system. - A few members completed the online Indigenous Cultural Competency Training and noted that it was valuable training and recommended it to all members. - Alan Elliott noted that he donated 1,000 items to various charity organizations in his community for those in need as part of Canada 150 and the Change Day Ontario movement. - Brenda continues to be involved in the Algoma Home and Community Care Committee as a patient representative. - Five members participated in the Betty's Journey workshop in March and noted that the workshop was very encouraging and that a lot of great work is happening in home and community care. - It was mentioned that there are many lonely seniors and more needs to be done to keep them healthy and well in their homes. - Robert spoke about the important partnership agreement between Sagamok Anishnawbek First Nation and the Espanola Regional Health Centre and how this partnership will work towards providing positive and quality care experiences for Sagamok members while at the hospital as patients or visitors. It was noted that this partnership opportunity is a good model that can be spread to other parts of the region. - Members noted that listening and respecting patients is key to better patient care. 	<p>Members who are interested in the cultural competency training are asked to contact Katerine.</p> <p>Members were challenged to give away 5 items to any charity in their community and provide an update at the next meeting.</p> <p>Cynthia and Robert to meet and talk about the partnership agreement between Sagamok Anishnawbek First Nation and the Espanola Regional Health Centre.</p>	<p>PFAC members</p> <p>PFAC members</p> <p>Cynthia</p>

<p>Connecting Care Coordination with Primary Care</p> <ul style="list-style-type: none"> - Melanie Tulini, Program Champion - Olajide Obe, Director, Home and Community Care, Nipissing 	<p>Melanie and Olajide provided an update on connecting care coordination within primary care. Comments following the presentation included:</p> <ul style="list-style-type: none"> - It's important to evaluate the success of this initiative in one community before it can be spread to other parts of the region. - Physicians need to be aware of other local services that are available for patients (i.e. There are financial supports for medical equipment rentals through Ontario Works) - It was noted that this initiative is all about patients and providing better patient care. - It's important to have collaboration among all primary care providers in order for this initiative to be successful. 	<p>Melanie and Olajide to come to a future meeting to provide an update on this project.</p>	<p>Cynthia</p>
<p>PSW Capacity Challenges – Work to Date</p> <ul style="list-style-type: none"> - Richard Joly, VP, Home and Community Care 	<p>Richard provided an update on the current PSW capacity challenges and actions taken to date. Discussion following the presentation included:</p> <ul style="list-style-type: none"> - It was mentioned that the NE LHIN should look to see what other community organizations are doing to help address PSW shortages such as the Algoma Workforce Investment Corporation. It was noted that there are similar organizations in other communities which are also looking at ways to address this issue. - The St. Joseph's Villa pilot project was discussed as an initiative currently underway that involves fast-tracked training for related disciplines (e.g., developmental support workers, gerontology students, nursing students) to assist with PSW tasks in long-term care homes and home and community care. If this initiative is successful, it will be implemented across the North East. - Patients are often unaware as to the role of a PSW and what they can and can't do when they are in a patient's home. - There is a need to clearly define the roles between a PSW and a Registered Nurse. - It's important to recruit the right people to become a PSW. - Jo-Anne McCool-Maki and Ronald Gervais put their names forward to be part of the NE LHIN PSW Capacity Task Force. 		
<p>Indigenous Education Session: Dodems</p> <ul style="list-style-type: none"> - Robert Porter 	<p>Robert provided an education session on dodems. Robert spoke of the dotem as a governance structure in his community and its importance.</p>	<p>Joe CheeChoo and Minnie Jeffries to provide an educational session on the Cree culture at the next meeting.</p>	<p>Cynthia</p>

<p>Report Back: PFAC Priorities</p> <ul style="list-style-type: none"> - Marie Murphy-Foran 	<p>Marie provided a report back on the sub-committee work to develop the PFAC’s areas of focus. Rebecca explained the deliverables within each of the areas of focus. Comments following included:</p> <ul style="list-style-type: none"> - From birth to death resonates with members. - The areas of focus are clear and creates a framework that members can easily work with. <p>Moved by Alan Elliott</p> <p>Seconded by Charlotte Lavictoire</p> <p><i>That the NE LHIN’s Patient and Family Advisory Committee’s areas of focus be accepted.</i></p> <p>A discussion followed as to how the committee will measure success. It was suggested to strike a sub-committee to develop a work plan with measurable indicators for success for the areas of focus. The following members came forward to be part of the sub-committee: Jennifer Vachon, Jo-Anne McCool-Maki, Charlotte Lavictoire, Rebecca Geauvreau, Alan Elliott and Robert Porter.</p>	<p>Hold a sub-committee meeting to develop the PFAC work plan.</p>	<p>Cynthia</p>
<p>NE LHIN Integration Health Services Plan, 2019-2022</p> <ul style="list-style-type: none"> - Cynthia Stables, Director, Communications and Patient Experience 	<p>Cynthia provided an overview of the NE LHIN’s Integrated Health Services Plan engagement process and timelines. An engagement session was held where members provided input on the following three questions:</p> <ol style="list-style-type: none"> 1. If you had a magic wand and were building a health care system from scratch, what would be the key ingredients? Input from members included: <ul style="list-style-type: none"> - No wait times - Respect for all - Adequate education for staff - Identify knowledgeable leader (listen) - Free or affordable - Adequate staffing - Sustainability - Easily accessible - Enhanced communications - Caregivers need to gain a northern perspective - All care professionals on same footing re: hierarchy - Public engagements - Learn the basics of healthy living early in life - One time slot doesn’t fit everyone – need independence - Compassion, listening, holistic approach - Use Finlandia Model for Long Term Care - Universal Pharmacology 	<p>Provide community engagement dates to members.</p>	<p>Cynthia</p>

	<ul style="list-style-type: none"> - Have physicians well versed in alternative medication - Assertive leaders in health care - Intergenerational long-term care – Day care with long-term care - Beds, Nurses, PSW’s Dr’s, MRI, Cardio, EMR, Facilities - Education of front-line staff - Patient Navigators - Better use of technology so patients don’t have to travel for their care <p>2. Five years from now, what do you hope will have changed in the delivery of health care in Northeastern Ontario? Input from members included:</p> <ul style="list-style-type: none"> - All health care providers should get dementia training - Doctors to participate as part of a team, no silos - More culturally sensitive care in long-term care homes - More collaborative approach, more beds - Healthier society - Sensitivity, awareness and ability to deliver health care to LGBT, Indigenous people, all aging population - Equal to the rest of Ontario - Adequate work force - Transparent system - Incentives to stay in Northern Ontario for any health professional - Accessible medical records for the patient and all health providers - Improve wait times - Having acute beds used for a cure as opposed to long-term care beds - EMR centralized database used by everyone in health care - Improve entire PSW profession - Better use of technology to get rid of isolation - Better care for people with mental health and addictions issues - Health prevention rather than treatment - Innovative use of alternative medicine/ treatments - Encourage/pursue youth in health careers - More faith and trust in the system - Inclusiveness based on the social determinants of health <p>3. What should be reflected in the regional priorities that will guide the work of the NE LHIN and system</p>		
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	<p>partners over the next 3 years? Input from members included:</p> <ul style="list-style-type: none"> - More preventative approach to health care - Patient always at centre - Innovative, dialogue, respectful, relatability - Use of informal networks - Attention to holistic medicine mind/body/spirit - Cultural sensitivity - Add sub-regional priorities - Empower patients to drive their own care - Equity of services within rural & urban communities - Social determinants of health - Engaging people (Education) - Acknowledgement – if you speak- you are heard - People can see a bi-yearly report card – measurable results - Community-driven - Use available technology to streamline process to be more efficient and medication is shared 		
<p>Closing Remarks and Evaluation</p>	<p>Members were encouraged to fill out the evaluation form and provide their thoughts on what worked well and what could be improved as well as suggestions for the next meeting date and location.</p> <p>It was suggested to hold a two-day meeting in September when members of the PFAC can meet members of the NE LHIN’s Board of Directors.</p> <p>The meeting was adjourned at 3:15 p.m.</p>		