

MINUTES OF PROCEEDINGS

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

Tuesday, November 12, 2019

Teleconference

4:00 p.m. – 6:00 p.m.

Participants:

- Alan Elliott, Laird, Co-Chair
- Marie Murphy-Foran, Elliot Lake, Co-Chair
- Brenda Lediett, Blind River
- Debbie Malo, Cochrane
- Jo-Anne McCool-Maki, Sudbury
- Su Koppisch, Parry Sound
- Theresa Tasse, North Bay
- Ronald Gervais, Sturgeon Falls
- Rebecca Geauvreau, North Bay
- Robert Porter, Sagamok Anishnawbek
- Rina Clark, Sault Ste. Marie
- Sylvie Fontaine, Hearst

Regrets:

- Alexandra Sirois, Sudbury
- Minnie Jeffries, Moose Factory
- Joe CheeChoo, Moose Factory
- Vanessa Morris, Youth Advisor, Chelmsford
- Jennifer Vachon, Timmins

NE LHIN

- Cynthia Stables, Senior Director, Community Engagement, Communications and Patient Experience
- Katerine Moyer, Executive Assistant
- Kate Fyfe, Interim CEO
- Jennifer Wallenius, Rehabilitation Lead
- James Foreman, Project Manager
- Connie Anger, Project Management Assistant

GUEST

- Chelsea Gauthier, NISA

AGENDA ITEM	DISCUSSION	ACTION	RESPONSIBLE
Welcome and Roll Call	Marie, Alan and Cynthia welcomed members to the meeting and roll call was held.		
Review and Approval i) Agenda ii) Minutes	Members reviewed and approved the agenda and previous meeting minutes. Moved by Alan Elliott Seconded by Jo-Anne McCool-Maki <i>That the agenda be approved as circulated.</i> Moved by Alan Elliott Seconded by Jo-Anne McCool-Maki <i>That the meeting minutes of July 8, 2019 be approved as circulated.</i>		
Group Discussion: Ontario Health Visit	Roundtable discussion was held and members provided their thoughts on their meeting with senior leadership from Ontario Health Board on November 6:		

	<ul style="list-style-type: none"> - Meeting was great and thankful for the opportunity to have a meaningful discussion on the role of the patient voice in transformation. - Members hope to continue to be effective in their role as northern patient advisors moving forward. - Glad to hear language around patient-centred approach within health system transformation. - Patient centred care is PFAC's mantra and members should be proud to be part of a great group of system changers. - PFAC is here to help and support to make the system stronger. - More education is needed to fully understand the Northern demographic and geographical challenges. - Not every solution to health care challenges need to be complicated. - In the North we need to be creative with our solutions and PFAC members are keen to support innovation. 		
<p>Recovery Oriented Practices - Chelsea Gauthier</p>	<p>Chelsea provided an overview of the recovery oriented practices project that was recently endorsed by the NE LHIN's Mental Health and Addictions Advisory Council. A compressive review of recovery orientated practices was developed and an action plan for organizations to use as a guide for implementation. Chelsea sought input from PFAC and comments included:</p> <ul style="list-style-type: none"> - In order to ensure recovery oriented practices are successfully used, it is important for organizations to create a culture that promotes its practice. - Next steps should be to educate health care providers to ensure recovery oriented practices are implemented within mental health and addictions service providers. - Recovery orientated practices would be beneficial for school boards to implement. Chelsea and Marie agreed to discuss how this can be brought forward to school boards. - Recovery oriented practices are based on individual patients care and needs to be tailored depending the situation. - There is a need to address individuals with acute care needs as this seems to be most suited for mild to moderate cases. - There should be mention to decolonization and how recovery oriented practcies meet indigenou care needs. 	<p>Send comprehensive review and action plan to members for further input.</p>	<p>Cynthia</p>

<p>Regional Rehab Care Alliance Advisory Committee: Update and Request for PFAC Member</p> <ul style="list-style-type: none"> - Jennifer Wallenius 	<p>Jennifer provided an overview of the North East Regional Rehab Care Alliance Advisory Committee’s mandate. The purpose is to develop a clear vision for rehabilitative care within Northeastern Ontario with the goal of improved access and adoption of best practice standards of rehabilitative care across the NE LHIN. The committee is in search of Patient and Family representatives. PFAC members were asked to consider joining the committee or to suggest names of patient/caregivers who may be interested.</p> <p>Feedback provided to Jennifer was that the committee needs to ensure cultural sensitive rehabilitative care in the region.</p>	<p>Members that are interested or know someone who would be interested to part of the Regional Rehab Care Alliance Advisory Committee, should send information to Cynthia.</p>	<p>PFAC members</p>
<p>One Client One Plan</p> <ul style="list-style-type: none"> - James Foreman 	<p>James provided an update on the One Client One Plan (OCOP) project and an overview of its objectives. The vision of OCOP is to transform 69 community support services agencies and NE LHIN Home and Community Care from operating as separate entities to working as one provider to improve the client and family experience utilizing home and community care services. Comments following the presentation included:</p> <ul style="list-style-type: none"> - About 30 organizations are currently signed on to use CareDove, a software that enables electronic appointment bookings so that clients do not have to hang up the phone and call someone else for service. This software should be culturally sensitive – available in French and inclusive of Indigenous patients needs – ensuring eligibility criteria is up to date for First Nation providers. - Each provider will be responsible for updating their eligibility criteria on the CareDove software. 	<p>Invite James to the next PFAC meeting for further discussion.</p>	<p>Cynthia</p>
<p>Next Steps and Adjourn</p>	<p>The next PFAC meeting will be held in December. A doodle poll will be sent out to members.</p> <p>Meeting adjourned at 6:00 p.m.</p>		