

MINUTES OF PROCEEDINGS

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

**Monday, October 30, 2017
Jackie DeLuca Boardroom, Sudbury**

PARTICIPANTS:

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

NE LHIN

- Kate Fyfe, Interim CEO
- 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 Officer – Design, Patient and Internal Engagement

GUEST

- Julie Drury, Chair, Minister’s Patient and Family Advisory Council (via teleconference)

AGENDA ITEM	DISCUSSION	ACTION	RESPONSIBLE
<p>Welcome/ Introductions</p>	<p>Cynthia Stables, Director of Communications and Patient Experience welcomed members to the meeting.</p> <p>Kate Fyfe, Interim CEO, thanked members for taking time out of their day to attend the meeting and noted that members’ participation and advice are pivotal in NE LHIN work to build a stronger system of care for Northerners and improve the patient experience.</p> <p>Roundtable introductions were held and members’ spoke about their reason for wanting to be on PFAC and provided details on their area of interest within the health care system.</p>		
<p>NE LHIN 101</p> <ul style="list-style-type: none"> - Kate Fyfe, Interim CEO 	<p>Kate provided an overview of the North East LHIN. Comments following her presentation included:</p> <ul style="list-style-type: none"> - Members expressed an interest in understanding the funding arrangements between all 14 Local Health Integration Networks – how the allocation per LHIN is determined. 	<p>Bring back a comparison in funding allocations between all 14 Local Health Integration Networks and any population health related data</p>	<p>Cynthia</p>

	<ul style="list-style-type: none"> - Members felt strongly to continually express Northeastern Ontario’s unique needs and challenges compared to the rest of the province. - It was noted that the Community Health Centre model for health care delivery provides excellent care to patients from birth to end of life. - Members suggested that the NE LHIN needs to continue to take into consideration elements of population health when allocating funding across the region. - A question was asked on Non Insured Health Benefits and how the program works. It was explained this is not a LHIN-led program however, information can be provided to members. 	<p>Provide members with information about how the LHIN works with Non-Insured Health Benefits (NIHB) Program</p>	<p>Cynthia</p>
<p>Expanding patient engagement in Ontario</p> <ul style="list-style-type: none"> - Julie Drury, Chair, Minister’s Patient and Family Advisory Council 	<p>Julie provided members with an overview of patient engagement initiatives across Ontario and the role of the newly formed Minister’s patient and family advisory council (PFAC). It was mentioned that the Minister’s PFAC will hold its first meeting at the end of November.</p>		
<p>Panel Presentation: Key Areas of Focus and Opportunities for PFAC Involvement</p> <ul style="list-style-type: none"> - Terry Tilleczeck, VP Strategy and System Planning - Dr. Paul Preston, VP Clinical - Richard Joly, VP, Home and Community Care 	<p>A panel discussion was held where members were provided with updates and areas of opportunity for PFAC involvement within Primary Care, System Planning and Home and Community care.</p> <p>Terry Tilleczeck outline the sub-region and localized planning taking place.</p> <p>Dr. Preston spoke about the three “monsters” that get in the way of providing seamless quality care: silos, privacy and metrics.</p> <p>Richard spoke about the one patient one plan initiative within home and community care and provided detail on the PSW crunch currently taking place across the province with Northeastern Ontario being no exception.</p> <p>Comments following the panel presentation included:</p> <ul style="list-style-type: none"> - Giving patients a voice will strengthen the system. - Seniors come from a generation where they don’t ask questions and are afraid to be perceived as difficult patients if they speak up. - It’s difficult to measure patient satisfaction. 	<p>Members who are interested in providing feedback and/or getting involved in any of the areas highlighted by the presenters are to send an email to Cynthia. As opportunities arise, members will be advised.</p>	<p>PFAC Members</p>

<p>North East LHIN Values and Strategic Directions</p> <ul style="list-style-type: none"> - Cynthia Stables 	<p>Members were engaged on the North East LHIN’s Values and Strategic Directions draft document. Feedback from members included:</p> <ul style="list-style-type: none"> - Without relationships, the other values have no meaning. The concept of building relationships should be placed at the top of the values document. - The term Northerner should be removed since not everyone who lives in Northeastern Ontario identifies as a Northerner. - The narrative within the strategic directions document should include a link to the Minister’s mandate letter. 		
<p>Feedback, Thoughts, Input</p>	<p>Comments from members during the roundtable portion of the meeting included:</p> <ul style="list-style-type: none"> - Receiving input from patients, families and caregivers needs to be front and centre in all LHIN work. - The health care system needs to be responsive for seniors. Seniors need more time to ask questions and understand what services are available to them and how to access them. - There are gaps in transitions between youth and adult care. - More health literacy and education on how to navigate the system is needed. - Really enjoyed the day and looking forward to working together to help improve the health care system in Northeastern Ontario. - Looking forward to a list of possible areas for involvement. Really enjoyed the meeting and look forward to working together. 		
<p>Approval of Terms of Reference</p>	<p>Members reviewed and approved the terms of reference.</p> <p>Moved by Jo-Anne McCool-Maki</p> <p>Seconded by Rina Clark</p> <p><i>That the Patient and Family Advisory Committee Terms of Reference be approved.</i></p>		
<p>Next Steps</p>	<p>Members were encouraged to fill out the evaluation form and indicate their interest in being co-chairs of the committee as well as specific initiatives they want to be involved in.</p> <p>The meeting was adjourned at 3:00 p.m.</p>		