

MINUTES OF PROCEEDINGS

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

**Tuesday, September 18, 2018
Jackie DeLuca Boardroom, Sudbury**

PARTICIPANTS:

- Alan Elliott, Laird
- Debbie Malo, Cochrane
- Jo-Anne McCool-Maki, Sudbury
- Marie Murphy-Foran, Elliot Lake
- Rebecca Geauvreau, North Bay (teleconference)
- Ronald Gervais, Sturgeon Falls
- Susan Koppisch, Parry Sound
- Charlotte Lavictoire, New Liskeard
- Jennifer Vachon, Timmins
- Rina Clark, Sault Ste. Marie
- Alexandra Sirois, Sudbury

REGRETS

- Brenda Lediett, Blind River
- Sylvie Fontaine, Hearst
- Joe CheeChoo, Moose Factory
- Minnie Jeffries, Moose Factory
- Vanessa Morris, Youth Advisor, Chelmsford
- Robert Porter, Sagamok Anishnawbek First Nation

NE LHIN

- Jeremy Stevenson, CEO, North East LHIN
 - Cynthia Stables, Director of Communications and Patient Experience
 - Katerine Moyer, Communications Coordinator
- Guests:
- Jennifer MacKinnon, Director, Primary Care
 - Jenn Osesky, Quality Lead
 - Terry Tilleczek, VP, Strategy and System Planning

AGENDA ITEM	DISCUSSION	ACTION	RESPONSIBLE
Welcome	Alan welcomed members to the meeting and thanked them for their time and commitment to the committee.		
Review and Approval i) Agenda ii) Minutes	<p>Members reviewed the agenda and approved previous meeting minutes.</p> <p>Moved by Ronald Gervais Seconded by Debbie Malo</p> <p><i>That the agenda be approved as circulated.</i></p> <p>Moved by Jennifer Vachon Seconded by Rina Clark</p> <p><i>That the meeting minutes of May 3, 2018 be approved as circulated.</i></p>		
Roundtable - What initiatives have you been involved in since	Roundtable discussion was held and members spoke about initiatives that they have been involved in since the last meeting (May 3, 2018) and shared their insights. Comments from members included:	Provide an update on the PSW Taskforce at the next PFAC meeting.	Richard

<p>our last meeting? What insights can you share?</p>	<ul style="list-style-type: none"> - Charlotte mentioned that she has suggestions and recommendations provided to her by a member of the community whose father is in long-term care to address the PSW capacity challenge. It was suggested that Charlotte share these notes with the PSW Taskforce. - Debbie noted that she participated in one NE LHIN Quality Committee meeting and will participate in a second meeting in the afternoon. She also noted that she has a patient story available to share with the CEO of MICs. - Su continues to volunteer at the West Parry Sound Health Centre (WPSHC). She mentioned that some of the volunteers at the hospital have been exposed to patients requiring Medical Assistance in Dying (MAID) and that it has been difficult for them to deal with. The support provided to families may be an area to focus on. Su continues to sit on the WPSHC's PFAC and provides input regarding what is working and what is not working well for patients. Su also continues to sit on the Ministry/LHIN Home and Community Care Experience Survey Expert Panel and noted that the survey is scheduled to launch in June 2019 in 11 languages. - Marie presented at a seniors health fair this summer and spoke about the work of the NE LHIN PFAC. Marie noted that she has a mailing list of 200 names and is able to disseminate resources/material to this group (in fact many of them came out to the well-attended IHSP focus group and completed the IHSP survey). Marie continues her advocacy work to help ensure people in Northeastern Ontario receive equitable care no matter where they live and that they know where to access the services that they need. She will be speaking at another Seniors' Health Fair in Elliot Lake about the One Client One Plan (OCOP) project on October 13 and continues to raise the awareness of OCOP work at every opportunity. Marie continues to sit on the IHSP5 Steering Committee. - Rina sits on the NE LHIN Quality Committee and continues to learn about the committee and how her role as a PFAC member can contribute to positive outcomes. Rina continues to provide navigation support with the Alzheimer's society. She noted that, as per her experience with her husband being placed in long-term care for several years with his early Alzheimer's, when an individual moves into a long-term care home, their health deteriorates quickly and more support is needed to keep people 		
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	<p>stimulated and able to reach their full health potential while in long-term care. She mentioned that there is a need for a geriatric psychiatrist in the Algoma region to help seniors with behavioural issues.</p> <ul style="list-style-type: none"> - Jo- Anne sits on the Sudbury Sub-Region Collaborative Table and noted that they have met once. She continues to be involved on the PSW Taskforce and is hopeful to see some positive advancements soon. - Alex joined the NE LHIN's eReferral and MSK (Musculoskeletal) Steering Committee. She also joined the Ministry of Health and Long-Term Care's Chronic Pain Taskforce for youth transitioning out of pediatric care and is the Northern representative. - Jennifer spoke about a project she is involved in working with families to access the food bank in Timmins by provided them with market dollars where they are able to go to the local market to purchase healthy and local food. She has been engaging with families and noted that they are very grateful to be able to have access to fresh food. She noted the importance of focussing on social determinants of health to ensure the health and well-being of people. - Alan continues to be involved with the local food bank and has donated over 820 items to local charities. He encourages other PFAC members to continue with their excellent community work as every little bit helps. Alan continues to sit on the IHSP5 Steering Committee. - Rebecca responded to the help from a NE LHIN PFAC member for the North Bay Regional Health Centre's <i>Estimated Length of Stay Project</i>. 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. Rebecca noted that patients need to feel safe and comfortable asking questions when it comes to their health and well-being and that patients need to know where and who to ask. 		
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<p>NE LHIN Transformation Vision</p> <ul style="list-style-type: none"> - Jeremy Stevenson 	<p>Jeremy welcomed members and noted that he is happy to hear about their many community involvements across the organization and thanked them for sharing their insights.</p> <p>Jeremy provided an update on current priorities with the Ministry and the NE LHIN and the work taking place to bring care closer to patients, improve system efficiency and ultimately population health outcomes for Northerners.</p> <p>Comments and questions from members included:</p> <ul style="list-style-type: none"> - The system needs to change and we support the NE LHIN’s focus on leading changes. Currently, the system is too fragmented, too much duplication of services, too many phone numbers to call and doors to go through to get the care needed. - The PSW capacity challenge is a crisis and needs to be a top priority for the NE LHIN. Hoping to get news soon on the actions that are underway to help turn this around. A focus on partnering with education and getting into high schools to raise awareness of PSW as a career choice needs to happen. - It was noted that the NE LHIN should engage with PSWs and ask them for feedback on what is working and not working well. There is a need to fully understand the challenges PSWs face and identify some possible solutions to address these challenges. - All LHINs need to work together and encourage a PSW reform with the province. - It was noted that there are many committees working in silos asking for input from patients, clients and caregivers but that many do not know where the input goes and how it is used. It would be good to communicate on what each committee does and what actions that have implemented. - It was noted that delivering health care in rural Northern Ontario continues to be a challenge and that the NE LHIN needs to continue to advocate the uniqueness of the region – dispersed population/vast geography to provincial policy makers. - It was mentioned that raising the awareness of PFAC and the NE LHIN work should be an area of focus as many people still don’t know what the LHIN is and now how the work of the PFAC fits into it. 		
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<p>Health Links</p> <ul style="list-style-type: none"> - Jennifer MacKinnon 	<p>Jennifer MacKinnon provided an overview of Health Links and how it's supporting the complex patient population group in the North East LHIN. Comments following the presentation included:</p> <ul style="list-style-type: none"> - There is a need to ensure that the One Client One Plan project and Health Links work together and are in alignment. - Members asked if Health Links was easier to implement in smaller communities. It was noted that each community is unique with its own set of challenges. - It was noted that funding for Health Links is the same as in Southern Ontario and that the ratio of complex patients in the North is 7% compared to 5% in Southern Ontario. - Volunteer involvement in Health Links is not clear; work is needed to understand how volunteers could be involved. - There is a need to ensure that the health care system is inclusive of all residents and that programs and services are actively supporting patients who have barriers to accessing care (e.g. poverty, transportation). - Need to take into consideration the social determinants of health when trying to access health care services. - Chronic diseases are more prevalent in Northeastern Ontario. Efforts to include public health and other organizations working on prevention activities need to continue so that our numbers do not continue to rise. - Physicians are a key factor to success in our health care system. We need to ensure that we create a health care system that allows doctors to better work together across the system and with each other. - It was mentioned that PFAC can play an important role in promoting and sharing information regarding Health Links, particularly with patients. 	<p>Members interested in getting involved in promoting Health Links are encouraged to contact Jennifer MacKinnon - Jennifer.mackinnon@lhin.on.ca</p>	<p>PFAC</p>
<p>Getting back to a culture of care (Video)</p> <ul style="list-style-type: none"> - Cynthia Stables 	<p>Members watched a video that spoke about the Butterfly Home Project. It was mentioned that the Region of Peel is the first long-term care provider in Ontario to create a Butterfly Home. Working together with Dementia Care Matters, they created a place that improves the well-being of people living with dementia using innovative, person-centred approaches to meet their complex needs. Comments from members following the video included:</p>	<p>Provide members with the link to the video (https://youtu.be/aYrMu3ujs-Y)</p> <p>Members bring back to next meeting, opportunities for PFAC members to support/</p>	<p>Katerine</p> <p>PFAC members</p>

	<ul style="list-style-type: none"> - It was mentioned that the Alzheimer’s unit in the long-term care home in Sault Ste. Marie would greatly benefit from this approach. - This project is a win-win for residents and staff. - How can this be piloted in the North East? 	<p>spearhead patient-focus changes in NE Ontario.</p> <p>Ensure the video is brought to the NE LHIN’s Long-Term Care Regional Network and bring back any ideas on how this can be piloted in the NE LHIN.</p>	Terry Tilleczek
<p>NE LHIN Regional Quality Work</p> <ul style="list-style-type: none"> - Jenn Osesky 	<p>Jenn Osesky provided an overview of the Regional Quality Table and work taking place across the North East LHIN. Following the presentation, Jenn asked if anyone was interested in joining the committee. It was suggested that interested members rotate attending meetings throughout the year and share information with the group. It was agreed that Rina will attend the first meeting and the following members will rotate: Jo-Anne, Charlotte, Jennifer, Marie, and Alan.</p>	<p>Confirm PFAC members on the Regional Quality Table and advise of next meeting date.</p>	Katerine
<p>Report Back on 2018-2019 PFAC priorities and work plan development</p> <ul style="list-style-type: none"> - Alan Elliot 	<p>Alan provided an update on the PFAC priorities and current work plan. Katerine will reach out to members as needed to gather information to fill in the work plan.</p>	<p>Finalize work plan.</p>	Katerine/ Cynthia
<p>NE LHIN Integrated Health Service Plan, 2019-2022</p> <ul style="list-style-type: none"> - Cynthia Stables, Director, Communications and Patient Experience 	<p>Cynthia provided an update on the Integrated Health Service Plan process, engagement outcomes, as well as the draft strategic directions and priorities. She noted that today’s session with PFAC will help to inform the process used for the 11 focus groups. Comments following the presentation included:</p> <ul style="list-style-type: none"> - The transition from youth to adult mental health services in the North is a challenge and needs to be reflected in the strategic directions – full continuum of care. - The word “youth” should be included when it comes to mental health and addictions. - It was suggested to clarify what the LHIN means when referring to “across the lifespan.” - It was mentioned that LHINs are able to facilitate integration between providers and that this can help break down silos. It was suggested to include health care professionals when speaking about breaking down silos and noted that the LHIN should play a lead role in this work. - Everyone should have equitable access to care, regardless of their background. - It was noted that many pilot projects start in larger communities rather than in smaller communities and 	<p>Northern Health Equity Strategy presentation at the next meeting.</p> <p>Members are encouraged to email Cynthia with additional comments.</p>	<p>Cynthia</p> <p>PFAC</p>

	<p>that there needs to be more balance. Often care in smaller communities is more integrated and the opportunities to improve are easier to make happen.</p> <ul style="list-style-type: none"> - It was noted that the LHIN should take into account the immigrant population as Northerners. - It was noted that PSW shortage/crisis needs to be reflected prominently in the plan and the LHIN's work to help resolve the pressures. - Members agreed that the NE LHIN is heading in the right direction with the draft strategic directions and priorities. - Members also noted they will support the focus groups, invite community members, and help lead the discussions as needed. 		
<p>RoundTable and Next Steps</p>	<p>It was noted that PFAC has one vacancy to fill. Members agreed to review the past PFAC applicants as a starting point and proceed with recruitment.</p> <p>Members agreed that if they would like to share information with PFAC members, that they send to Katerine who will disseminate on their behalf. This will avoid members receiving multiple emails.</p> <p>It was also noted that if members are invited to speak in their communities, to reach out to Cynthia and/or Katerine who will be able to assist with providing guidance and information needed.</p> <p>Members expressed an interested in meeting with the board of directors at an upcoming PFAC meeting. It was noted that when the board meets in Sudbury or North Bay, that a PFAC meeting can be scheduled to accommodate a meeting with the Board of Directors.</p>		
<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>The meeting was adjourned at 3:00 p.m.</p>		