

Family Advisory Committee Minutes
 February 23, 2017, from 6:30pm-9pm, Conference Centre

Summary of Action Items:

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Introduction & Approval of Minutes & Shout Outs	All/Lori Beasley	Minutes approved with no changes
2.0	Ministry of Health and Long-Term Care Patients First Act (2016)		<p>Background on the Patients First Act was reviewed highlighting all the changes that will come into effect in the health care system once the plan is fully implemented.</p> <p>FAC members provided feedback on our impression of PFA implementation to date with a special focus on the pediatric patient/family experience. Suggestions were made as to how this experience could be improved.</p> <p>Each of the 14 LHINs will need to have a Patient and Family Advisory Council. The Ministry of Health and Long-Term Care is also forming one. Advice was given on how to meaningfully engage families/patients and we spoke about what makes our FAC function well.</p>
3.0	Consent Policy	Lydia Hanson	<p>A policy has been created to formalize the practice of photo, video and audio recordings at HB. This policy will align across the hospital and protect the privacy of all stakeholders (clients & families, staff and students and volunteers). Key changes in the policy were highlighted including an understanding that it is the individual's responsibility to remove themselves from photos or notify staff of their unwillingness to appear in them at events where there is a reasonable expectation that photos will be taken.</p> <p>FAC was asked for feedback on the clarity and reasonableness of this new policy.</p>

4.0	Sub-committee work - Advancing hours of service - Care for the caregiver program development	All	
5.0	Mental Health Strategy	Sam Nancy Searl Heidi Schwellnus	<p>While clients come to HB for physical rehabilitation, the need to understand and address mental health needs of our patients and families has become increasingly apparent.</p> <p>A Think Tank of 22 members was established in June 2016 to advise HB on the development of its Mental Health Strategy. There are 3 Family Leaders (one of whom is a co-chair) and 1 CFIC Specialist on the Think Tank in addition to staff from various areas of the Hospital.</p> <p>A working definition of Mental Health was reviewed by the Think Tank. Work to establish the scope of HB's Mental Health Strategy, its preliminary objectives, and an evaluation framework are underway and will be completed by June 2017.</p> <p>FAC feedback was sought on who should receive mental health support and services at Holland Bloorview – the patient? The family/caregiver? And what services do FAC members feel would be most helpful?</p> <p>Progress will continue to be reported on the Mental Health Strategy at future FAC meetings.</p>
6.0	Youth Advisory Council Update	Cristina	<p>This month Youth Advisory participated in a Capes for Kids decorating extravaganza! YAC, along with two guests, Yukari a new Research Associate and Petra a visiting scholar from Australia decorated 20 capes! Our team name is the "The League of Youth Leaders"</p> <p>YAC hosted Joanne Maxwell who gave an update on the Transitions Strategy and asked YAC for input. The council is looking forward to regular visits from the Transitions Strategy team, as this is an area of particular interest to the council.</p>
7.0	Schwartz Rounds	Nancy Searl	<p>The purpose of the Schwartz Rounds is to strengthen the relationship between patients and caregivers and to promote compassionate healthcare.</p> <p>An update was given on HB's participation in the Schwartz Rounds program highlighting meaningful topics covered in recent</p>

			<p>months and consistently high approval ratings and attendance from staff. A vast majority of participants feel that they are relevant and impactful.</p> <p>A research study revealed that staff have new insights into patient/family experience, report feeling less isolated and empathy amongst staff is measurably increased as a result of participation in this program. HB will now mentor other Canadian hospitals who are interested in joining the program.</p>
8.0	Meeting Adjourned	All	