

Family Advisory Committee Minutes

April 27, 2017 7:00-9:00

Summary of Action Items: FAC Members interested in becoming Co-chair should contact Amir.

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Introduction & Approval of Minutes & Shout Outs	Co-Chairs/Lori Beesley	<p>Minutes approved with no changes</p> <p>There has been a 40% increase in the number of hours Family Leaders have volunteered since last year. Total 2475!</p> <p>In honour of National Volunteer Week all FAC members were thanked for their contribution to Holland Bloorview.</p> <p>Tom Chau starts his 4 month sabbatical tomorrow. We wish him well. Amy McPherson will be interim Director of the BRI</p> <p>All FAC members were encouraged to attend our upcoming Inpatient coffee night on May 4th</p>
2.0	Youth Advisory Council – April Report	Cristina	<p>Photography of YAC was completed for Impact Report, the Youth Engagement Strategy and Magnet’s youth employment initiatives.</p> <p>Upcoming opportunities such as Youth Drop in following May meeting, youth Mentor Training, Youth Employment workshop and Wheel-Trans Public Consultations were discussed.</p> <p>YAC prepared for Executive Nominations.</p>

<p>3.0</p>	<p>Patient Relations</p>	<p>Kim Siu-Chong Aman Sium</p>	<p>Aman provided background on Family Relations. ECFA required hospitals to engage families in the creation of Patient Family Values and a Client and Family Relations Process.</p> <p>The process of how families provide feedback at HB was reviewed. An example of clients being transported into HB on a stretcher was given. Resolution: These clients are now able to use the East elevators.</p> <p>Data tracking compliments & complaints over the last 5 years was presented. Compliments are rising significantly. Complaints are diminishing slightly. One reason for this might be that staff are bringing Kim in for consults earlier in the process, before things become formal complaints.</p> <p>Staff is receiving additional training (conflict resolution, simulations, etc.).</p> <p>Spotlight awards have gained momentum.</p> <p>Kim reviewed Complaint themes over the past year – pointing out that each one is an opportunity for change/improvement. Top areas of concern are Communication/Info-Service and Facilities.</p> <p>Feedback-driven changes:</p> <ul style="list-style-type: none"> - English as a second language meetings get half an hour added. - Expanded hours of services in some clinics. - Kids menu in the Cafeteria <p>We can't fix what we don't know. Annual Report will be available on line soon.</p> <p>CFCC exists across all departments both client care and support.</p> <p>Sam asked if the information from this presentation was available in a very accessible way (quicker and easier than reading an AR). It would help to reassure families that their kid is in the right place. Short/quick graphics. Could be up-front on the new website? Plan to use social media. TV Screens?</p>
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			<p>Inpatient room chairs. 3 sets of focus groups have worked to find a comfortable option – one has not yet been found. This info. Should be shared.</p> <p>One parent asked if an online chat is an option. Another asked if video feedback is ever used. Answer: Not at this time.</p> <p>One parent who was here every day for 7 years did not know about this process or Kim’s role. She is wondering if complaints given directly to staff show up in the general data.</p> <p>C & C cards are part of the inpatient welcome kit and Kim rounds inpatients with cards and lets them know about the system. Staff is being trained through an e-module to direct families to this process.</p> <p>Staff must make families feel comfortable to come forward with complaints and not worry that there will be repercussions for their child.</p> <p>One FAC member suggested this data be shared with referring physicians.</p>
4.0	Today’s Provincial Budget update	Julia Hanigsberg	<p>Julia briefly reviewed how the budget will impact HB and its families and clients.</p> <ul style="list-style-type: none"> - Pharmacare for individuals under 25 starting next year. - 2% increase in budget for HB - New Capital spending on Hospitals - Kids Health Alliance mentioned in the budget. - Budget for Caregiver and Caregiver Respite - Overall good news for children & youth and Healthcare in general. <p>Minister Sousa has a lot of personal empathy for caregivers – his wife has been a caregiver for her father and her brother.</p>
5.0	Goal Planning Overview	Shoshanna	<p>Our goal setting process was reviewed. Last year we had 3 subcommittee goals. We did not pursue Mental Health as an FAC goal but 3 FAC members plus 2 other family members are on the HB Mental Health Strategy Think Tank (One as Co-Chair).</p>

			<p>New goals proposed for this year align with the new Strategic Plan which launches June 6 (also our CFCC Day and Appreciation event). FAC members were invited to help distribute chocolates to staff to thank them for being CFCC champions. Please let Amir know if you can help.</p> <p>Annual Report work will begin soon.</p>
6.0	Sub-Committee Updates	<p>Diane Savage Gideon Amir Karmali Jean</p>	<p>The work done to date on the two current goals was presented by the sub-committee co-leads.</p> <p>Work done on this goal was reviewed culminating in the display of the Care for the Caregiver Website (still in progress). Once this is finalized it will be presented around HB so that clinicians know to direct families there as well as in the community.</p> <p>Next Steps: There is more work to be done on Care for the Caregiver. Ideas for expansion of the on-line resources, introduction of Education & Support workshops, creation of peer-to-peer support on line, expansion of community partnerships were identified.</p> <p>HB will roll-out expanded hours from 8am – 6pm in 2 program areas with a soft launch in June/July and implementation by Sept. 2017</p> <p>Next Steps: This does not need to stay on as an FAC goal but will, instead, be embedded in HB's work. Anyone interested in joining this committee should contact Gideon/Amir.</p> <p>Vice Chair needed for FAC for next year. Anyone interested should contact Amir.</p>
7.0	<p>FAC Goal Planning</p> <ul style="list-style-type: none"> - opportunities - agenda/education ideas 	<p>Joshua Alifa</p>	<p>3 Possible goals were identified and reviewed by FAC Executive:</p> <ol style="list-style-type: none"> 1. Family Leadership 2.0. – Continuous improvement – If we want to remain leaders what do we need to do differently? Maybe looking globally at what others are doing? Literature review, Best Practices. Timing is right with our new Strat Plan launch. 2. Alumni Peer Network – Connecting families with others who are on a similar journey/further along 3. Demographic Evaluation – Does the FAC represent HB

			<p>families? Identifying gaps and looking to recruit new membership to fill them (e.g. Race, Income, Diagnosis)</p> <p>Tables were asked to brainstorm on the following:</p> <ul style="list-style-type: none"> - What other goals could the FAC work on? - What topics would you like to see on the agenda next year? - What would you like to learn about? <p>Information from today's meeting will be compiled and the FAC Exec. Will determine which goals should be brought forward at our May meeting for voting.</p>
8.0	Meeting Adjourned	All	