

Meeting Highlights
FAMILY ADVISORY WORKING GROUP

Date: Monday November 5, 2018

Place: Skyview East Lounge, Lions Prairie Manor (LPM)

Time: 5:30 to 7:40 pm

In Person: Jane Smith, Bride Meehan, Lynn White, Darryl White, Kathleen Quinlan, Allan di Dio, Bev Morris, Jocelyn Lyons-Coltart, Jane Curtis, Trish Braun, Marianne Woods, Ashley Yanchycki, Melissa McArthur, Corrine Pratt, Jean Cox

By Phone: Pauline Love, Louise Phaneuf

Recorder: Jean Cox

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Welcome & Introductions

Sacred Moment

Meeting participants who chose to participate shared a recent positive personal story.

Structure

Jane led the group through some typical guidelines for groups like this:

- Everyone's voice is important - open and respectful dialogue that allows everyone the opportunity to speak, including those joining by phone;
- Respect for people's time – support for a two-hour meeting timeframe;
- Due to confidentiality Southern Health-Santé Sud (SH-SS) and LPM will not speak about staff performance/discipline measures, nor individual family concerns. Families wishing to discuss their family member's personal health matters are asked to follow up with LPM staff at the conclusion of the meeting.
- Meeting materials, including meeting highlights will be circulated prior and after the meeting via email.

Draft Health Care Advisor Handbook

Trish Braun, Regional Manager- Planning and Engagement, spoke to the document shared with members, the Draft Health Care Advisor Handbook. This provincially developed resource is being tested and members of the Family Advisory Group were asked for feedback on the document. Most thought the document was useful. Marianne suggested some work would be done to customize the document to the LPM Family Advisory Group suggesting the document could be used as background, an orientation document to the Advisory Group. It was agreed recruitment to the Family Advisory Group should be ongoing and open to additional residents and families in the future. Additional LPM staff may be engaged in the Group in the future as would support completion of specific projects of the Group.

Communications

LPM Contact List

Marianne presented two Contact Lists; one currently in use and revised following the Resident & Family meetings in September - dated September 17, 2018, and a second version – an updated draft - dated November 4, 2018. Members were asked to provide comments and feedback on the documents, which led to an engaging conversation. Comments/questions included:

- LPM needs better signage for visitors, maps of the facility at entrances, maps to include location of Nursing Stations & whiteboards
- The document must be posted on-site so that families do not have to keep this document with them when visiting. Consider posting in the resident's rooms.
- Document relies on correct information on the whiteboards. Updating whiteboards will be added to shift-change rounds checklist
- Names should include the full name of those listed
- Consideration to be given to how best reflect communication between families and health care aides
- The handbook will need to match the contact document.

Handbooks

As some meeting participants did not receive the attachments to the meeting notice email, the handbooks will be discussed at the next meeting. Paper copies were provided at the meeting.

Other discussion

There were some questions regarding reporting of occurrences and critical clinical incidents. The process of reviewing occurrences was discussed and agreement to further discuss this item at a future meeting. The topic of risk management was also raised.

Toileting during Mealtimes Direction

A draft document containing direction to staff on the matter of toileting during mealtimes was shared. However, due to the hour, it was agreed that this item would be held over to the next meeting.

Next Meeting and Next Steps

Members were asked to spend time before the next meeting reviewing the Toileting during Mealtimes document and the Resident Handbooks – SH-SS Regional Handbook and the LPM Handbook.

A request for a copy of the Integrated Care Plan Quick Reference Guide was received. This will be shared at the next meeting. An update on the Palliative Care Comfort Cart was requested – the cart is ready for use.

Future agenda item was noted – evaluation.

Next meeting to be held November 19 from 5:30 to 7:30 pm, Skyview Lounge.

For anyone wishing to join by teleconference for the next meeting, the information is located below:

Dial 1-866-950-8273

Participant code 7802689#

You will be joined with the group once the meeting has started.

The meeting adjourned at 7:40 pm.