

Family Advisory Committee

Thursday, September 22/2016 from 6.30pm – 9.00pm, Conference Centre Minutes

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Welcome, Introductions & Approval of Minutes	All	Brief introduction of all attendees. Agenda and Minutes approved by Gideon and Cheryl
2.0	Introduction of New Executive Team	Fred Joshua	Update/Feedback: Terms of Reference review: Volunteers participating on the Family Advisory include: <ul style="list-style-type: none"> • A minimum of 20 family leaders • A minimum of 1 representative appointed by the Youth Advisory council • A representative from the Board of Trustees Rules of Engagement review: Update on Meeting structure: <ul style="list-style-type: none"> • Agenda • Date of Meeting, Time & Attendance • Previous minutes • New Business
3.0	Review 2016/2017 – FAC Goals Overview	Joshua	2015/2016 FAC Goals Update: In partnership with Programs and Services: <ul style="list-style-type: none"> • Develop a Welcome Orientation for outpatient families • Explore opportunities to grow classroom Inclusion workshop Goal Setting Overview: 2016/2017 FAC Goals Sub-Committees: <ul style="list-style-type: none"> • Advance options for flexible hours of service • Care for the Caregiver Program Development

			<p>Additional / Ongoing Goals:</p> <ul style="list-style-type: none"> • Support HB's Upcoming Mental Health Strategy • Consult on HB's upcoming Strategic Plan • Participating in planning & execution on Annual Client and Family Centred Care Day • Continue coffee night twice a year for Inpatient families and staff • Complete FAC Year-end report • Present at All Staff and/or other events
4.0	<p>Goals Education</p> <ul style="list-style-type: none"> - Flexed hours of service - Care for the caregiver 	<p>Diane Savage Amir Karmali Jean</p>	<p>Advancing options for hours of service:</p> <ul style="list-style-type: none"> • Partner with FAC, staff and leadership to create practical, sustainable options for hours of service in 2 programs • Challenge assumptions and learn more about preferences and needs • Co-sponsor and experience based design event • Contribute to best practices in co-design of services with family partners <p>Project Overview: PLAN and what will we create together</p> <ul style="list-style-type: none"> • Program launch • Impact & Resolution • Experience based design event • Needs Assessment <p>Care for the Caregiver Program Development:</p> <ul style="list-style-type: none"> • The Purpose • Themes: Recognition / Communication / Assessment / Resources & Support • Initial Ideas – Education & Support, Resources, Health & Wellness, Recognition • The PLAN: Pilot / Planning / Brainstorming / System Scan:
5.0	Sub-committee work	All	<p>Co-Design and discussion by 2 groups of sub-committee members:</p> <ul style="list-style-type: none"> • Join the sub-committee you signed up for • Participate in the discussion • Have fun! •
6.0	Youth Advisory Council	Cristina	Update:

			<ol style="list-style-type: none"> 1) Youth Advisory Council's Executive Committee for 2016-2017 year: Chairperson – Julia Kowal, Co-Chair – Emily Chan, Treasurer – Hayden Keleher and Cristina Malana – Public Relations Representative 2) First meeting on Sat, Sept 17, was a rainy day. The council was pleased to welcome 4 new, slightly wet members. 3) YAC discussed the Strategic Planning process for the hospital and which YAC members would be interested in representing YAC at planning meetings 4) YAC will be supporting the Youth Drop-In social events this year. Youth Drop-In is an evening event with activities like karaoke, games and meet-a-mentor for youth ages 16-29 as well as the inpatients here at HB. Youth drop-in happens about 4 times a year, and the next one is coming up on October 15..
7.0	PACE Forum Update	Becky Quinlan	<p>Update: November 29th, 2016</p> <p>Patients and Providers Advancing Care Experiences:</p> <ul style="list-style-type: none"> • Introducing the PACE forum, • Other pieces of the day: Photo voice: Patient & Family Centred Care – What Matters to me? • Art Build: FRC Window
8.0	Client Experience Results and Action Plan	Sonia Pagura	<p>Update/ Feedback:</p> <p>Client Experience Action Plan Development:</p> <p>Background:</p> <ul style="list-style-type: none"> • Launched NRC Survey • Action Plan Development • Action Plan Implementation <p>Client Experience Results</p> <p>Priority Improvement areas: Inpatient & Outpatient</p> <p>Ideas for Improvement from Privacy, Quality and Risk Management (PQRM) Committee: Inpatients & Outpatients</p> <p>Questions for FAC & next steps as per hand out.</p>
9.0	Adjournment	All	Meeting was adjourned at 9.00 pm