

**Family Advisory Committee Minutes**

October 26, 2017 7:00-9:00

**Summary of Action Items:**

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Introduction & Approval of Minutes & Shout Outs	Co-Chairs/Lori Beesley	<p>Suzanne moved to approve minutes, seconded by Cheryl. Minutes approved with no changes.</p> <p>FAC members were thanked for their contributions to HB from June to October</p> <p>33 requests filled by 71 Family Leaders</p> <p>FAC members are encouraged to contact Lori if they are looking to take on new tasks – there are many slots to be filled.</p> <p>Information Tech. Strategy in particular is looking for FAC members to attend a half day focus group on Nov. 13th.</p> <p>Mon. Nov. 13 6:30 – 8pm FAC Inpatient Coffee and Dessert Night – volunteers needed to attend and provide baked goods.</p>
2.0	Accreditation Results	Sonia Pagura	<p>758 Criteria were evaluated and we were successful in 100% of them</p> <p>18 High Priority Points all received a perfect score</p> <p>Medication Safety, CFIC, Quality, Strategic Plan, Volunteerism, Individualized Care Pathways, Enhanced ASD Programs were some of the areas identified as strengths</p> <p>Survey Team had never seen this level of integration/excellence</p> <p>Success would not have been possible without the FLP.</p> <p>FLAG leaders volunteered approx. 100 hours on this.</p> <p>Adrienne and Alifa are now patient surveyors for Accreditation Canada</p> <p>Suzanne, Shukri, Vivienne, Bruno, Jeffrey were presented with awards in recognition for their contribution</p>
3.0	Youth Advisory Council	Jeffrey	<p>1. Sonia Pagura, Senior Director of Quality, Safety and Performance, gave an update of results from the organization's Accreditation survey. Holland Bloorview met</p>

			<p>100% of the criteria set by Accreditation Canada. The Accreditation surveyors were particularly impressed by the organization's commitment to full partnership with clients and families, and praised Holland Bloorview for its well-trained and compassionate staff. Sonia thanked family and youth leaders for continued partnership and support throughout this process.</p> <p>2. Diane Savage, VP, Programs and Services, and Ben Sybring, VP, Corporate Services, presented Holland Bloorview's proposed 18 month operational plan and update of the organization's budget. Diane highlighted the central role that clients and families will play in the operational plan, with specific focus given to projects that advance the No Boundaries strategic plan. \$400,000 has been set aside for new priorities in the upcoming year. Ben's budget overview highlighted that the organization is projected to be in a deficit of approximately \$770,000, but that these estimates are only preliminary. The modified reporting deadlines set by the LHIN for this year limited available planning time and necessitated that the budget be based on estimates. However, Holland Bloorview plans to submit a more detailed budget to the LHIN after the deadline (which is permissible).</p> <p>3. Linda Davenport and Chris Barry, consultants from KPMG, talked about the development of the Information Systems Strategic Plan. They asked for family and youth leaders to provide feedback. Some key suggestions were the introduction and advancement of telemedicine and satellite locations/clinics, the creation of a centralized database to store resources for patients and families, and the development of a parking app.</p>
4.0	Information Management/Information Technology Strategy Development	Lydia Lee Ben Sybring	<p>Technology will play a significant role in advancing the No Boundaries Strategic Plan – a Quantum step forward is needed Internal discussions with various stakeholders at HB will be finished next week. External Stakeholders have also been consulted.</p> <p>Visioning Session (half day) planned for Nov. 13<sup>th</sup> – FAC members asked to let co-chairs know if they are able to attend</p> <p>Tables were asked to discuss and provide feedback on the following questions:</p>

			<p>What are other organizations doing that we aren't?</p> <p>What additional communication or information sharing services do you which were offered by HB</p> <p>What single tech-enabled initiative do you feel will make the biggest positive impact on HB clients and families?</p> <p>Feedback will be synthesized in a report with steps to move forward.</p>
5.0	Operating Planning & Financial Optimization Strategy	Diane Savage Ben Sybring	<p>Rehab patient days have increased almost 35% over the last 5 years. CCC Patient Days have been declined over the same period.</p> <p>We are operating at a financial shortfall. High level plans need to be submitted to the LHIN in 3 weeks. We can resubmit in mid-December. They want to see budgets, balanced without reducing volumes. This is the only opportunity for FLP engagement due to this shortened timeline.</p> <p>FAC members asked if funds currently allocated will be sufficient to move forward with suggestions in No Boundaries Strat Plan. Foundation has funds to contribute toward this.</p>
6.0	Sub-Committee Work		
7.0	Meeting Adjourned	All	