

Meeting Highlights
FAMILY ADVISORY WORKING GROUP
Date: Monday October 22, 2018
Place: Skyview East Lounge, Lions Prairie Manor
Time: 1730-2030

Present: Jocelyn Lyons-Coltart, Les Bowen, Jane Curtis, Trish Braun, Heidi Wiebe, Marianne Woods, Ashley Yanchycki, Melissa McArthur, Corrine Pratt, Jane Smith, Louise Phaneuf, Pauline Love, Bride Meehan, Lynn White, Darryl White, Kathleen Quinlan, Allan DiDio, Bev Morris, Dot Sloik

Recorder: Melissa McArthur

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Introductions

Sacred Moment: The sacred moment is a practice started by the Board of Directors of Southern Health-Santé Sud and is now used across the organization in many different settings. It is an opportunity for everyone attending a meeting to take a moment to reflect on the purpose for gathering as a group. A video entitled Empathy: The Human Connection to Patient Care from the Cleveland Clinic was shared as a reflection of the importance of empathy from both the staff and patient perspective.

Presentation

Trish Braun, Regional Manager- Planning and Engagement shared a PowerPoint about engagement in health care (copy attached). Some highlights from the presentation include the benefits of engagement, levels of engagement and ways engagement has been successful in healthcare settings. An overview of engagement opportunities in Southern Health-Santé Sud was also presented.

Group Discussion

Members spent the majority of the meeting discussing the purpose of the family advisory committee. Discussions were held about the frequency of meetings, different project options and updates around the PPCO Directives.

Specific updates related to each PPCO directive will be addressed at the public family meetings being held Monday, October 29th.

There was consensus that there are opportunities within the facility to make improvements beyond the recommendations in the PPCO directives. These opportunities can be brought to the Family Advisory group for consideration and feedback.

A few members voiced a concern about management's role vs family's role. There was an acknowledgment that Southern Health-Santé Sud leadership is 100% responsible for ensuring follow-through on the directives but the role of a family advisory council would be to work with leadership to help identify concerns and provide feedback on projects that specifically relate to family and resident care and experience.

Next Meeting and Next Steps

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

Members were asked to spend time before the next meeting reviewing the Communication document that was sent out to all families of residents for clarity and ease of use.

There will be an opportunity to provide feedback on the structure of communication in the facility.

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.

ATTACHMENTS: Engagement PPT, LPM Contact list (Communication document)