

SWIHSS

Team: Patient/Client Voice Committee **Date & Time:** Sept. 10, 2018 7:00 PM **Place:** Administration Board Room

Present: Tamara Coombs (Chair), Travis Rudolph, Barb Fouquette (Recorder), Mary Jane Zonneveld, Jane Romaniuk, , Marlene Smith, Meryle Lewis, Donna Malmgren

Regrets: Gen Salzen, Pat Hales

Guests: Kim Wark, Donna Romaniuk

Subject/Agenda Item	Summary of Discussion	Decision Made/Vote Taken (Include Motion and Names)	Who	Timeframe
Welcome			Tamara	
Presentation	PHIA Training		Kim Wark	
	Tour of Hospital		Donna Romaniuk	
Approval of Minutes	May 14, 2018 meeting minutes approved as circulated		All	
New Business	A. Binders <ul style="list-style-type: none"> • Each committee member received a binder with the following documents in it: <ul style="list-style-type: none"> - Terms of Reference - Declaration of Patient Values - SWIHSS Pillars of Excellence - Meeting Agendas, Minutes, etc. - Bios - Miscellaneous 		Tamara	
	B. Name Badges <ul style="list-style-type: none"> • Each committee member received a VGH "Volunteer" Name Badge 		Tamara	

SWIHSS Patient Voice Committee– Minutes
 Sept. 10, 2018

Subject/Agenda Item	Summary of Discussion	Decision Made/Vote Taken (Include Motion and Names)	Who	Timeframe
Updates	A. New Staff/Role Updates <ul style="list-style-type: none"> • New Chief Operating Office (Rachel Ferguson, CPA) started in July 2018. Rachel previously worked at the Grace and HSC. • New Spiritual Health Clinical Lead (Paul Peters Derry) started in July 2018. Paul previously worked at Fred Douglas Lodge for many years. • Patient/Client Relations Officer (Krystan O'Rourke) left the VGH on Sept. 6th – Tamara Coombs covering until someone new hired 	Rachel will attend the October meeting to share her vision/ideas	Tamara	
	B. Clinical Consolidation <ul style="list-style-type: none"> • WRHA Palliative Care Program now an "Integrated Palliative Care Program" blending 2 distinct programs effective Sept. 1, 2018 		Tamara	
For Your Information	Quality / Safety Initiatives Update A. Codes <ul style="list-style-type: none"> • Refreshing the Code Black (Bomb Threat) and Code Yellow (AWOL/Elopement) 	Staff training ongoing	Tamara	
	B. Day Surgery - Patient Survey <ul style="list-style-type: none"> • Survey had four (4) questions: <ol style="list-style-type: none"> 1. How would you rate the care we gave you today? (Excellence / Very Good / Good / Fair / Poor) 2. Would you recommend VGH Day Surgery to a family member? (Definitely Yes / Probably Yes/ Probably No / Definitely No) 3. What one thing went well with the care you received today? 4. If we could do one thing better what would it be? • 74 surveys were completed - all were very positive and received some really good ideas for improvement 		Tamara	

SWIHSS Patient Voice Committee– Minutes
 Sept. 10, 2018

Subject/Agenda Item	Summary of Discussion	Decision Made/Vote Taken (Include Motion and Names)	Who	Timeframe
	<p>C. Collaborative Care Team Project</p> <ul style="list-style-type: none"> • Tamara working on this project • To improve transfer process when patient arrives from another hospital to the VGH Sub-Acute Unit: <ul style="list-style-type: none"> - When transfer does not go well - When transfer is a surprise to patient/family - When the patient arrives, is there a current assessment re care plan, dietary needs, etc. - Other issues • Developing procedures, posters and education for staff which will roll-out this Fall 		Tamara	
	<p>D. Charting re Allied Health Professionals</p> <ul style="list-style-type: none"> • Oct./Nov. 2018 - Allied Health Professionals will have access to all charts for any patient they need to see 			
	<p>E. Patient Experience Forum in Toronto (Sept. 2018)</p> <ul style="list-style-type: none"> • Tamara will be attending this conference and will give update at October meeting. 			
Other				
Discussion				
Next Meeting:	<p>Monday, October 15, 2018 7:00pm – 9:00pm VGH Administration Boardroom</p> <ul style="list-style-type: none"> • 			
Reminders	<ul style="list-style-type: none"> • Send regrets to Tamara or Barb • Hospital is scent-free. Please refrain from wearing scented products to the meeting • Refreshments will be served 			