

SWIHSS

Team: Patient/Client Voice Committee **Date & Time:** Oct. 15, 2018 7:00 PM **Place:** Administration Board Room

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

Regrets: Pat Hales, Travis Rudolph, Jane Romaniuk

Guests: Rachel Ferguson, COO

Subject/Agenda Item	Summary of Discussion	Decision Made/Vote Taken (Include Motion and Names)	Who	Timeframe
Welcome	Tamara welcomed two (2) new members: <ul style="list-style-type: none"> • Maureen Sontag • Denis Collette 		Tamara Coombs	
Presentation	<p>Victoria Hospital’s New Role – Healthcare System Transformation</p> <ul style="list-style-type: none"> • Why all the changes in Healthcare • Before and after changes in Winnipeg Hospitals • Victoria Hospital’s new role <p><u>Pre-consolidation:</u></p> <ul style="list-style-type: none"> - 6 Hospitals (2 Tertiary/4 Community). - All 6 had Emergency Depts, ICUs, ORs, Inpatient Surgery Units and Diagnostics which are all very specialized services and very expensive to run. - Very sick patients at community hospitals had to be transferred to HSC or SBGH which is very high risk. <p><u>Phase One – October 2017</u></p> <ul style="list-style-type: none"> - GGH is now the 3rd acute site along with HSC and SBGH - VGH first hospital to go through changes (ED closed and changed to UC, ICU closed, inpatient surgery unit closed, Women’s Health at HSC and SBGH only, 	Copy of PowerPoint presentation attached	Rachel Ferguson, COO	

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	<p><u>Phase Two – Summer 2019</u></p> <ul style="list-style-type: none"> - Very acute patients at 3 tertiary sites now and only stable patients will be pulled and transferred to VGH and SOGH and they will take care of all services that those patients require - CGH will become a large walk-in clinic - VGH ED used to see 20-40 ambulances per day and now the UC seeing 3-6 ambulances per day <p><u>Phase Two – Community Specialties</u></p> <p>(VGH) = 75 Mental Health beds, 89 Family Medicine beds, 30 Geri-Rehab beds, 50-100 minimally invasive surgery per day in Day Surgery, Short Stay (23 hour) Unit. Total of 201 inpatient beds. Urgent Care (UC) has 120 visits per day; Provincial Bariatrics Procedure Site and SBGH back-up; 2nd largest Mental Health acute program in the City (2 Adult MH Units and 1 Geri-MH Unit).</p> <p>(SOGH) = Renal Dialysis, Geri-Rehab, Family Medicine</p> <p>(CGH) = Orthopedic Surgery, Neuro Surgery Rehab, Family Medicine</p> <p><u>2018 Victoria Hospital (6-18 Month) Priorities</u></p> <ul style="list-style-type: none"> - Mental Health patients and staff moving to VGH from SOGH and GGH in December 2018. - Open Houses on Oct. 22nd and 24th for all staff coming to the VGH. - SBGH will still have 2 – 15 bed Mental Health units and VGH taking their Geri-Mental Health patients - Day Surgery expansion at VGH continuing through January 2019 and receiving Surgeons from other sites already as well - Education and training ongoing to prepare new staff - Mental Health Friendly Care training has begun for all staff at VGH 			

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	<p><u>Initiatives</u></p> <ul style="list-style-type: none"> - Daily Safety Huddles (9:00am, 15 minutes in length with entire Management Team) - Identify issues, risks, harm and resolve them on the spot or by the next day - Daily patient visits by Leadership Team - All having very positive results <p>VGH is the only site equipped for an OR expansion in the future</p> <p>Access Fort Garry (AFG) – increasing accessibility with wider audience and we are encouraging VGH Urgent Care patients to go there where appropriate. Working with Bison Clinic and My Health Team as well to improve communication and knowledge but they don't have a lab or diagnostics so still an issue</p>			
Approval of Minutes	Sept. 10, 2018 meeting minutes approved as circulated		All	
Updates	A. Hospital Tour – another tour to be arranged for the Spring/Fall once all areas at full capacity	List of all SWIHSS Programs and Services on the SWIHSS website	Tamara Coombs	
	<p>B. 6th Annual National Forum on Patient Experience</p> <ul style="list-style-type: none"> • Tamara attended this conference Sept. 24th and 25th in Toronto, Ontario • A copy of the Agenda for both days was circulated (attached) • Below are some of the good ideas discussed at the conference: <ul style="list-style-type: none"> • Board of a Facility tests food at each meeting that patients actually eat everyday – VGH Executive Team has also agreed to do the same thing (note: all of our patient food is prepared off-site at an RDF but feedback is important) 		Tamara Coombs	

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	<ul style="list-style-type: none"> • Breaking All The Rules Campaign – put all rules in a container and pick out one • Electronic Patient Portal – patients self-schedule appointments; electronic reminders; same day imaging and receive images on their phones • Ontario Patient/Family Advisory Council chaired by a family member – in it’s second year already and working well 			
	<p>C. Safety Occurrences Tamara handed out copies of the following Reports:</p> <ol style="list-style-type: none"> 1. VGH/River Heights/Fort Garry Feedback Volume Report for Fiscal year 2018/19 (approximately 8 months) Grouped by Classification i.e. Suggestion, Request, Navigation, Compliment, Complaint, Advocacy (includes Attitude and behavior of staff, Provision of Care, Delays, etc). Total 240 on this report – approximately 500 per year (see attached). 2. VGH General Event Type Volumes - Event Date within Fiscal Year 2018/19 (April 1 to Oct. 30, 2018). Does not include CI’s (8 open now and usually only have about 10 per year). General Event Types are Fall, Security/Safety, Medication /Fluid, Diagnostic Imaging, Provision of Care, Good Catch, Lab/Specimen, Seclusion/Restraints, Equipment/Medical Device, Skin/Tissue, Patient ID/Documentation/Consent, Facilities, Blood Product, Diagnosis/Treatment, IV/Vascular Access Device, Infection <ul style="list-style-type: none"> • NRC conducts patient surveys (ED, UC and Medicine) approximately 2-3 months behind, receive results quarterly (not in this report) • Not set up to easily address issues for each area so just don’t do it. • Mental Health – no survey yet but being worked on Will give out another one of these reports in February or March 2019 	<p>These reports will be handed out 2 times a year at this meeting</p>	<p>Tamara Coombs</p>	

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For Your Information	A. Health System Transformation <ul style="list-style-type: none"> • Color copy handed out (see attached) 		Tamara Coombs	
	B. Mental Health Education Days <ul style="list-style-type: none"> • Copy of Agenda handed out (see attached) • First session starts tomorrow Oct. 16th • 40 sessions total for all staff • Will include a Patient/Client Voice Committee Member as well in January 2019 		Tamara Coombs	
	C. Be A Santa to A Senior Program <ul style="list-style-type: none"> • Copy of poster handed out (see attached) • Program Launch taking place at VGH on Nov. 14th in the Breezeway 		Tamara Coombs	
	D. Foundation “Voice” Newsletter <ul style="list-style-type: none"> • Copy circulated at meeting for information 		Tamara Coombs	
Other	Websites: Canadian Institute for Health Information – www.cihi.ca “How Well is Your Health System Working?” Manitoba Institute for Patient Safety – www.mips.ca – a lot of great resources for patients and families. Closely affiliated with Canadian Institute for Patient Safety. Highlight “Medication Card” a fillable PDF. App also available as well as a hard copy. Patient Safety Week (Oct. 29 – Nov. 2). Display tables will be up at VGH, AFG and AMC with a lot of very good information and resources, etc.		Tamara Coombs	

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Next Meeting:	<p>Monday, November 19, 2018 7:00pm – 9:00pm VGH Administration Boardroom</p>			
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 			