

SWIHSS

Team: Patient/Client Voice Committee **Date & Time:** Nov. 19, 2018 7:00 PM **Place:** Administration Board Room

Present: Tamara Coombs (Chair), Barb Fouquette (Recorder), Mary Jane Zonneveld, Marlene Smith, Pat Hales,

Regrets: Donna Malmgren, Gen Salzen, Jane Romaniuk, Maureen Sontag, Meryle Lewis, Travis Rudolph

Virtual: Denis Collette

Guests:

Subject/Agenda Item	Summary of Discussion	Decision Made/Vote Taken (Include Motion and Names)	Who	Timeframe
Welcome	Tamara welcomed everyone to the meeting		Tamara Coombs	
Presentation				
Approval of Minutes	Oct. 15, 2018 meeting minutes approved as circulated		All	
Updates	<p>A. Patient Safety Week (Oct. 29 – Nov. 2, 2018)</p> <ul style="list-style-type: none"> • Many educational events including a Telehealth re Medication Errors • VGH Site-wide Daily Safety Huddles won contest (pizza lunch for all involved) – article in the WAVE Magazine and Tamara presenting on Friday • Display booths at VGH, AMC and AFG (various give away items such as pens, "Safe to Ask" buttons, brochures in various languages, medication tracking cards, etc). Very good connection with the public • Safety Pledge (one for Staff and one for Patients/ Families) 		Tamara Coombs	
	<p>B. Mental Health Move From 6th Floor to 3rd Floor</p> <ul style="list-style-type: none"> • Due to renovations and construction challenges, delay in day 		Tamara Coombs	

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	<ul style="list-style-type: none"> • During daily leadership visits, patients felt went smooth overall • We will have 3 floors of Mental Health patients instead of just 1 floor as well a new outpatient clinic on the main floor • 			
	<p>C. Transfer MH SOGH/GGH to VGH</p> <ul style="list-style-type: none"> • December 10th and 11th, 2018 – planned arrival of patients and staff from SOGH and GGH 		Tamara Coombs	
	<p>D. Leadership Visits</p> <ul style="list-style-type: none"> • Daily (3-4 people) to a unit and speak with patient/family and then cluster with some staff re feedback (most very positive) • Tamara and Jackie Dutfield went to AFG as well and while there, a man in the waiting room who moved there with his doctor after 40 years with the same doctor and then his doctor actually walked by and Tamara and Jackie told the doctor that and he was very happy to receive such positive feedback on a Monday. 		Tamara Coombs	
	<p>E. Compassionate Parking Update</p> <ul style="list-style-type: none"> • Daily and Weekly passes (paid for by the Guild) are available for patients/families in need • Suggestion was made to contact Impark re supporting a couple of parking spots with passes • Suggestion also made to look into making a couple of Pink Spots for people with young children • All members in agreement with this program continuing 		Tamara Coombs	
	<p>F. Language Services</p> <ul style="list-style-type: none"> • General Management Team had a French Language Services presentation by the WRHA Language Services (Alanna Carlyle) and it was very informative • Need to represent all diverse cultures 	Tamara to see if Alanna can present at a future Patient/Client Voice Committee meeting	Tamara Coombs	

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	<p>Other Presentations</p> <ul style="list-style-type: none"> Nutrition Services Presentation Spiritual Health Services Presentation 	<p>Tamara to see if these presentations can be given at a future meeting as well</p>	<p>Tamara Coombs</p>	
<p>For Your Information</p>	<p>A. Be A Santa to A Senior Program</p> <ul style="list-style-type: none"> Tamara circulated Be A Santa to A Senior gift tags to all members for anyone wanting to participate 		<p>Tamara Coombs</p>	
<p>Other</p>	<p>A. Discussion re 18 Month Project: Measuring & Monitoring Safety in Canada</p> <ul style="list-style-type: none"> 14 Teams across Canada participating 4 VGH staff went to Toronto re Safety Framework and will design a SWIHSS Framework as well Tamara asked all members to write their answers to the following (2) two questions on yellow post-it notes: <ol style="list-style-type: none"> With Respect to Healthcare, what does safety mean to you? What makes you feel unsafe in healthcare? 	<p>See list of replies attached.</p> <p>These 2 questions and answers from tonight's meeting will also be sent out by email to all members – final responses due back by Nov. 30th and Tamara will take to Dec. 4th meeting with Trainers from Toronto to help confirm Safety Framework</p>	<p>All</p>	
<p>Next Meeting:</p>	<p>Note: There will not be a meeting in December 2018</p> <p><i>Monday, January 14, 2019</i> <i>7:00pm – 9:00pm</i> <i>VGH Administration Boardroom</i></p>			
<p>Reminders</p>	<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 			