Resident and Family Centered Focus Group Meeting

Feb 07, 2017

1400-1500

4th floor

**Attendance:** Phyllis (resident), Debbie M, Lauren R, Sara (student), Regis (resident), K Rehman, Mr. and Mrs. Bowers (family), Kim W, Haley M

**1.0 Welcome-** Ken welcomed everyone

**2.0 Review of last meeting**- Minutes were sent via email to all families. No changes.

2.1 **Discussed the format of the Resident Information template for the rooms.** Ideas shared. Needs to be a resident/family decision regarding information shared. Kim has received no requests as of yet.

**3.0 Renaming of units follow up.** Not a lot of interest shared from residents and families.

**4.0 Pre-survey for RFCC.** Kim shared a draft of the resident and family survey. Discussed and approved. Kim will distributed within next two weeks. Once the surveys are returned, we can begin the education of staff on RFCC.

**5.0 Ethics-** education for residents/families and staff needed on what is an ethical issue, what is the process to address an ethical issue, empowering our residents and families to have their wishes considered. Haley presented a brochure that will be available to residents, families and staff.

**6.0 Suicide risk-** Ken presented the revised policy. Residents to be assessed on admission and as needed for depression and suicide ideation. Residents and families interviewed on admission by nursing staff.

**7.0 Focus group becoming an advisory group-** Will discuss this at the next meeting.

**8.0 Other discussions-**

1. **Palliative Care-** Request need for family involvement on the committee. Meet the last Monday of every month. We need to recruit people with past experience who can sit with dying residents. Privacy for residents and families an issue. Poster for volunteers posted.
2. **Website-** family asked if menu and recreation schedule could be on site so that they can be printed. New website almost ready. Kim will follow up then.
3. **Snacks on the units-** fresh fruit should always be available and if family would like something else, nutrition services will try to provide. Nutrition rounds (including snack and drink) take place on each unit every afternoon. Some feel that this is not always the case and not for all residents. RCMs to follow up.
4. **Tuck shop-** need to expand. Residents are really enjoying but request to have a set schedule when it is coming around. Suggested each unit have a day a week. Recreation to follow up.

Respectfully Submitted,

Kim Wright