

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	April 30, 2019	<b>Meeting Time:</b>	2:00
<b>Chair:</b>	Lauren Richardson (Clinical Dietetic Manager)	<b>Meeting Location:</b>	4th Floor lounge
<b>Recorder:</b>	Joanna Johnson (RCM)	<b>Next Meeting Date:</b>	May 29, 2019
<b>Attendees:</b>	Brian (Family-3); Hilary (Resident-4); Julie (Resident-4); Bobby (Resident-3); Sharon (Family-2), Kim (Director of Quality); Winnie (Family-2); Angela (Executive Director); Krista (Manager, Environmental and Nutritional Services); Frank (Resident-4); Sara (Rec Therapy); Frank D (Resident-5); Jennifer (family-6); Grace (resident-2); Amy (rec therapy); Jenny (Resident-6); Gloria (resident-6); Rosin (PT assistant); Helen (resident-5); Greg (Resident-4); John (Resident-4); Debbie (RCM); Kathy (Resident Services Coordinator);		
<b>Regrets:</b>	Ken		

1.0 Welcome and introductions

2.0 Meeting minutes from March 19, 2019 distributed

3.0 Additions to the agenda: 5.4 Asbestos on the 2<sup>nd</sup> floor; 5.5 Air Miles for Drug Plan; 5.6 Questions re MSI; 5.7 Alzheimers Walk; 5.8 Crafty Cronies update

4.0 Business Arising

- 4.1 **Point Click Care Update** : PCC is now on all floors. There was a bit of a learning curve but staff did really well with implementing it. We are still adding items to our “library” such as assessments, and custom tasks for the CCAs to complete.
- 4.2 **OTC meds/equipment rental update** Ken has completed a cost analysis for the OTC medication and will share the results at the next meeting. The Equipment rental is still on hold until further notice.
- 4.3 **Strategic Plan:** Angela presented the Strategic Plan at Resident’s Council on April 29<sup>th</sup>. The process had lots of input from residents/staff/family members/Board of Directors, approximately 80 people assisted in developing the Mission/Vision/Values which is focused on the Resident/Family centered care.
- 4.4 **Ethics Committee Update:** The terms of reference and referral form were updated, and distributed for feedback. The Ethics framework will be discussed at the next meeting.

5.0 New Business

- 5.1 **.Terms of reference:** They were distributed and reviewed with a few minor adjustments.
- 5.2 **Webinar- Grief and Loss in Dementia:** May 21<sup>st</sup> there will be a session presented by the Alzheimer Society of Toronto at 7pm. The presentation should take approximately 45 minutes. Please let Kim Wright know if you are interested in attending the session.

- 5.3 **Annual Quality Report:** The Quality Team met last week to develop some goals around decreasing falls and the incidents of pressure injuries. Kim reviewed the Annual Quality Report which had some good news. Our anti-psychotic useage is below the national average. Any of the residents who are prescribed an anti psychotic, they are being prescribed appropriately. Our Pressure injury rate has increased, however, we now have preventative measures in place, and better wound care. 61% of our residents admitted in the last year are at an increased risk for falls, and have the necessary measures in place to decrease the rate of injury from those falls.
- 5.4 **Asbestos on 2<sup>nd</sup> floor:** This past weekend, there was a sign at the 2<sup>nd</sup> floor nursing station that stated “Do Not Enter due to asbestos”. Family member was concerned that they were notified of this, and should they be worried. Debbie advised that they are doing renovations for the 2<sup>nd</sup> floor nursing station which includes replacing the floor tiles. When a filing cabinet was removed, there was quite a bit of 10 year old debris which staff thought was asbestos.
- 5.5 **Air Miles for Drug Plan:** A family member asked if anyone knew what happened to the air miles that she receives for the medications from Lawtons. She found out that in lieu of the air miles that she would have received, the credit is give to Saint Vincent’s. This credit helps pay for items such as Point Click Care technology. She wanted new family members to be made aware of this.
- 5.6 **MSI Questions:** A family member was concerned that she has been receiving letters from MSI regarding doctor’s visits that her husband has at Saint Vincent’s. She wasn’t sure how to answer the questions. It was discussed that the Clinical RNs contact family members after visits so if the family member wanted to know if her husband was seen on a particular day she could ask the Clinical RN. Another suggestion was to bring the letter to the Clinical RN who can confirm that the resident was seen.
- 5.7 **Alzheimer’s Walk:** We will be walking on Friday May 3<sup>rd</sup> at 1300 for Alzheimer’s. We will be walking down Quinpool to Oxford and then back up Quinpool. We will set up some chairs by St. Pats for those who aren’t able to walk the distance but want to cheer on the participants. All the money raised will go to the Alzheimer’s Society.
- 5.8 **Crafty Cronies Update:** There was a meeting today with the members of the Crafty Cronies, along with Angela, Scott B, John M to discuss putting up a “living” wall outside of the Windsor Room. John will make the frame out of old pallets, and fresh herbs will be planted that the kitchen can use in their menus. To date the Crafty Cronies have raised over \$1900, great job ladies and gentlemen!!!!!!

6.0 Round Table:

- 6.1 Family wanted to send a shout out to the volunteers who help out the Crafty Cronies
- 6.2 Windows in the solarium need to be cleaned.

ACTION     Kim to follow up
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- 6.3 Update from Recreation regarding the scheduled bus outings which they have confirmed with the new bus company.

7.0 Next Meeting: May 29, 2019

Respectfully Submitted,

Joanna Johnson