

FAMILY ADVISORY COUNCIL MEETING

MINUTES

Monday, January 14, 2019

6:45 pm to 9:00 pm

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Lea Teper (A2); Janice Maser (A3); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Ian Kert (A5); Anne Clavir (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Lori Socket
- REGRETS:** Rene Pardo (A2); Leora Holtzman (A4); Helen Scherer (A4); Nechama Jakubowiz (A5); Arei Bierstock (A6); Marilyn Melnick (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Danielle Kasner (A7); Edward Rice (A7); Harriet Rice (A7); Gail Goldenberg (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Joe Myers (Community); Robert Tock(Community)
- GUESTS:** Rheta Fanizza, Executive Vice President, Residential and Community Programs
Cyrelle Muskat, Manager, Quality and Accreditation
Samantha Peck, Director of Communication & Education, Family Councils Ontario
Tiffany Fearon, Client Services Coordinator, Family Councils Ontario
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APPROVAL OF MINUTES AND AGENDA

1.1 **Approval of Minutes of December 10, 2018**

Addition

4.2 Personal Portable Phone

Discussion was held regarding the use of personal portable phones and the risk of

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on December 02, 2018 be approved with changes. **MOTION CARRIED.***

1.2 **Approval of Agenda of January 14, 2019**

Item 3.3 Sensory Carts

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on January 14, 2019, be approved with changes. **MOTION CARRIED.***

2.0 **REPORTS AND UPDATES**

2.1 **Apotex Update – Rheta Fanizza**

New Executive Director

Rheta announced that the new Executive Director will be starting in the Apotex on Monday January 21, 2019. His name is Simon Akinsulie. He comes to us from Bruyère, in Ottawa, where he was the Executive Director of their long term care. He understands the complexities of working in an environment that does research and has a CLRI. He is

currently working in the Wellington Waterloo LHIN. He is a nurse and has a Master's degree in Health Administration.

3.0 **STANDING ITEMS**

3.1 **Apotex QIP Indicators for 2019 - Overview – Cyrelle Muskat**

The Briefing Note on the Apotex Quality Improvement Plan (QIP) for 2019-20 was distributed at the meeting. Health Quality Ontario (HQO) is a government agency which is responsible for being the provincial lead on the quality of health care. In 2011, there was a requirement that health care facilities in Ontario, starting with hospitals, develop a quality improvement plan. This is a document which clearly articulates to the facility and to the public a set of commitments being made for improvement. HQO introduced a set of indicators that they were requiring hospitals and other health care facilities to report on publicly, such as hospital acquired infections, hand hygiene, timely access to care. After starting with hospitals, HQO started to onboard other sectors of care such as long term care and community care.

The Apotex leadership group reviewed everything that HQO has recommended. For 2019-20, the Priority list issued by HQO includes:

- Efficiency: Potentially avoidable emergency department visits
- Patient Centred: Resident Experience
- Patient Centred: Complaints acknowledged in a timely manner
- Effective: Documented assessment of needs for palliative care patients

Cyrelle circulated graphs showing our results on the 2018-19 QIP initiatives.

3.2 **Long Term Care Homes Act and Family Councils – Samantha Peck and Tiffany Fearon, Family Councils Ontario**

The Family Councils Ontario attended our meeting to discuss the Long Term Care Homes Act and Family Councils. The presenters were Samantha Peck, Director of Communication & Education; and Tiffany Fearon, Client Services Coordinator. Handouts included a copy of the Inspection Protocols from the Ministry, the section of the Act regarding Family Councils, and a copy of the memo sent out from the Ministry regarding Family Council membership. The discussion will include best practices, and how we can exercise our powers under the Act.

Tiffany explained her role as client services coordinator and discussed the upcoming sessions the FCO has on conflict resolutions. Please refer to the FCO website at www.fco.ngo. Upcoming sessions are March 2nd and March 27th. Please sign up on their website to receive their newsletter. The FCO works with Councils across the province and provides training, webinars and guest presentations.

The Long Term Care Homes Act informs us as to what must be done, but it does not tell us how it should be done. The goal of the legislation is to protect and ensure the dignity, care and safety of the people living in the home.

The Family Council is defined by the Ministry as an organized, self-led, self-determining and democratic group composed of family and persons of importance to the residents

of the LTC homes. The FAC provides an opportunity for families and persons of importance to residents to support each other and share experiences.

Membership: To be a member of a family council, a person must be a family member of a resident or a person of importance to a resident. Councils can set provisions in their terms of reference to allow for continued membership of someone who no longer has someone living in the home. The following cannot be a member of council: the licensee, administrator, other staff member or a person employed by the Ministry.

To enroll in the conflict resolution course, please register on-line.

3.3 Sensory Carts

We have been advised that the foundation has no funding for the purchase of the sensory carts. If someone has an idea where we can get a donation of about \$80,000, please contact Eric.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, February 11, 2019 at 6:45pm in the Exton Boardroom.

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6:45 pm to 9:00 pm**

- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Lea Teper (A2); Frieda Schaffel (A4); Gloria Good Draper (A5); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Simon Akinsulie, Lori Socket
- REGRETS:** Rene Pardo (A2); Janice Maser (A3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sarah Fishman (A5); Nechama Jakubowiz (A5); Ian Kert (A5); Marilyn Melnick (A6); Anne Clavir (A7); Gail Goldenberg (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Robert Tock(Community)
- GUESTS:** Rheta Fanizza, Executive Vice President, Residential and Community Programs
Rahim Kurji, Quality and Process Improvement Consultant
Shadan Fallahi, Client Safety and Risk Manager
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APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of January 14, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on January 14, 2019 be approved with changes. **MOTION CARRIED.***

1.2 Approval of Agenda of February 11, 2019

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on February 11, 2019, be approved with changes. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Introduction – Rheta Fanizza
New Executive Director

Rheta introduced Simon Akinsulie as the new Executive Director. Simon comes to us from Bruyère, in Ottawa, where he was the Executive Director of their long term care. He understands the complexities of working in an environment that does research and has a CLRI. He is currently working in the Wellington Waterloo LHIN. He is a nurse and has a Master's degree in Health Administration.

3.0 STANDING ITEMS

3.1 Apotex QIP Indicators for 2019/20 - Overview – Rahim Kurji, Quality and Process Improvement Consultant

Rahim discussed the results of the Quality Improvement Plan (QIP) for 2018/19 as well as the new QIP for 2019/20. With regard to the goal of improving our residents'

experience, we fell short of our target of 40% when we asked the question on the resident satisfaction survey of "Have your needs been met". We have implemented Purposeful Rounding to improve this initiative. We did achieve our other two goals: (a) Improving residents physical functioning and (b) Preventing unnecessary visits to the Emergency Dept.

For the year 2019/20, we have selected the following priorities:

1. Preventing our residents from unnecessary visits to the Emergency Department. We want to lower the number of residents who require an emergency visit.
2. Improving our residents' experience in the Apotex. We will be focusing on the question "Would you recommend Apotex to others".
3. Acknowledging complaints in a timely manner. The goal is to acknowledge all complaints within 10 days.
4. Early identification of palliative care needs.

If you wish to sit on one of the committees for these priorities, please contact Lori Socket.

3.2 Biannual Safety & Risk Report – Shadan Fallahi, Client Safety & Risk Manager

Shadan distributed the Apotex Client Safety Incident Management Framework, which defines the incident severity. This report is about resident safety incident monitoring process, trends and improvements. A client safety incident is an incident which could have resulted, or did result, in unnecessary harm to a client. The 3 categories of patient safety incidents are: Harmful Incident, No Harm Incident, and Near Miss.

The Apotex has approximately 300 reportable incidents per quarter. The majority of the incidents which are reported are not in required to be reported to the Ministry of Long Term Care. These are incidents which resulted in no harm. Of the 300 incidents, falls account for 80%. The majority of the falls are unwitnessed. 87% of falls resulted in no harm and required no treatment.

3.3 Apotex Update – Simon Akinsulie

Simon provided the following updates in the Apotex:

Accreditation

The accreditation will take place in November 2019. We are currently preparing the plan for accreditation. There are about 190 different requirements to be accredited. At the last accreditation, we achieved exemplary standing. We will be conducting a mock accreditation in June.

PointClickCare (PCC) Update

PCC has been implemented in the Apotex. We are still tweaking the program. We are updating our policies and procedures.

Summer Menu

We are working with Food Services on the new summer menu. We will be looking at the food items which are most enjoyed to ensure that they are on the menu more often. We are getting recipes from families to be incorporated in the menus.

Apotex 2 North Renovations

We anticipate the completion date for the Apotex 2 North renovations to be mid March, 2019.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, March 11, 2019 at 6:45pm in the Exton Boardroom.

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- PRESENT:** Ira Applebaum (co-chair); Rebecca Egier (Co-chair); Shari Burrows (A2); Frieda Schaffel (A4); Ian Kert (A5); Fern Silver (A5); Anne Clavir (A7); Jolanta Morowicz (A7); Sholom Glouberman (Community); Gail Kaufman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Lori Socket
- REGRETS:** Lea Teper (A2); Rene Pardo (A2); Janice Maser (A3); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Sarah Fishman (A5); Gloria Good Draper (A5); Nechama Jakubowiz (A5); Marilyn Melnick (A6); Gail Goldenberg (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Francie Kendal (Community); Shoshana Pellman (Community); Robert Tock (Community); Simon Akinsulie
- GUESTS:** Elke Ruthig, Patient Family and Consumer Education
Chingiz Amirov, Director of Clinical Support Services
Sylvia Davidson, Manager and PPC, Occupational Therapy and Therapeutic Recreation
Rheta Fanizza, Executive Vice President, Residential and Community Programs
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APPROVAL OF MINUTES AND AGENDA

1.1 **Approval of Minutes of February 11, 2019**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on February 11, 2019 be approved. **MOTION CARRIED.***

1.2 **Approval of Agenda of March 11, 2019**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on March 11, 2019, be approved. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

2.1 Patient, Family and Consumer Education Questionnaire – Elke Ruthig

Elke Ruthig works in the Patient Family and Consumer Education department. Her background is in nursing. Elke discussed how education occurs at the point of care. The Patient, Family and Consumer Education program is about getting health information, understanding it and using it to make good decisions. The focus of her program is on health literacy, which is the abilities and skills people have to get good and reliable health information.

Elke has requested input from the FAC on her questionnaire regarding consumer education and health literacy. Phase I of the program is to do a needs assessment. The

question asked was “Think about a time when you or a family member had an urgent health concern or issue: Did you get useful information in plain language? Did you receive relevant written or online materials? Did your healthcare professional check for understanding?”

The online questionnaire will take about 20 minutes. It will ask about your:

- Patient, resident, family and consumer education beliefs and attitudes
- Your learning experiences, preferences and suggestions
- How we can help our health care team meet your learning needs
- Your vision and recommendations for a future program at Baycrest

The link for the questionnaire will be emailed to the FAC members.

2.2 **Private Companion - Immunization – Chingiz Amirov**

Chingiz Amirov is the Director of Clinical Support Services. His topic was immunization rates for influenza. There are no statistics for immunization of private companions. This is due to the fact that private companions are now treated as an extension of the family. They have limited obligations to Baycrest. They no longer need to register with Baycrest.

If there is an outbreak, we do ask that when visiting at the Apotex, family members stick to visiting just one person and avoid going to multiple rooms. We need to have better communication with the private companions. It is strongly recommend by Infection Control that private companions be immunized and should provide evidence of immunization to their employer and families. There is a recommendation in the Private Companion Guide that the private companion be immunized as per the Apotex Privately Contracted Companions policy. Discussion ensued regarding how we can engage more people to get their annual flu shot.

MOTION:

1. We support the family members in communicating with the private companions to get their immunizations so we have a safer environment. ***MOTION CARRIED.***

2.3 **Therapeutic Recreation Report – Sylvia Davidson**

Sylvia Davidson is the interim Manager and Professional Practice Chief for the Therapeutic Recreation Department. Sylvia has been working with her team to review the audit template for the programs in TR. She has built in a system of annual audits for the program. Copies of the individual program evaluations are maintained on the intranet. As well, a paper copy is kept in Sylvia’s office.

Sylvia pulled the comments received through the Resident Experience Survey and the Family Survey regarding recreation. The Therapeutic Recreation team tries to address the challenging issues when they create the programs, such as loneliness and lack of close friends.

Sylvia highlighted some of the changes which have occurred in the past year in the programs. We have moved to electric candles for the safety of our residents, more individualized programming in the communities, and more evening programs.

The FAC members stated that information about outcomes and success/issues with current programs would still be good to have.

3.0 **STANDING ITEMS**

3.1 **Apotex Update – Rheta Fanizza**

Rheta provided the following updates in the Apotex:

Reprioritization

The Apotex Leadership team is working on re-prioritizing for the new fiscal year. The focus is on where we put our resources. Simon will update the FAC in a few months.

Fran Cossever – Retirement

Fran Cossever, Unit Manager for Apotex 6 & 7, has recently retired after 29 years at Baycrest. We thank her for her many contributions including her work with the Private Companion program. Her replacement is Marilene Antonio.

Apotex Renovations

The Apotex 2 renovations are close to completion. There is some operational readiness that needs to happen before the residents can start using the dining area. The 5th floor is still under renovation. Construction has taken a longer time than anticipated.

Passover

Passover preparations are underway. The menu has been created and will be presented to the food committee at the meeting on March 18th.

Is it possible to attend the Passover Seder at no charge if you don't intend on eating?
Rheta will follow up with this.

Accreditation

We are preparing for Accreditation which will occur this fall. The Apotex Leadership team is having a 2 day retreat, on March 19 and 22, and would like to invite 1 or 2 FAC members to participate. Please contact Lori Socket if you are interested in attending.

4.0 **NEXT MEETING**

The Family Advisory Council will next meet on Monday April 8, 2019 at 6:45pm in the Exton Boardroom.