

**Family Advisory Committee Minutes**

**December 14, 2017 7:00-9:00**

**Summary of Action Items:**

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Introductions Approval of Minutes	Co-Chairs- Joshua Engel-Yan & Alifa Khan	Cheryl and Suzanne
2.0	Quality Improvement Plan	Sonia Pagura	<p><b>What Is the Quality Improvement Plan?</b></p> <ul style="list-style-type: none"> <li>• Part of legislation that came into effect in 2010 – Excellent Care For All Act (ECFAA)</li> <li>• Intention is to ensure high-quality, integrated care provided to all Ontarians by every organization, every time</li> <li>• <u>Public</u> document of ‘quality commitments’ healthcare organizations make to their clients/families on an annual basis</li> <li>• Blueprint of how an organization will strive to meet or exceed priorities established annually</li> <li>• Intended to drive system change</li> <li>• Address system pressures (ie. Emergency departments)</li> <li>• Provides ‘connection’ to larger system (community of learning)</li> <li>• Should be linked to local and complement strategic needs</li> <li>• Reflects the population served</li> </ul> <p><b>What Did We Accomplish in 2017/18?</b></p> <ul style="list-style-type: none"> <li>• Kids Feedback – over 70 voices of our children/youth captured</li> <li>• FitBit – preliminarily children continue with their exercises at home</li> <li>• Implementation of the Integrated Coordinated Care Tool</li> <li>• Solution Focused Coaching</li> <li>• 73% of staff using Outcome Tools</li> <li>• 5 simulations created and shared for Outcome Tools Training</li> <li>• Ongoing focus on PODS with &gt;90% of families indicating they feel supported and discharge and have enough knowledge</li> <li>• Implementation of outpatient Medication Management Infographic</li> <li>• Leave of Absence (LOA) – improvement in medications and</li> </ul>

			<p>processes</p> <ul style="list-style-type: none"> <li>• Outpatient orientation packages</li> </ul> <p><b>What We Are Still Working On in 2017/18</b></p> <ul style="list-style-type: none"> <li>• Transitions in outpatient services – warm handover</li> <li>• Improving access to services through re-design of ambulatory care services</li> <li>• Analysis of the 'kids feedback' voices – still capturing information</li> <li>• Identification of next steps based on the FitBit study ... scalability</li> </ul> <p><b>What's New for the QIP 2018-19</b> 2 NEW AREAS OF IMPACT:</p> <ol style="list-style-type: none"> <li>Workplace Violence: <u>mandatory</u> measure required to address the rise in violence against healthcare providers and to start addressing the 23 recommendations of the 2015 review.</li> <li>Opioids: Management of pain and treatment of opioid use disorder – suggestion that organizations review their current practices related to prescription and treatment</li> </ol> <p><b>Membership split up in to 5 groups and provided feedback:</b></p> <ol style="list-style-type: none"> <li>Are the improvement priorities from this current year, 2017/18, still relevant and meaningful to you? How can we continue to advance that work?</li> <li>From your perspective, beyond continuing with the improvement work currently underway, are there any additional key areas that require focused attention to advance the quality and safety of our care? <ul style="list-style-type: none"> <li>– <i>Is there anything we wish to advance from our journey in quality and safety in accreditation?</i></li> <li>– <i>Is there anything we should advance in ensuring partnership with clients and families in quality and safety aligned with our strategic plan.</i></li> </ul> </li> </ol>
3.0	Holiday Dinner	All	Membership enjoyed holiday dinner

