

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>What Is the Quality Improvement Plan?</p> <ul style="list-style-type: none"> • Part of legislation that came into effect in 2010 – Excellent Care For All Act (ECFAA) • Intention is to ensure high-quality, integrated care provided to all Ontarians by every organization, every time • <u>Public</u> document of ‘quality commitments’ healthcare organizations make to their clients/families on an annual basis • Blueprint of how an organization will strive to meet or exceed priorities established annually • Intended to drive system change • Address system pressures (ie. Emergency departments) • Provides ‘connection’ to larger system (community of learning) • Should be linked to local and complement strategic needs • Reflects the population served <p>What Did We Accomplish in 2017/18?</p> <ul style="list-style-type: none"> • Kids Feedback – over 70 voices of our children/youth captured • FitBit – preliminarily children continue with their exercises at home • Implementation of the Integrated Coordinated Care Tool • Solution Focused Coaching • 73% of staff using Outcome Tools • 5 simulations created and shared for Outcome Tools Training • Ongoing focus on PODS with >90% of families indicating they feel supported and discharge and have enough knowledge • Implementation of outpatient Medication Management Infographic • Leave of Absence (LOA) – improvement in medications and

			<p>processes</p> <ul style="list-style-type: none"> • Outpatient orientation packages <p>What We Are Still Working On in 2017/18</p> <ul style="list-style-type: none"> • Transitions in outpatient services – warm handover • Improving access to services through re-design of ambulatory care services • Analysis of the 'kids feedback' voices – still capturing information • Identification of next steps based on the FitBit study ... scalability <p>What's New for the QIP 2018-19 2 NEW AREAS OF IMPACT:</p> <ol style="list-style-type: none"> 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. Opioids: Management of pain and treatment of opioid use disorder – suggestion that organizations review their current practices related to prescription and treatment <p>Membership spilt up in to 5 groups and provided feedback:</p> <ol style="list-style-type: none"> Are the improvement priorities from this current year, 2017/18, still relevant and meaningful to you? How can we continue to advance that work? 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"> – <i>Is there anything we wish to advance from our journey in quality and safety in accreditation?</i> – <i>Is there anything we should advance in ensuring partnership with clients and families in quality and safety aligned with our strategic plan.</i>
3.0	Holiday Dinner	All	Membership enjoyed holiday dinner

