

Co-Chair: *Ms. Margaret Melanson*
V.P. Quality & Patient Centred Care
Co-Chair: *Dr. Wayne MacDonald*

Meeting Location:
Zoom

Date: Monday, April 26, 2021

Meeting Time: 1:00 p.m. – 3:00 p.m.

REQUIRED ATTENDEES

Present (✓) Regrets (R) Absent (A)

PATIENT EXPERIENCE ADVISORS							
✓	Shirley Renouf	R	Shirley Young	✓	Siobhan Laskey	✓	Debra Craig
✓	Wayne MacDonald	✓	Terry Clark	✓	Roger Stoddard	✓	Jean Castonguay
HORIZON STAFF							
✓	Margaret Melanson, VP Quality & Patient Centered Care	✓	Sonya Green-Hache, Regional Director, Volunteers Auxiliaries & Patient Engagement	A	Lauza Saulnier, Regional Director, Quality & Patient Safety Services	✓	Monica Landry, Executive Assistant to Margaret Melanson
A	Maura McKinnon, Chief Human Resources Officer	R	Jeff Carter, Corporate Director, Capital Assets and Infrastructure	✓	Jacquelin Gordon, Director of Nursing Professional Practice	A	Dr. Timothy Christie, Director of Ethics
EX-OFFICIO							
R	Karen McGrath, President and CEO						
GUESTS							
✓	Pauline Babineau, Regional Director, Official Languages						

1.0 Call to Order

- 1.1 Welcome W. Macdonald/
M. Melanson
1:00-1:05
- It was noted that Jean Castonguay's name was missing from the attendance list on the agenda, this will be corrected.
 - W. MacDonald requested to add item 3.3 Old Business to the agenda. Agenda was approved by consensus
 - The minutes from the [March 19, 2021](#) meeting were approved by consensus
 - A remark was made in regards to a former member of the Patient and Family Advisory Council (PFAC), David Nadolski, of his recent passing and will be greatly missed by the Council.
 - Due to the ongoing struggle with onboarding during the pandemic, three (3) of our PEA members; Roger Stoddard, Shirley Renouf and Siobhan Laskey have agreed to extend their membership on the Patient Family Advisory Council until December of 2021. A note of appreciation was provided to the members.

2.0 New Business

- 2.1 Official Languages Presentation P. Babineau
1:05-1:50
- W. MacDonald provided a warm welcome and round table introduction to the guest speaker Pauline Babineau, Regional Director of Official Languages within Horizon.

- P. Babineau shared her PowerPoint presentation to the Council reviewing Horizon's Official Languages past and current initiatives, complaints and next steps.
- J. Gordon provided positive feedback received from staff on the new language testing for the Linguistic Profile initiative.
- P. Babineau explained the process of the audits that occurred a few years back. J. Castonguay suggests revisiting the auditing process to ensure compliance is met.
- W. MacDonald provided thanks on behalf of the Council to P. Babineau on her presentation.

3.0 Other Topics / Discussion		
3.1 1:50-2:10	<p>Designated Support Person (DSP) Program Update</p> <ul style="list-style-type: none"> • The roll-out of phase one (1) was completed in the Veterans Alternate Level of Care (ALC) unit and in two (2) of Moncton Hospital's Alternate Level of Care (ALC) units. Challenges and gaps were identified, and corrections were implemented before the next roll-out. • The second phase will be rolled out to all ALC units at the beginning of May 2021. The education sessions for the Nurse Managers were completed today. • The training to the Designated Support Persons (DSPs) has been a great success. So far, 130 DSPs have completed the training and 95% have completed it online without any issues. • The DSP program is set to be fully implemented by end of June 2021. • There is ongoing background work to implement a new scheduling application to help Clinical staff with managing and scheduling visitors. • Additionally, there is discussion on implementing an online "HealthBot" where DSPs can go to for readily available quick information. 	S. Green-Hache
3.2 2:10-2:50	<p>Strategic Objective Planning Update (attached)</p> <ul style="list-style-type: none"> • M. Melanson presenter a PowerPoint presentation of Horizon's Strategic Plan reviewing the strategic objectives, the initiatives and key measures. • R. Stoddard suggested to have technology for inpatients regarding patient falls to indicate to nursing staff when patients fall to be a part of Coordination of Care objective • S. Laskey noted that all three (3) initiatives brought forward from the Council have been established within the strategic plan. 	M. Melanson
3.3	<p>Old business</p> <ul style="list-style-type: none"> • Surgical Wait Times Update: J. Castonguay provided an update of current ongoing initiatives from the Provincial Surgical Committee led by Dr. Dornan to lessen wait times for surgeries. • Nursing Recruitment Update: New target for annual nursing recruitment was set at 303 with the addition of NBNU vacancies and increasing rate of nurses leaving giving a final number of 386. Human Resources will be reaching out to former nurses to inquire on why they left Horizon. Horizon is experiencing shortages in both RN and LPN positions. 	W. MacDonald
4.0 Adjournment		

4.1 Next Meeting: Wayne, Margaret and Sonya will meet to determine the next meeting All
2:50-3:00 logistics for some time in June 2021.

Meeting adjourned at: 3:16 p.m.
Minutes completed by: Monica Landry