

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

Meeting Location:  
Zoom

Date: Friday, December 11, 2020

Meeting Time: 1:00 p.m. – 4:00 p.m.

## REQUIRED ATTENDEES

Present (✓) Regrets (R) Absent (A)

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

### 1.0 Call to Order

- 1.1 Welcome Wayne/Margaret  
1:00 –  
1:10
- Agenda was approved as circulated
  - Minutes from [November 9, 2020](#) were approved by consensus

### 2.0 Old Business

- 2.1 Engagement & Participation W. MacDonald  
1:10-1:20
- W. MacDonald discussed the implementation of “Topic Submission Notes” for any presentations that will occur at PFAC meetings moving forward. This will help ensure sufficient information is provided to the Council in preparation for meetings as well as ensure members are well-informed prior to the presentation of the topic
- W. MacDonald reviewed the mandatory quorum (50%+1 of PEA members) needed for all PFAC meetings. It is important Council members respond to meeting request emails to determine if a quorum is met.
- Action:** Monica will provide a deadline date (four days before the meeting) for Council members to respond to the meeting request.

- 2.2 COVID-19 Update M. Melanson/S. Green-Hache  
1:20-2:20
- M. Melanson presented a PowerPoint presentation on the impact and recovery, monitoring of orange/red phase resurgence, and external collaboration, throughout COVID-19.
  - The Council reviewed comparable statistics of the daily Surge Assessment

Centre's (SAC) assessments, Emergency Department (ED) visits, surgical cases, and Horizon occupancy rates between the 2019-20 and 2020-21 fiscal years.

- The Infectious Disease/Infection Prevention and Control (ID/IPC) Committee continues to meet on a regular basis to provide recommendations and guidelines. The IPC team provided consultation and audits to Long-Term Care homes (LTC) and Adult Residential Facilities (ARF).
- The group reviewed the daily dashboard that tracks all COVID-19 related items, including personal protective equipment (PPE), occupancy, medication, etc.
- New Brunswick will be receiving COVID-19 vaccines as of December 14, 2020. The first vaccination clinic will be held in Miramichi targeting select groups within the province. This includes, Horizon and Vitalité's front line staff, Nursing Home Staff and residents, and Ambulance New Brunswick (ANB). In January 2021, additional vaccines will be received in New Brunswick for the public.

**Action:** Monica will reach out to Dr. Christie regarding the distribution of the COVID-19 ethical guidelines related to ventilator use.

Family Presence Strategy: Essential Partners in Care (EPC)

- S. Green-Hache provided an overview of the guidelines document that was circulated earlier this week to the Council for feedback. Stakeholder feedback was collected and incorporated into the document as appropriate and submitted to the ID/IPC committee for review. Recommendations received from the committee included the development of an operational plan in collaboration with clinical services, and development of separate guidelines for indigenous healers and spiritual/religious care.
- The concept of essential partners in care was also endorsed at Horizon's Regional Emergency Operation's Committee (REOC).
- Meetings were held with Vitalité Health Network to develop a provincial approach. This was submitted to the NB Pandemic Task Force for review. The COVID-19 Task Force endorsed the concept of essential partners in care and requested an operational plan be established.
- The Essential Partners in Care (EPC) Steering Committee was established on Monday and met for the first time today. The EPC Steering Committee will meet again next week to review and develop guiding principles of the strategy and discuss next steps for developing the operational plan.

2.3 2:20-2:30	<p>Follow-up re: Terms of Reference (<a href="#">attached</a>)</p> <ul style="list-style-type: none"> <li>• W. MacDonald provided an overview of the finalization process of the Terms of Reference (TOR). Horizon's Policy Department reviewed the document and based on this feedback minor changes in wording were completed to provide clarity and standardization of policy language.</li> <li>• It was noted that the number of PEA members was incorrect and was to be changed from 10 to 11. Council members had no further recommendations and the TORs were approved as circulated</li> <li>• S. Green-Hache provided an update on the PFAC membership for the New Year. There are currently two vacancies, and these will be filled early in the New Year. PFAC member Ayush Ray will not be renewing his two-year term due to his educational commitments. Ayush was thanked for all his work on the Council during his term.</li> </ul>	W. MacDonald/ S. Green-Hache
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**3.0 New Business / Discussion**

3.1	Long-Term Care/Residential Adult Facilities Audit: Executive Summary	L. Saulnier
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2:30-3:00	<ul style="list-style-type: none"> <li>• L. Saulnier discussed the collaborative approach utilized in partnership with the Department of Social Development (SNB) and the IPC Department to assist Nursing Homes with their IPC measures. This included the audit tool and process.</li> <li>• Horizon has initiated a Provincial Rapid Outbreak Management Team (PROMT) to assist in any Long-Term Care Facilities and Adult Residential Facilities (ARFs) that may require assistance during an outbreak.</li> <li>• Horizon continues to collaborate with Service New Brunswick (SNB) to provide IPC education of IPC protocols and guidelines. Horizon IPC also has membership with a provincial LTC Committee that reports to the Pandemic Task Force.</li> </ul>	
3.2 3:00-3:30	<p>Survey results</p> <p>a) Team Lead Experience Survey Results (<a href="#">attached</a>)</p> <ul style="list-style-type: none"> <li>• This survey was administered to Horizon leaders that partner with patient experience advisors. There was a 42% response rate.</li> <li>• Questions focused on the themes of:             <ul style="list-style-type: none"> <li>○ Impact of PEA engagement</li> <li>○ Support provided</li> <li>○ Understanding Role of PEA</li> <li>○ Internal processes</li> <li>○ Overall Satisfaction</li> </ul> </li> <li>• Reported results were responses that agreed and strongly agreed. All questions had an increase in satisfaction in comparison to the 2019 survey.</li> <li>• The following were identified areas of improvement:             <ul style="list-style-type: none"> <li>○ Additional education for leaders of how to engage with PEAS and utilize their input</li> <li>○ Promote the program with staff</li> <li>○ Diverse populations and individuals with non-healthcare backgrounds be considered for future PEA recruitment.</li> </ul> </li> </ul> <p>b) PEA Experience Survey Results (<a href="#">attached</a>)</p> <ul style="list-style-type: none"> <li>• This survey was administered to Horizon PEAs. There was a 48% response rate.</li> <li>• Questions focused on the themes of:             <ul style="list-style-type: none"> <li>○ Impact and outcome of input</li> <li>○ Input provided</li> <li>○ Staff support</li> <li>○ Internal processes</li> <li>○ Overall Satisfaction</li> </ul> </li> <li>• Reported results were responses that agreed and strongly agreed. The majority of questions had an increase in satisfaction in comparison to the 2019 survey.</li> <li>• The two questions that had results lower than the 2019 survey were;             <ul style="list-style-type: none"> <li>○ I am aware of how my involvement as a PEA has influenced programs/policies/projects at Horizon</li> <li>○ I find my PEAS work to be meaningful</li> </ul> </li> <li>• The following were identified areas of improvement:             <ul style="list-style-type: none"> <li>○ Continue coaching and mentoring of PEAs to assist them in their engagement</li> </ul> </li> </ul> <p>c) Council members provided various strategies related to recruitment of new PEAs. This included a social media campaign, collaborating with various organizations that</p>	S. Green-Hache

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have diverse members, and promoting program with Horizon staff.

**4.0**

**Adjournment**

4.1

Next Meeting: January 2021

All

**Action:** A doodle poll will be sent to members to determine the next PFAC meeting date.