

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

Meeting Location:  
Zoom

Date: Thursday, January 21, 2021

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	✓	Debra Craig
✓	Wayne MacDonald	✓	Shirley Young	✓	Roger Stoddard	✓	Terry Clark
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
R	Maura McKinnon, Chief Human Resources Officer	✓	Jeff Carter, Corporate Director, Capital Assets and Infrastructure	✓	Jacquelin Gordon, Director of Nursing Professional Practice	✓	Dr. Timothy Christie, Director of Ethics
EX-OFFICIO							
R	Karen McGrath, President and CEO						
GUESTS							

### 1.0 Call to Order

- 1.1 Welcome W. Macdonald/  
1:00-1:20 M. Melanson
- New team members Terry Clark and Debra Craig were welcomed to PFAC
  - Agenda was approved by consensus
  - The minutes from [December 11, 2020](#) were approved by consensus.

### 2.0 New Business

- 2.1 New Brunswick Health Council (NBHC) 2019 Hospital Patient Care Experience Survey Results - An overview of results (see full [report online](#)) L. Saulnier  
1:20-2:20
- L. Saulnier provided an overview of the NBHC's 2019 Hospital Care Experience Survey, focusing on Horizon's results.
  - A total of 56 indicators were measured noting 16 indicators correlate with the overall experience rating. The results indicated no statistical change in comparison from previous NBHC surveys. Since the implementation of the first survey in 2010, there has been an increase of 2.6% in the overall hospital experience rating.
  - Results have been shared at the facility and unit level. To improve patient experiences the organization establishes performance targets, maintains a strong consistent accountability structure and sustains public transparency.
  - PFAC members recommended the data be reviewed and discussed in greater detail at an upcoming meeting

### 3.0 Old Business

3.1 2:20-2:45	<p>COVID Update</p> <ul style="list-style-type: none"> <li>An update of the current COVID-19 status including the various phases in Horizon, and impact on services and staffing was provided.</li> <li>It was noted changes have occurred in the current Red Phase of the pandemic including the continuation of surgery and outpatient services. These services will continue as much as possible.</li> <li>To date, Horizon has had few admissions related to COVID-19.</li> </ul>	M. Melanson
3.2 2:45-3:00	<p>Designated Support Person (DSP) Update</p> <ul style="list-style-type: none"> <li>The implementation of DSP planning is progressing well. The Steering Committee is currently developing the operational plan. The guiding principles of the program have been completed.</li> <li>The DSP initiative will be implemented in phases. The first phase will include alternate level of care patients, transitional care patients and new long-term care residents of Horizon's two Veteran's Health facilities. Support persons who are currently permitted entry into the hospital will continue with no change. This includes support persons for End of Life/Palliative, Pediatrics, Obstetrics, Intensive Care and Neonatal services.</li> <li>The newly added DSPs will be required to complete on-line education</li> <li>Phase 2 will address adding DSPs in the Red Phase and other vulnerable patients.</li> <li>Horizon continues to collaborate with Vitalité Health Network to share plans and progress.</li> </ul>	S. Green-Hache
<b>4.0 Other Topics / Discussion</b>		
4.1 3:00-3:05	<p>Other Business – NB Health Plan</p> <ul style="list-style-type: none"> <li>It is noted that the Department of Health is planning virtual community consultations in 14 communities across NB as part of its Health Plan strategy. Council members were encouraged to participate in these consultations.</li> </ul>	M. Melanson
4.2 3:05-3:30	<p>COVID-19 Ethics Framework Overview &amp; Discussion</p> <ul style="list-style-type: none"> <li>Dr. Christie presented and discussed the approach of the provincial COVID-19 Ethics Framework and how it would be used in assisting with decisions related to overcapacity during the COVID-19 pandemic. This included the roles of staff, processes/procedures that would be utilized. Dr. Christie noted the ethics framework will apply to all patients in the ICU and not just Covid patients.</li> <li>This framework was developed in collaboration with front-line staff, physicians and patient experience advisors from NB's two health authorities.</li> </ul>	Dr. Christie
<b>5.0 Adjournment</b>		
5.1	<p>Next Meeting: TBD, however it was agreed that a meeting will be held in the near future to discuss the findings of the Health Council as per the presentation in agenda item 2.1 .</p>	All