

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

Meeting Location:
Zoom

Date: Friday, March 19, 2021

Meeting Time: 3:00 p.m. – 4:00 p.m.

REQUIRED ATTENDEES

Present (✓) Regrets (R) Absent (A)

PATIENT EXPERIENCE ADVISORS (Required)							
✓	Shirley Renouf	R	David Nadolski	✓	Siobhan Laskey	✓	Debra Craig
✓	Wayne MacDonald	✓	Shirley Young	✓	Roger Stoddard	✓	Terry Clark
✓	Jean Castonguay						
HORIZON STAFF (Optional)							
✓	Margaret Melanson, VP Quality & Patient Centered Care	✓	Sonya Green-Hache, Regional Director, Volunteers Auxiliaries & Patient Engagement	R	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/
M. Melanson
- Co-Chair W. MacDonald introduced Jean Castonguay, a new Patient Experience Advisor (PEA) member.
 - The meeting agenda was approved by consensus
 - The minutes from the February 12, 2021 meeting were approved by consensus
 - The minutes from the March 1, 2021 meeting were approved by consensus.

2.0 New Business

- 2.1 Discuss Next Steps: Top 3 Priority Indicators: Discharge & Transition, Coordination of Care and Communication about Medications
- As a follow-up to the last meeting, PFAC identified three priority patient experience indicators from the New Brunswick Health Council's 2019 Acute Care Survey results. Through discussion, PFAC recommended these indicators be addressed as part of the organization's Strategic Planning work.
 - Horizon has identified 12 strategic objectives as part of its Strategic Plan. Each strategic objective will have an assigned lead, and an advisory group that will recommend priorities, measures and actions to support the objectives.
 - PEAS including PFAC members will be participating on various advisory groups and will raise these priority indicators if they fit the objectives of the particular strategic planning group the PEAs are members of.

- The inclusion and value of a PEA to sit on the Board Quality and Patient Safety Committee and the Infectious Disease/Infection Prevention and Control COVID-19 Committee was discussed.

Action: Co-chairs M. Melanson and W. MacDonald will discuss inclusion of a PEA on these Committees with the respective leads

3.0 Old Business		
3.1	<p>Designated Support Person (DSP) Update</p> <ul style="list-style-type: none"> The Designated Support Person (DSP) Guidelines were finalized in collaboration with Vitalité Health Network. They were approved by the Provincial COVID-19 Task Force. The program will be launched beginning March 25th. In Horizon, the DSP program will be rolled out in phases to ensure the communication and education materials are appropriate. This roll out will start with two Alternative Level of Care Patient Care Units at The Moncton Hospital and Ridgewood Veteran's Wing in Saint John. Phase 2 will include all Alternate Level of Care Units and the Veteran's Health Unit. Phase 3 will be all other patient care units. Co-Chair W. MacDonald expressed his appreciation on behalf of PFAC to the staff and PEAs that are directly involved in the drafting and implementation of this initiative. 	S. Green-Hache
4.0 Adjournment		
4.1	<p>The meeting was adjourned.</p> <ul style="list-style-type: none"> Next meeting date to be determined 	All