

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

Meeting Location:
Zoom

Date: Thursday, September 23, 2021

Meeting Time: 11:00 am – 1:00 pm

REQUIRED ATTENDEES

Present (✓) Regrets (R) Absent (A)

PATIENT EXPERIENCE ADVISORS							
R	Shirley Renouf	✓	Shirley Young	✓	Siobhan Laskey	✓	Debra Craig
✓	Wayne MacDonald	R	Terry Clark	R	Roger Stoddard	✓	Jean Castonguay
HORIZON STAFF							
✓	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
✓	Gail Lebel, Chief Human Resources Officer	A	Jeff Carter, Corporate Director, Capital Assets and Infrastructure	✓	Jacquelin Gordon, Director of Nursing Professional Practice	✓	Dr. Timothy Christie, Director of Ethics
EX-OFFICIO							
R	Dr. John Dornan, Interim President and CEO						
GUESTS							
✓	Lynn Meahan, Director of Communications						

1.0 Call to Order

1.1 11:00-11:05	Welcome						W. MacDonald/ M. Melanson
	<ul style="list-style-type: none"> The meeting agenda was approved by consensus The June 14, 2021 minutes were approved by consensus. The Council provided round table introductions to Horizon's new Chief Human of Resources Officer, Gail Lebel. 						

2.0 Standing Items

2.1 11:05-11:20	Strategic Objective Planning Update						M. Melanson
	<ul style="list-style-type: none"> M. Melanson shared a PowerPoint presentation providing an overview of each step of Horizon's Strategic Plan. This included information related to the strategic plan's guiding principles, initiatives, strategy execution framework, and recent accomplishments. 						
2.2 11:20-11:50	PFAC Committee Evaluation – as part of Community Engagement Strategy						L. Meahan
	<ul style="list-style-type: none"> L. Meahan shared a PowerPoint presentation reviewing the background of the new Health Care Engagement Framework launched in July 2021. The Framework guides all engagement activity, both internal and external, across Horizon. A committee review/evaluation will be conducted of Horizon Committees that have community members to ensure they align with the principles set out in the framework. PFAC was asked to identify if they would prefer a facilitated session or a survey to complete this by September 29, 2021. 						
	An email to all PEA members will be issued to ascertain the Council's preference.						

2.3 11:50-12:50	<p>Horizon Leadership Update and Pressure Points (new)</p> <ul style="list-style-type: none"> <p>Staffing Shortages and its Impact on Services</p> <p>M. Melanson provided an update regarding nursing staff shortages across Horizon and the impact this has had on services. The shortage of nurses has led to closures, reduced hours and hospital beds in some of the Horizon's facilities. In some cases, services in one area of a hospital have been impacted due to limited resources being redeployed to work on COVID-19 and intensive care units. Other nursing staff constraints involve staff on sick leave, maternity leave or COVID-19 related reasons. It was noted that the nursing shortage is nation wide and many other opportunities exist offering large financial incentives. There is no indication of quality/safety of care at the point of patient care being impacted at this time, due to the current measures being taken . A recruitment and retention strategy has been developed to address the ongoing situation focusing on campus recruitment, hiring of registered nurses, and internationally educated nurses (IENs).</p> <p>Mental Health Review</p> <p>The government's <i>Inter-Departmental Addiction and Mental Health Action Plan: Priority Areas for 2021-2025</i> added 21 recommendations to supplement the addictions and mental health crisis response continuum. The recommendations address how regional health authority staffing, education, training, processes and procedures can be supplemented to better support crisis response in the province. The Horizon Addictions and Mental Health Services team led by Jean Daigle, VP Community Services are overseeing this this work in Horizon. Action: J. Daigle will be invited to a future meeting to provide an overview of this work.</p> <p>Adverse Event Follow-up Process</p> <p>M. Melanson asked the Council to provide advice of how Horizon could improve the follow-up process with families after an adverse event occurs in hospital. This topic will be brought forward to the next meeting and PEAs are asked to prepare suggestions for discussion. Action: Topic to be added to the next meeting agenda</p> <p>Surgical Wait Times</p> <p>The Surgical Wait times red phase back-log is caught up, but the wait times remain the same as pre-COVID. Action: VP Clinical, Eileen MacGibbon will be asked to provide an overview of Horizon's surgical wait time strategy at a future PFAC meeting</p> 	M. Melanson
3.0	Adjournment	
3.1 12:50-1:00	<p>Next Meeting</p> <ul style="list-style-type: none"> <p>A doodle poll will be sent out for the next PFAC meeting to be held sometime in October</p> 	All