

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, October 22, 2018
6:45 pm to 9:00 pm**

PRESENT: Rebecca Egier (Co-chair); Shari Burrows (A2); Janice Maser (A3); Frieda Schaffel (A4); Ian Kert (A5); Ira Applebaum (co-chair); Anne Clavir (A7); Shoshana Pellman (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Derrick Bernardo; Lori Socket

REGRETS: Rene Pardo (A2); Lea Teper (A2); Bill Weiss (A3); Chana Gastfreund (A4); Leora Holtzman (A4); Shari-Ann Rosenberg (A4); Helen Scherer (A4); Gloria Good Draper (A5); Sarah Fishman (A5); Nechama Jakubowiz (A5); Arei Bierstock (A6); Marilyn Melnick (A6); Fluffy Rosenbloom (A6); Harriet Bernstein (A6); Vivian Rosenberg (A6); Danielle Kasner (A7); Edward Rice (A7); Harriet Rice (A7); Gail Goldenberg (A7); Heather Nochomovitz (A7); Annie Papernick (A7); Karen Rue (A7); Barry Tsur (A7); Joe Myers (Community); Sholom Glouberman (Community); Gail Kaufman (Community); Francie Kendal (Community); Robert Tock(Community)

GUESTS: Calen Freeman, Professional Practice Chief, Nursing
Rheta Fanizza, Executive Vice President, Residential and Community Program
Margot Da Costa, Executive Director, Hospital Services and Pharmacy, and Chief Nursing Executive

APPROVAL OF MINUTES AND AGENDA

1.1 **Approval of Minutes of September 17, 2018**

*It was duly **MOVED** and regularly **SECONDED** that the Minutes from the Family Advisory Council meeting on September 17, 2018 be approved. **MOTION CARRIED.***

1.2 **Approval of Agenda of October 22, 2018**

*It was duly **MOVED** and regularly **SECONDED** that the Agenda of the Family Advisory Council held on October 22, 2018, be approved. **MOTION CARRIED.***

2.0 **REPORTS AND UPDATES**

2.1 **Meeting Protocols**

The meeting protocols were discussed. If there is a pressing issue, please do not wait to address it. At our next meeting, Derrick will provide a list of key contacts in the Apotex. It will be more efficient if the issues should be addressed to the manager in a timely manner. We can then use our FAC meetings for planning and focus on bigger ideas.

Our November meeting will focus on the terms and reference of the FAC. We have invited a representative from the Family Councils of Ontario.

2.2 Safely You Program Calen Freeman, Professional Practice Chief, Nursing, and Roseanne Aleong, Director of Research, Innovation and Translation

The Safely You project consists of wall-mounted cameras that use artificial intelligence mechanisms to detect falls from video in real-time. Calen showed a video of how the cameras are being used in the United States. The Safely You cameras will be installed on Apotex 5 and 7, with resident/POA consent.

The camera will capture the fall, including 5 minutes before the fall and 5 minutes after the fall. There will be immediate notification to the nursing staff that someone has fallen. The staff can view the video afterward to see what contributed to the fall and if there was anything that could have been done to prevent the fall.

This project is being funded by a grant through the Centre for Ageing and Brain Health Innovation (CABHI) and in part by the company. This is a voluntary study. The research department will be approaching the residents and families to obtain their consent.

2.3 Strategic Plan - Brainstorming Rheta Fanizza, Executive Vice President, Residential and Community Program and Margot Da Costa, Executive Director, Hospital Services and Pharmacy, and Chief Nursing Executive

Rheta introduced Margot Da Costa. Margot is the Chief Nursing Executive for all of Baycrest, as well as the Executive Director for the hospital and pharmacy. With regard to the strategic plan, Margot is the executive responsible for Goal #1: Provide an exceptional, person and family-centered residential and health care experience. We need to be able to assess this goal in a year or so to ascertain if we are making progress. The FAC would like to be included in any future discussions regarding the Strategic Planning.

Discussion included:

- There is a lot of reference to people in the community and research. We need more focus for the residents who are living in the Apotex. Margot explained that the term Clients refers to patients, residents and members of the community who use our facilities such as outpatient clinics or day programs.
- We can develop our own plan for the Apotex and decide how we want to apply the Objectives set out in the Strategic Plan.
- Focus on communication. We need to be clear who our go-to person is. We are hoping that this will be clearer when we move forward with PointClickCare. The system identifies the social worker as the first person to contact. They will in turn assist with forwarding the request/concern to the appropriate person.
- We need to show a yearly breakdown for the 5 years. Previously, Baycrest has never shown the annual progress and whether we have been achieving our goals.
- The Quality Improvement Plan (QIP) for the Apotex includes a section on Resident Satisfaction. We are tracking the responses on the Resident Satisfaction Survey. In particular, we are tracking whether the resident needs have been met.
- We would like to see more interprofessional meetings so everyone would work together for the good of the resident.

- We need to create ownership of the units. Everyone working on the unit has a responsibility to all the residents on the unit. We should ask the unit managers to step in and greet residents, as well as demonstrate the skills to their staff.
- It would help to have regular performance reporting on programs.

Next steps: Margot stated that they are starting to meet with different groups to obtain information. We will keep the FAC informed as we go forward in developing the plan.

3.0 STANDING ITEMS

3.1 Apotex Update – Derrick Bernardo

Ministry of Health Inspection

We are still waiting for the Report from the Ministry of Health Inspection. Derrick will provide an update at the next meeting. We currently have inspectors on-site reviewing critical incidents. They have been here for 2 weeks.

PointClickCare (Electronic Health Record Program)

PointClickCare(PCC) is the new e-health program. We are working within our timelines to ensure that we will be able to go live on October 30, 2018. We are currently training all staff and managers with regard to the assessment tools and policies. There will be more communication as we roll out the program. There will be a physician ordering program included in PCC. We are currently reviewing over 5000 physician orders being input into PCC. We are also trying to streamline a lot of the processes. We are on budget and meeting all our timelines. The program will allow nursing staff to scan medications. This will help to avoid errors. As well, the PSW's will be provided with Ipad's to document completed tasks.

Food Services / Dietary

We have fully executed the fall menu and have been receiving positive feedback with regard to the new dishes. We have interviewed food services manager candidates to replace Deb Martinussen. We have selected one person and are finalizing the offer.

Research Initiatives

We are currently participating in 13 research initiatives, not including the capital projects. Our Apotex 2 North project, looking at the environment to enhance the lives of our residents, is underway. The Open Spaces project on Apotex 5 North is also underway. The walls and doors have been constructed. We are waiting for the fire pulls stations and then we will be putting up the murals. The Long Term Care Rooms of the Future , one on Apotex 2 and the other on Apotex 6, have been started. Our IT team is training and coaching the residents on how to use Alexa. Derrick will look into ways of enhancing the wifi and making it available to residents, especially on Apotex 2.

Staffing

Discussion occurred regarding staff absenteeism, especially on the weekends. We have a mitigating strategy where we have been assigning additional staff to these shifts. Our managers and HR are working together to review staffing issues occurring during the

weekends. We have received approval for the time & attendance program and will be rolling it out soon.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, November 12, 2018 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, November 12, 2018
6:45 pm to 9:00 pm**

PRESENT: Rebecca Egier (Co-chair); Shari Burrows (A2); Janice Maser (A3); Shari-Ann Rosenberg (A4); Frieda Schaffel (A4); Sarah Fishman (A5); Gloria Good Draper (A5); Ian Kert (A5); Ira Applebaum (co-chair); Anne Clavir (A7); Gail Kaufman (Community); Francie Kendal (Community); Bernard Rachlin (Community); Mark Schlossberg (Community); Eric Sobel (Community); Derrick Bernardo; Lori Socket

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GUESTS:

APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of October 22, 2018

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meeting on October 22, 2018 be approved. **MOTION CARRIED.***

1.2 Approval of Agenda of November 12, 2018

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on November 12, 2018, be approved. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

3.0 STANDING ITEMS

3.1 Apotex Update – Derrick Bernardo

Ministry of Health Inspection

We are still waiting for the Report from the Ministry of Health Inspection. Derrick will provide an update at the next meeting. We had 2 inspectors on-site reviewing critical incidents which occurred in 2018. They were here for 3 weeks. The three areas of focus were resident to resident abuse, staff to resident abuse and falls.

PointClickCare (Electronic Health Record Program)

PointClickCare(PCC) is the new e-health program. This is currently being rolled out. Our go-live date was October 30, 2018. Congratulations to the staff as they are smoothly making the transition to PCC. We are deploying additional I-pads for the staff to use for inputting into PCC.

New Ministry Funding for an RN

There is new funding for all long term care facilities in Ontario for a new RN position. We will be using the funds to address the gaps we currently have in some of our floors. We are currently interviewing for a registered staff member. If you wish to participate in the interview, please connect with Lori.

Food Services Manager

We have interviewed food services manager candidates to replace Deb Martinussen. We have selected one person, however this person turned down the offer. We are currently recruiting again for this position.

Public Health

Public Health is currently conducting an inspection of the Apotex as a result of a complaint of bug infestation in one of our serveries. No issues were identified. We do regular pest control measures. We did receive 4 minor infractions: (1) no paper towels in the hand wash sink, (2) dish wash temperature was not in the normal range, (3) untidiness under the pot wash sink, and (4) hairnet was not completely covering someone's hair. All infractions have been addressed and corrected.

Outbreak

We have an upper respiratory outbreak on Apotex 4RF. We are working diligently to get all our residents vaccinated for the flu. Our goal is to have all flu shots completed by November 23rd.

OLTCA Conference

We are presenting at the Ontario Long Term Care Association conference next week. One of our managers, Homaira, will be presenting with members of the CLRI, Centre for Learning, Research and Innovation, on a project using an appreciative inquiry approach to care.

ACTION:

1. Invite Homaira to an upcoming meeting to present on the Appreciative Inquiry Approach to Care.

Research Initiatives

Derrick provided an update to the projects underway in the Apotex. Our Apotex 2 North project, looking at the environment to enhance the lives of our residents, is currently in the demolition phase. The completion date is March 2019. The Open Spaces project on Apotex 5 North is also underway. The walls and doors have been constructed. We are waiting for the fire pulls stations and then we will be putting up the murals. The Long

Term Care Rooms of the Future, one on Apotex 2 and the other on Apotex 6, have been started. Our IT team is training and coaching the residents on how to use Alexa. Discussion ensued around the privacy issues of using Alexa. Lori will ask our IT department and privacy officer.

3.2 FAC Closed Meeting

The remainder of the FAC meeting was held in camera.

4.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, December 10, 2018 at 6:45pm in the Exton Boardroom.

**FAMILY ADVISORY COUNCIL MEETING
MINUTES
Monday, December 10, 2018
6:45 pm to 9:00 pm**

PRESENT: Rene Pardo (A2); Janice Maser (A3); Gloria Good Draper (A5); Ian Kert (A5); Ira Applebaum (co-chair); Anne Clavir (A7); Sholom Glouberman (Community); Francie Kendal (Community); Shoshana Pellman (Community); Bernard Rachlin (Community); Derrick Bernardo; Lori Socket

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GUESTS:

APPROVAL OF MINUTES AND AGENDA

1.1 Approval of Minutes of November 12, 2018

*It was duly MOVED and regularly SECONDED that the Minutes from the Family Advisory Council meeting on November 12, 2018 be approved. **MOTION CARRIED.***

1.2 Approval of Agenda of December 10, 2018

Item 3.1 Risk and Safety Information – Deferred to February 2019

*It was duly MOVED and regularly SECONDED that the Agenda of the Family Advisory Council held on December 10, 2018, be approved with changes. **MOTION CARRIED.***

2.0 REPORTS AND UPDATES

3.0 STANDING ITEMS

3.1 Apotex Update – Derrick Bernardo

Food and Nutrition Services Manager Recruitment

We are still in the process of recruiting for the position of Manager, Food Services in the Apotex. We are hoping to finalize this by the end of this year. Currently, Zarna Patel, Food Services Supervisor, is doing the role of Acting Food Services Manager. We are also getting support from the hospital side.

PointClickCare (Electronic Health Record Program)

PointClickCare(PCC) is the new e-health program. The program rolled out on October 30, 2018. Congratulations to the staff as they are smoothly making the transition to PCC. We did note a few departmental gaps and these are being addressed by the PCC Super Users team. We are currently focused on completing the area of Support Actions. These actions populate the PSW work format, which include all the activities of daily living. Managers are able to determine whether the Point of Care documentation by the PSW's are being completed. We also have an enhanced Nutrition Management documentation process for our dietary staff.

Donor Funded Projects

Wandering Unit

This project on Apotex 5 is close to completion. We have some murals to be presented to the Residents on Apotex 5 North. Apotex 5 is also the Innovation Floor. Richard Anderson, Manager of Environment Services, will be facilitating with regard to the paint colors and best practice achievements.

Edwin Goldstein Village

This project on Apotex 2 North has completed the demolition phase and has started construction. The completion date is February/March 2019.

Long Term Care Suites of the Future

This project will be completed by the end of December 2018. We have put in a number of new technologies to the 2 LTC suites, including Alexa, new SMART TV's, and wider bed with no bed rails.

Ministry Funding

The Ministry funded us with \$50,000 per year to be used for falls prevention equipment. We will be using the funds to purchase new wider beds. These beds are 42" wide (our current beds are 36" wide).

Research Projects

- We are currently doing 2 clinical trials:
 1. In regards to the Aprepitant study, which is an anti-nausea medication being trialed for responsive behaviors.
 2. Use of CT scans and how it impacts Alzheimer Dementia.
- Safely You Project will be starting in January 2019 on Apotex 5, 6 and 7
- Motiview Bike Project – we are in the process of costing out the project and getting a donor through the Foundation to fund the project. We are hoping to purchase 2 bikes per floor.

3.2 RQI Overview

Derrick provided information regarding the results of our recent RQI. The RQI resulted in 1 order. We have responded back to the Ministry. The issue was in regard to the storage and discard of medication. It was addressed through our pharmacy and we are still working on education for all the staff.

We also had a Critical Incident review. There were 2 issues identified by the Ministry. One was in relation to a fall that resulted in death. We received an order in regard to the Plan of Care for the resident. The focus was looking at a more coordinated way of addressing the care needs of the resident. All the mitigation strategies for falls prevention were in place, such as chair alarm and falls mat, however we were weak in ensuring that there is a collaborative approach in the plan of care, when there is a change of status. With the introduction of PointClickCare in the Apotex document system, it will help facilitate this collaborative approach.

The other incident was resident to resident abuse. There was a situation where a resident was in their room asleep and when the resident woke up it was noted that this resident had some bruising on the face. We reviewed hallway video footage. It was seen that another resident entered the room. We provided one-to-one care for this resident as well as having a re-assessment done. There was some concern there was some abuse which may resulted from a hoier lift or from this other resident. The ministry made some recommendations on assessing a resident when there are signs of abuse. Also, there is a need to inform the Ministry in a timely fashion.

4.0 OTHER

4.1 Apotex Tour Handout

Lori reviewed the content for the new Apotex Tour handout. Changes discussed at the meeting will be implemented into the document. This brochure will be handed out during the weekly tours of the Long Term Care Home.

4.2 Portable Phone Information

A discussion was held regarding the safety of using personal portable phones.

5.0 NEXT MEETING

The Family Advisory Council will next meet on Monday, January 14, 2019 at 6:45pm in the Exton Boardroom.