



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Family and Friends Council

Minutes of Meeting

September 15, 2016

Boardroom, 2nd Floor

7:00 PM

Attendees: *Linda Hunter, Dan Dalton, Ray Bailey, Doreen Rocque, Mark Bowman, Carolyn Young-Steinberg (PRVHC Staff Liaison), Hubert Rechnitzer, George Leir, Irene Diacol, Stephen Lawrence, Fran Cordukes, Diana Hennessy, Brenda Tobin, Maureen Mersey McReynolds, Brent Mersey, Joan Olinik, Charles Zinck, William (Bill) Humphries, Kathryn Ryer, Betty Warnock, Linda Ball, Barbara Caverhill, J Warwick Caverhill, Yvonne Fitzpatrick, Heather Moxley*

1. Welcome and Roundtable Introduction
2. Review and Approval of the Thursday, September 15th Agenda, and May 19, 2016 Minutes.
 - a. Motion to adopt Agenda
 - i. Motion – Brenda Tobin
 - ii. Seconded – Joan Olinik
 - iii. Approved
 - b. Motion to adopt Minutes
 - i. Motion – Doreen Rocque
 - ii. Seconded – Diana Hennessy
 - iii. Approved
3. PRVHC Management Update

Linda Hunter, Chief Nursing Officer with Dan Dalton, Clinical Pharmacist. Presentation attached at the end of the minutes.

 - a. BOOMR
 - i. Medication reconciliation – MedRec
 1. Clear record of medications that are handed over at times of transition of care (e.g. for a new resident, or transfer to/from hospital)
 2. Two sources of information are required by the Ministry. Pharmacy records, interviews, discharge papers from hospital, vials brought by resident / family, CCAC forms, MAR from a previous retirement residence.
 3. Looking in BOOMR to move the interview the resident/family to before the day of admissions to help reduce the impacts on the first day.

- ii. Role of the Clinical Pharmacist is a head to toe assessment of the medications the resident is taking.
 - iii. BOOMR is a Health Quality Ontario Idea Alumni Award winner
 - iv. Reduces waste, over processing, waiting, defects etc.
 - v. Change timing of Med Rec process to start 48 hours before resident is admitted to LTC; Changed quantity and quality of CCAC information communicated; Changed method to include resident/family in a pharmacist driven process; changed to a professional communication to a collaborative process.
 - vi. Benefit to ensure that all appropriate medications will be available when the resident moves in.
 - vii. Roll out has shown reductions in hospital visits, reduction in resident falls due to multiple medications, along with other positive impacts.
 - viii. There will be a follow up survey with the residents and families after about five days.
- b. Question to Linda Hunter – is it possible to get married residents closer on floors, in particular when they span different types of units. The Perley Rideau is very aware of this requirement and is looking at how they could assist. The cases are discussed weekly.
 - c. Question to Linda Hunter – Shingles vaccine for seniors will now be free. Dan Dalton responded that it is covered between 65-70 year olds, otherwise there is a cost. The Perley Rideau supports this fee structure.
 - d. Question to Linda Hunter – Delays for new residents. Different bed types have different waiting lists. Veterans can be days or months, some community residents can be up to years. Carolyn Young Steinberg will follow up on the specific case.
 - e. Question about medication – blocked catheter is replaced with a significant sedative, but regular sedatives after that might be deferred or reduced to limit the combined effects. The registered staff or unit manager on the floor would be the right point for follow-up. Dan Dalton also happy to follow-up.
 - f. Question to Linda/Carolyn Young Steinberg – care plan in place within 24 hours of a resident arriving, about 4-6 weeks all disciplines have done their assessments and contributed their plans. Linda reinforced that family are paramount and the resident the prime focus.
4. **Connecting Resident and Family Needs with Compassion and Action** – presented by Carolyn Young Steinberg, supported by Kathryn Ryer the two Resident Care Liaisons for the Perley Rideau. The presentation is attached at the end of these minutes, and is also available on the Friends and Family area of the Perley Rideau website. The following is a summary of some of the key points.
- a. Two Resident Care Liaisons support the 450 residents and their families.
 - b. Self-actualization; Importance of social relationships; Right to dignity; Human behaviour has a root cause;
 - c. Overall role – Advocate; Support and resource to residents and families; Promote connects between all aspects of well-being social/psychological/physical/spiritual well-being; Help during times of transition to the Perley Rideau and within; Work with residents and families to understand their role in care planning; Collaborate and coordinate interdisciplinary care team; Consultations with external resources and agencies
 - d. Participate in numerous meetings and formal committees
 - e. Key role in new admissions

- f. Role in helping residents and families with Advanced Care Planning
 - g. Psychosocial assessments – done once during the first six weeks and updated as needed.
 - h. The Resident Care Liaisons also support the Respite and Convalescent Care units.
5. Report of the Treasurer, presented by Brenda Tobin, FFC Treasurer
- a. Motion to approve the Statement of Funds for May, June, July and August 2016. Total funds available as of each of May 31, 2016 through August 31, 2016 - \$1,342.45.
 - i. Motion by Brenda Tobin
 - ii. Second by Joan Olinik
 - iii. Approved
6. Report of the FFC Executive – Ray Bailey. Please plan to join us **October 19th - WEDNESDAY at 2:00 pm in the Rideau 1 South Activity Room**. Starting this month we're excited about piloting a new meeting format which will be at a different time from our Thursday evening meetings. This informal one-hour gathering, to be led by **Sandy Woods**, is designed to build on the earlier **Care for the Caregiver** series. **Circles of Care – Your Voice Matters** will consist of one-hour gatherings providing opportunities to join other family and friends to discuss care giving matters. The goal of this first circle is to identify needs and concerns in two areas: [1] Caring for You, the Caregiver; and [2] Caring for Your Loved One. We will close this circle by asking participants to complete a brief feedback questionnaire which will assist in planning future gatherings. The success of these circles is dependent on family and friends participation. Sandy Woods is an adult educator, mediator and facilitator who has cared for family and friends in long term care including one friend who was a resident at Perley Rideau
7. Other business
- a. Doreen Roque provided an update on a Private Members Bill on hours of care for dedicated care within long term care. There is a link on the Champlain Region Family Council Network (CRFCN) website <http://crfcn.blogspot.ca>. There is a petition on the site to support this bill. The initial due date is September 26.
 - b. CRFCN conference – St Patrick's Home of Ottawa, 2865 Riverside Drive, Ottawa, November 5th, Family Councils, families and staff are invited. Speakers will be researchers from the Bruyere Centre for Learning, Research and Innovation in Long Term Care. Topics likely to include oral/dental assessments in Long Term Care; Care Plans and possibly difficult behaviour support. \$20 per person includes lunch and conference materials. Registration at 9 a.m.
8. Family and Friends Discussion - This standing item on the agenda is a confidential discussion family and friends on the quality of care provided to residents, unless otherwise noted. It was noted by some of the newer participants that this section of the agenda was very important to them.
9. Adjournment – 9:00 pm

Presentations by Dan Dalton, Pharmacy and Carolyn Young Steinberg, Resident Care Liaison



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