



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Family and Friends Council

Minutes of Meeting

February 19, 2015

Boardroom, 2nd Floor

7:00 PM

Attendees: Ray Bailey, Carolyn Young-Steinberg (PRVHC Staff Liaison), Jay Innes, Linda Hunter, Joan Olinik, Vera Abercrombie, Colleen LaPlante, Jim LaPlante, Mark Bowman, George Leir, Fran Cordukes, Brenda Tobin, Diana Hennessy – by phone, Doreen Rocque, Angela Lackey, Margaret Crossley

Regrets: Akos Hoffer, Heather Moxley, Brent Mersey

- 1) Welcome and Roundtable Introduction
- 2) Review and Approval of February 19th Agenda.
 - a) Motion – Fran Cordukes
 - b) Seconded – Brenda Tobin
 - c) ApprovedReview and Approval of Minutes of the January 15th meeting.
 - a) Motion – Colleen LaPlante
 - b) Seconded – Doreen Rocque
 - c) Approved
- 3) Report from PRVHC Management – deferred
- 4) Presentation from Linda Hunter, RN, MScN, PhD [IP], Chief Nursing Officer:
“Perley Rideau Model of Care”

Linda reviewed the “lean” methodology and philosophy of management that has been widely adopted in business and health sectors. The lean approach is a holistic approach to improving the system of management and delivery of services. The method focuses on 5 principles – Specify Value, ID value stream (visual mapping), establish flow, implement “pull” and work to perfection.

Linda provided a summary of the visioning exercises conducted with Perley’s Managers, Supervisors, RAI RPNs, RNs, RPNs, PSWs, and Unit Clerks. These exercises helped to develop a Value Statement which

was develop after identifying the expectations and the desired behaviours for management and staff.
The complete presentation is available in pdf format from the FFC

- 5) Family and Friends Discussion
 - a) This standing item on the agenda is a confidential discussion family and friends on the quality of care provided to residents, unless otherwise noted.

- 6) Treasurer review of the January 2015 financial statements
 - i) Motion to adopt December 2014 and January 2015 statement of funds
 - a) Approve – Brenda Tobin
 - b) Second – Joan Olinik
 - c) Approved

 - ii) Motion to adopt draft budget for 2015
 - a) Approve – Brenda Tobin
 - b) Second – Mark Bowman
 - c) Approved

- 7) Residents’ Council reports
None submitted

- 8) Report of the FFC Executive
Ray reviewed current issues discussed with Perley management:
 - Communication alerts for respiratory alerts and enteric outbreaks. The Executive recommended that a broadcast message be included at the main switchboard # as well as the unit desks’ answering machines.
 - Jim Laplante is spearheading a “refresh” of the Welcome Family Book and is reviewing documents in the package with the view of updating and revising the information for new residents and their families. This initiative is to provide FFC’s input and is being coordinated with Perley’s senior management.

- 9) Adjournment – 9:35pm.