

## Patient and Family Advisory Committee (PFAC) Meeting MINUTES

September 14, 2017 ~ 3:00 – 5:00 p.m.  
HNHB LHIN Office – Albion Falls/Webster’s Falls Rooms  
211 Pritchard Road, Unit 1, Hamilton  
Teleconference: Toll free 855-392-2520 Access code 5647046

### PFAC Members Present

Jori Warren	Clarence Wheaton	Keith Dorman
George Goto	Janice Kucharew	Polliann Maher
Olga McNeill	Michelle Moore	Shirley Verhage
Mike Porto	Josephine Quercia	

### PFAC Members Regrets

Sylvere Baransegeta	Anne Marie Cargnelli	Irene Motz
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### LHIN Representation

- Donna Cripps, CEO
- Janine van den Heuvel, Board Chair (by teleconference)
- Trish Nelson, Director, Communications and Community Engagement
- Martina Rozsa, VP, Health System Strategy and Integration
- Laura Botelho, Manager, Stakeholder Relations and Community Engagement
- Mary Devorski, Manager, Corporate Communications

### 1. Welcome and Introductions

- Donna Cripps introduced herself and welcomed members to the inaugural PFAC meeting, thanked members for applying and noted the importance of the role the committee plays.
- Janine van den Heuvel provided remarks and invited members and any other interested individuals to attend the Hamilton Niagara Haldimand Brant LHIN’s open

Board meetings (Board meeting schedule and materials available at [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca)).

- PFAC members introduced themselves, noting the communities in which they live and their interest in and experience with the health care system.
- LHIN staff introduced themselves.

## **2. Overview of PFAC and LHIN 101**

- Donna Cripps provided an overview of why the PFAC was established and the role of committee members, as well as an introduction to the LHIN, its mandate, and key priorities (slide presentation attached).
- Based on questions, Donna clarified the following:
  - The Mobile Crisis Rapid Response Team (MCRRT) referenced in Anna's story is a separate initiative from Crisis Outreach and Support Team (COAST).
  - While the LHIN has accountability agreements with hospitals and other health service providers (HSPs) outlining obligations related to funding and outcomes, their respective Boards (if applicable) have accountability for the organizations' operations.

## **3. Next Steps**

- Further discussion on patient relations process
  - Item not discussed however, was included in an electronic survey distributed to PFAC members.
- Review and sign Conflict of Interest/Confidentiality Agreement
  - Members were asked to review and sign the Conflict of Interest Form and provide it to Laura Botelho. Copies will be made available for each member.
- Finalize Terms of Reference
  - Members were asked to review the draft Terms of Reference for discussion and approval at the next meeting.
- Identify Co-Chairs
  - Any members interested in Co-Chairing the committee can contact Laura Botelho at [laura.botelho@lhins.on.ca](mailto:laura.botelho@lhins.on.ca) or 1-866-363-5446 ext. 4238. Interest can also be expressed within the electronic survey distributed to members.

- Determine future meetings (Survey)
    - Members provided early input regarding future meeting planning, including opportunities to participate in meetings remotely, as well as exploring opportunities to meet on weekends.
    - An electronic survey will be distributed to members to collect further feedback to help inform future meeting planning.
  - Additional comments:
    - The possibility of a shared online space for members to connect between meetings will be explored. Feedback to gauge interest in such a space will be collected through an electronic survey sent to members.
    - The LHIN committed to distributing relevant meeting materials two weeks in advance of future meetings.
    - The committee will explore methods to measure and evaluate the impact of its work.
- 4. Photos**
- A group photo and individual photos for those members agreeable was taken.

**5. Adjournment**