

**Patient and Family Advisory Council – Cancer Care Program  
September 27<sup>th</sup>, 2017  
Dr. H. Bliss Murphy Cancer Centre, Room #2044, Administration**

**MINUTES**

**PRESENT:**

- Ms. Janet Templeton
- Ms. Lori Manuel
- Ms. Darlene Didham
- Ms. Sheila Crawford
- Ms. Beth Snow
- Dr. Renee Lester
- Ms. Georgina Bown (via teleconference)
- Ms. Amber Connolly
- Ms. Melissa Coombs
- Ms. Stephanie Mayne
- Mr. Robert Meaney
- Mr. Ronald Mallowney
- Mr. Kevin Sheppard
- Mr. Raymond Walsh
- Ms. Valerie Rachwal (via teleconference)
- Ms. Nicole White (via teleconference)
- Ms. Barb White
- Ms. Michelle Gregory

**1.0 Welcome**

The Patient and Family Advisors were welcomed to the 1<sup>st</sup> meeting of the Patient & Family Advisory Council for the Cancer Care Program.

**2.0 Introductions**

Introductions were made around the table and also via conference call.

**3.0 Overview of Cancer Care Program Presentation**

This is the 1<sup>st</sup> Patient and Family Advisory Council meeting for Eastern Health and we are pleased to have everyone join us.

**Navigation Video for Cancer Patients** - Eastern Health has just released the Navigation Video for Cancer Patients. This video was completed in partnership with the Cancer Care Program and the Canadian Partnership Against Cancer (CPAC). The video was shown at this meeting.

Members responded that the video was professionally done and it is a great video to share with cancer patients. The video will be placed on the Cancer Care Program's website.

**Overview of Cancer Care Program** – An overview of the Cancer Care Program was presented to the group which included the three Regional Centres as well as a listing of satellite sites.

#### **4.0 Patient and Family Centered Care**

It was noted that Patient & Family Centered Care and Client and Family Centered Care are the same. In 2016, Patient and Family Centered Care program started; however, previously there were informal ways to obtain feedback from patients and family. Now we have started the Patient and Family Centered Care to have a more formal way of obtaining feedback.

The key priorities of the Patient and Family Centered Care are as follows:

- Establish Patient and Family Advisory Councils – focus on services and treatment areas.
- Establish Patient and Family Advisory Steering Committee for all program areas and education of staff
- Establish a flow of information from all Councils to Steering Committee.
- Keeping all informed
- Website Development – simplicity and easier access
- Experience of Care Surveys – Complete on a regular basis

It was questioned, if client and family centered care information will be provided to other Regional Health Authorities? It is planned to share all resources and noted that Central has just hired a person for Patient and Family Centered Care.

It was noted that Patient and Client input is part of our Accreditation Standards and all organizations will have a focus on patient and client feedback.

If anyone has any questions, they can e-mail the [client.familyadvisors@easternhealth.ca](mailto:client.familyadvisors@easternhealth.ca)

#### **5.0 Draft Terms of Reference for Discussion**

The draft Terms of Reference were circulated for review and feedback. It was suggested that the Minutes of the Council meetings should be posted in public areas. These minutes would need to be in keeping with the Eastern Health Privacy and Confidentiality Policy.

It was requested that all meeting material will be circulated to the group a month prior to the meeting.

There was a call for nominations for a Co-Chair of the Patient and Family Advisory Council. One of the members was appointed as Co-Chair with the Program Director for the Patient and Family Advisory Council.

The Terms of Reference will be revised and circulated for our next meeting.

**Membership** – Council members requested a patient / family representative from the Western Region and also a frontline Nurse on 4NA while ensuring a core membership of

Patient and Family Advisors. Staff/Management representation to be determined. Invites will be sent out to various people to present to the group areas of interest.

**Communications** – The establishment of the Patient and Family Advisory Council for Cancer Care will be promoted by Communications. Communications will be contacted regarding notifying the public of this Council and have a general e-mail address for the Patient and Family Advisor included as well. Also include a link on the Dr. H. Bliss Murphy Cancer Care Foundation Facebook page. The Cancer Care website needs to be updated to include the link to the EH Patient and Family Advisor email address.

## 6.0 Training Schedule

Orientation Schedule for Patient and Family Advisors will be conducted in partnership with Volunteer Services. Two dates have been discussed – **November 9<sup>th</sup> and 16<sup>th</sup>, 2017**. Information will be sent to the group once confirmed.

## 7.0 Meeting Frequency / Schedule

A draft meeting schedule was circulated to members for feedback. Meetings are scheduled on a quarterly basis however the group agreed to have an additional meeting within the next month. Meeting will be held on Wednesdays from 3:00 – 5:00 p.m.

## 8.0 Annual General Meeting - Dr. H. Bliss Murphy Cancer Care Foundation

The Annual General Meeting for the Dr. H. Bliss Murphy Cancer Care Foundation is scheduled for October 4<sup>th</sup>, 2017 in the Garden of Hope at 3:00 p.m. All are welcome to attend. This will be circulated to Council members via e-mail. **Update – the AGM has been changed to October 12 same time and location.**

## 9.0 Next Meeting – Wednesday, November 8<sup>th</sup>, 2017 at 3:00 p.m.

## 10.0 Adjournment

There being no other business, the meeting adjourned at 4:00 p.m.

  
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Janet Templeton  
Co-Chair

December 22, 2017  
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Date