

FAMILY COUNCIL Minutes

THURSDAY, January 17, 2019 @ 7:00 P.M.

WEINBERG CLASSROOM

Minutes

Attendance

Helen LaBonte, Nancy Chang, Marilyn Chandler, Kathy Cates, Ruth Akselrod, Carol Millman, Joy Lin Salzberg, Ellen Rapport, Barb Jones, Audrey Harkness (Resident), Danielle Goldsmith, Lisa Dawson (co-chair), Lisa Ford (acting secretary), Charlotte Katzen (co-chair), Paula Terrio-Biza, Tamara Guner (treasurer), Jeff Weissler

Alex Portnik, Nicole Encarnacion (Nurse Managers)

Lunadel Daclan (Infection Control)

Diana (Pharmacist)

Myla Pelayo (Companion program)

1. **Approval of November 29th, 2018 minutes.** Moved: Carol Millman, Seconded Lisa Dawson, passed.
2. **Updates from Alex and Nicole:**

Update on the Medication Utilization Management Program, presented by Nicole and Diana. Medication costs are exceeding the government funding. The exceeded costs are paid by LB. If these costs can be lessened, it frees up funds for other initiatives. The first and second floors have different coverages (provincial, federal, pharmacare and special authority, hospital act respectively) (first floor over-cost paid by resident on first floor, second floor over-costs can be helped by third party insurers only). Costs have gone up but payment plans have stayed the same. Single packet doses of Lax-a-day is a big cost item, and an injection of a specific antibiotic. Nobody at LB had been analyzing these costs. David Keselman noticed this high-ticket accounting item and that LB was spending more than is given as a line-item from the government. There is a new initiative to institute control measures. The aim is to reduce waste through improved reordering and implementation of medication changes, switch to lower cost alternatives, de-prescribe high cost medicines when possible. Steps so far: revised ordering procedure for bulk medications, performed individual collaborative medication reviews. Next steps: implement a hospital formulary. Already medication costs are lower. Basic principles: identify low cost alternatives, target meds not listed on the BCHA formulary or pharmacare, inform the prescribing doctor and resident/family when there is a preferred alternative. **From**

now on, residents on the second floor who want something specific that isn't covered by BCHA formulary or pharmacare, they, or their insurers, will pay. This is new. The doctors have been informed and they all agree to this new plan. This is how hospitals operate and they are funded as Louis Brier Hospital is funded. A letter will be going out to families from LB management.

RCI information pamphlet - LB is now organizing the role of physicians through RCI, Vancouver Residential Care Initiative from VCH, division of Family Practice. This means that one RCI doctor will have a panel of 25-30 residents and each doctor will have a weekly visit, amongst other expectations. This is done in order to have standards for doctors. Any doctor that refuses to have this credential, will not have professional access to residents on Louis Brier property. This is a standard across all similar facilities in VCH.

Complaints Procedure - Lunadel reported that a flow chart will be made available to show how to submit a complaint. Complaints form (also can be used as a compliments form/recognition for excellent work ethics and skills), is available at the reception desk, nurse stations and the website . <http://louisbrier.com/wp-content/uploads/2018/01/Complaint-Form.pdf> Nurses will be expected to provide families and residents with the forms. Once submitted, the complaint will be acknowledged electronically within 48 hours by Lunadel, followed by further internal investigation. Lunadel will connect directly with the party that submitted the complaint. This process ensures that complaints can be tracked and reported to the CEO if need be. Note: at any time complaints can be made directly to VCH.

- 3. Update - Monthly Family Council Information Desk/Awareness Initiative in the lobby of Louis Brier** - New names and emails have been collected through this initiative. **Next date: Thursday, February 14. 10am-1pm.**

Note: family council members who are unable to attend the regularly scheduled meetings can check in with representatives at the information desk. This is an opportunity to receive updates and to share your (residents and resident family) own feedback, suggestions, or concerns.

- 4. Goal Planning 2019** - Family Council Members have listed goals, brought forth by members. We have tried to prioritize based on urgency (what impacts the residents' quality of life most).

- Family Council contribution to Employee Recognition via Human Resources (HR):**

Work with HR to develop recognition model that families can use to recognize staff

in a meaningful way, which adheres to best practices, and is easy to use for families to use. Next step: HR will provide recommendations

- **Engaging and Meaningful Recreation and Programming for ALL residents:**

Co-chairs met with Melissa and Megan. Sunday concerts will return for February.

We have asked for the following:

Improved communication with family and representatives of residents regarding recreation and programming

Improved inclusiveness developing activities for all residents

Who will replace Ginger (March maternity leave)

Next step -Edy will attend our February meeting to inform us on what's happening in 2019.

Melissa and Megan said there is a push for improved communication using more than the newsletter. Their programming will include large, small and individual one on one activities.

Please send questions regarding recreation and programming to co-chairs that can be addressed at the next FC meeting.

- **Companion Program (pricing structure, and accountability to families):**

Concerns from family council:

a) admin fee that isn't reflective of the **process** by the different ways which companions are hired by families, the **level of engagement** in the hiring, and in the **supervision process**, by the program coordinator (companions that come to LB with resident, companions hired directly by family, companions hired by Louis Brier and are part of the LB roster).

b) Clear job description for program coordinator, as this is a program founded and driven by families of Louis Brier.

c) to re-establish the companion committee

FC and Myla are working together to update the Companion Policy and its appendices.

- **Dementia C.A.R.E. VCH initiative:**

Jas Gill will provide two FREE workshops on GPA (gentle persuasion approach), 4hours each, two days in a row. This is a serious commitment for which we will

ask for sign-up from families across Louis Brier. FC will establish dates for the workshops at the next FC meeting, after an information email has been sent to families about the workshops.

Dementia C.A.R.E. initiative is still at the beginning stages. It has been already implemented for staff in SCU. The staff education will take time. To date, PIECES is being done for one particular resident. On Feb 4 and 5 Nicole and Alex will complete their training and train staff in-house. Hiring for new staff now includes appropriate assessment for a fit with the new dementia care culture, then follow-up with pre-training and mentorship.

HR is creating a new process including disciplinary steps in order to follow-up with anyone not aligned with these new standards.

- **Food and Dining Experience (Quality of Food and Best Practices):**

People continue to be unhappy with the quality of food. Charlotte gave an example of food that was served at Weinberg that was excellent, which demonstrates that Louis Brier kitchen can produce good food.

Tamara recommended a kosher caterer in the community who may be of assistance in creating flavourful meals. Alex reported that there will be a five-day event to assess the food and food services at Louis Brier, then a strategy committee will be established to shadow each line. Following which, everything to do with food services will be assessed.

LB management will ask FC to recruit a few members who are able to provide feedback along the way of this process. Then the process will be given trials.

Question from FC: Who is the industry specialist overseeing this process? Don't we need a professional? Can we invite Sharon Parker, past food services supervisor? Alex responded: Michael has all of this experience but to date was dealing with a dysfunctional kitchen system.

Lunadel clarified: Next steps, after the initial assessment, may include inviting specialists, asking for volunteers (in particular, *knowledge philanthropy*), looking at other facilities, etc.

Charlotte brought up again, the concept of knowledge philanthropy when recruiting volunteers.

Question: How long does the first stage take?

Alex: by the end of January we will have shadowed everybody and start the next stage by February 25.

A menu planning meeting will take place Tuesday, January 29.

- **Policy and procedures for “End of Life” protocol:**

To be discussed at future meetings

- **Growing the Family Council membership and involvement:**

Continue the Family Council information desk. Next month’s date is Thursday, February 14, 10am-1pm. Notice will be sent out for volunteers.

- **Invite program management and administration team members to attend Family Council meetings**

- **Gentle Persuasion Culture:**

A Question was raised: Under the Dementia C.A.R.E. VCH initiative, HOW DO THE GOALS OF CREATING A GENTLE PERSUASION CULTURE ACROSS THE FACILITY, BECOME ATTAINABLE WITH JUST ONE ON ONE INTERACTIONS, AND HOW WILL PROGRESS BE IDENTIFIED?

- **Identifying Benchmarks of Success:**

Goals require end results to measure success. Discuss what that looks like.

- **Change the date/time of our meetings to reach out to the availability of all members**

It is difficult for many to come in the evenings. FC meeting members in attendance suggested to try a once-quarterly day starting on Tuesday, March 19, from 1pm-3pm. The suggestion was voted on and adopted.

Note: family council members who are unable to attend the regularly scheduled meetings can check in with representatives at the monthly information desk. (next one is on [Feb 14th, 10am-1pm](#)) This is an opportunity to get any updates and to give their own feedback, suggestions, or concerns.

5. Next meeting date. Thursday, February 21, 7pm.