



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Family and Friends Council

Minutes of Meeting

September 17, 2015

Boardroom, 2nd Floor

7:00 PM

Attendees: *Ray Bailey, Mark Bowman, Carolyn Young-Steinberg (PRVHC Staff Liaison), George Couillard, Joan Olinik, George Leir, Margaret Becker, Norm Bell, Karen Bell, Doreen Rocque, Brenda Tobin, Faye Roback Jones, Jim LaPlante, Fran Cordukes, Heather Moxley, Linda Hunter, Lisa Reny, Pharmacist, Dan Dalton, Clinical Consultant Pharmacist*

Regrets: *Diana Hennessy, Brent Mersey*

1. Welcome and Roundtable Introduction
2. Review and Approval of September 17th Agenda and Minutes of the June 18th meeting
 - a. Motion – Mark Bowman
 - b. Seconded – Fran Cordukes
 - c. Approved
3. Report from PRVHC Management – Linda Hunter, Chief Nursing Officer for Akos Hoffer, CEO
 - a. Perley Rideau in conjunction with the Canadian Medical Association – “Demand a plan associated with Elder Care”. The percentage of the population that are senior is increasing, also the percentage of the overall funding is likewise increasing. Next Thursday, September 24th, there will be a round table discussion on Senior Care here at the Perley Rideau in conjunction with the Canadian Medical Association, CMA, 6:30 – 8:00, open to residents, family, staff, and friends. Dr. Frank Molnar will be speaking. Refreshments will be served.
 - b. Ottawa Hospital – Ongoing discussions. Ursula Lamoureux and Linda have met with about 22 peers in the Ottawa Hospital. The discussion have been about the safe transfers of residents to and from the hospital and the information needed to make this a positive and safe experience.
 - c. Champlain LHIN – Linda Hunter is joining their Advanced Care Planning Leadership Team. Topics covered include: Palliative, palliative care, end of life care, and advanced care planning. Champlain LHIN is taking a leadership approach in Ontario to develop a guideline for advanced care planning. Volunteers are being trained to meet with different public groups to increase education. Working towards standardization of a

plan of care for advanced care planning at the Perley Rideau. Dr Ruth Ellen, is a doctor who Palliation and Therapeutic Harmonization (PATH) and an example of some of the work happening in these areas.

- d. Veteran Transition – the 250 Veteran beds will decline through 2028. Work with Ottawa Hospital over the last eight months towards a pilot sub-acute care, in the Ottawa building, starting with 20 beds, growing to 40 beds. Perley Rideau Board has provided direction to continue the planning. Ottawa Hospital Board is looking at the proposal in October. Pilot likely in the new year, after the ministry approvals are received. Target are residents stable enough to leave hospital but not enough to go home. Stay in the sub-acute unit would be four weeks or less. There are assessment tools being coordinated to ensure the right target audience. Incremental staff needed will be Perley Rideau staff, Physicians on call will be associated with the Ottawa Hospital. Laboratory and mobile X-ray services, provided by Ottawa Hospital technicians. In hospital the care is \$600-\$1000/day care, Long Term Care is considerably less.
 - e. Physiotherapy Services – contract with present providers ends October 31st, the new provider, University of Ottawa Health Services will start November 1st. The Perley Rideau will have a more integrated role in the providing of services.
 - f. X-ray services. The services were not available over the summer and the supplier was not licensed to provide services. The supplier is now licensed to provide those services and they will be restarted within a week. The service would be in house X-ray services. As part of the Ottawa Hospital pilot there will be X-ray services available in house and the Ottawa Hospital technicians would run the service.
 - g. External review of Infection Prevention and Control. There are about 45 recommendations in 10 topic areas and areas of improvement are to be implemented.
 - h. Update from Fran Cordukes on the Ethics Committee, with support from Linda as the chair of the committee – The “Ethicist is In House” – a regular biweekly noon event, will be teleconferenced from the Ottawa Hospital to Classroom #2. The next session will be hosted at the Perley Rideau.
4. The Role of Pharmacy in Long Term Care, presented by: Medical Pharmacies Clinical Consultant Pharmacist Dan Dalton, RPh, BSc, BScPhm. and Pharmacy Manager Lisa Reny, RPh, BScPhm, CDE, CGP
- a. Medical Pharmacies is an Ontario focused company, they look after over 40,000 individuals.
 - b. Dan Dalton has been at the Perley Rideau for a year and a half, previously with other pharmacies.
 - c. Lisa Reny has been a pharmacy for 26 years, mostly at the pharmacy at the Riverside Hospital. Specialized in Diabetes and Geriatric care.
 - d. Pharmacy is on the 1st floor, service Long Term Care, the Village Apartments, staff and the public.
 - e. 3 pharmacists, 1 regulated pharmacy technician, and 6 pharmacy assistants.
 - f. Open weekdays, emergency box for after-hours use. Pharmacists are on call 7/24 and have partnerships for emergency needs.
 - g. Orders are screened
 - i. Appropriate dosing
 - ii. Drug-drug interactions
 - iii. Incompatibility with drug allergies
 - iv. Any required dosage adjustments
 - h. Assistants enter the order into the technical system, the medication is prepared and then check and approved by the Pharmacist.

- i. Digital pen – The physician’s pharmacy orders are digitally transmitted when the pen is “docked”
 - j. The medications are packaged in a clear plastic strips indicating the content, resident time of the medication. The staff update point, click care when the drug has been administered.
 - k. MedeINR – Example of another service by pharmacy: When Warfarin / Coumadin are prescribed the dosage is determined by the results of bloodwork – bloodwork is drawn and the results are reviewed the clinical pharmacist and the recommended dosage is presented to the physician.
 - l. Clinical Consultant Pharmacist (Dan) – resident’s first medication review. Over time there are 3 quarterly and one annual medication review. Goal is to use the minimal medications and de-prescribe where needed or possible. Dan and the other pharmacist Stephanie will attend all the Annual Care Conferences. At Admissions – collect the medical history and current medications. Communicates the medications to the PRVHC physician to get the verbal order to initialize that order for the resident. Pharmacy and Therapeutics Committee – co chair with Ursula. Co-chair of the Antimicrobial Stewardship Committee – reducing the prevalence of antibiotic resistance, drug adverse reactions and antibiotic associated harms Participate in continuous quality improvement initiatives. Other committees Medicated Advisor Committee, Resident Care Committee, Guiding Lights Committee, Falls Quality Improvement
 - m. Other Pharmacy involvement: Influenza Preparedness – coordinate education for nursing staff and other audiences. Both preventative flu shots are supplied and also the Pharmacy ensures the Tamiflu treatment is available as needed should there be an outbreak. Destruction of narcotics and non-narcotic medications. Other Research Studies (De-prescribing) – an ongoing project with Elizabeth Bruyere.
 - n. Billings – Ontario provides a list of what drugs they cover and this list may be updated quarterly. Insurance may cover some of the costs. There is an option to be called should the drug being prescribed would cost more than 50 dollars.
 - o. Question – can a resident self-administer, yes but the physician needs to agree. The medications are still delivered in the strips.
 - p. Question – if a resident is refusing to take medication the pharmacist might be consulted to see if there is a different format that might be easier to tolerate. But at the base the resident has the right to refuse medication.
 - q. Question – is the pharmacist consulted on the format of the medication being administered? Yes.
 - r. Question – Side effects, who gets involved in determining the impacts? The pharmacist would be pulled into the discussion and provide education to the nursing staff about what side effects might occur.
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’s Report – June, July and August monthly statements
- a. Motion to approve the statement – Joan Olinik
 - b. Second – Mark Bowman
 - c. Approved

7. Report from the Executive
 - a. Last executive meeting was focused on the fall plans, and in particular the Annual Report for the November Annual General Meeting
 - b. Reminder of the October Family and Friends meeting. It will take place in the 2nd floor Creative Arts Studio when we'll see firsthand where the creations — many of which you've seen exhibited or for sale — of our talented residents originate in. Our presenters will be two familiar folks: Studio Lead Ross Imrie, BA [Hons], B.Ed., and Manager of Programming and Support Carolyn Vollicks, BRLS,

8. Other business
 - a. Family transition volunteers – Request from the Volunteer Coordinator for volunteers to meet with families on admissions.
 - b. Joan Olinik – took actions based on discussions that she heard at a Veterans' meeting and also the Family and Friends Meeting that had a presentation on Food Services. "Raw" food funding is a set amount of funding the province specifies per resident (\$8.03/person/day for all meals and snacks). Joan continued to follow up on this area with the ministry information and approached the MPP – John Fraser and his assistant. Contacts were made with the assistant to the Minister of Health from that meeting. The information is expected back from the Ministry office in the next week.
 - c. Joan Olinik and a resident noticed that the challenge of getting across traffic in front of the Perley, on Russell Road. Also there are concerns about sidewalk ease and access, in particular during the winter. This has been raised with Jean Cloutier the local councillor for the area. This may be raised as an item in the 2016 city budget. She made the suggestion that others may also want to inquire of Mr. Cloutier what changes we can look forward to. The city budget planning cycle is just starting and there are a number of public forums for the City to hear Ottawa residents' recommendations. The Apartment residents have raised similar concerns with the local politicians.

9. Adjournment – 9:25 p.m.

