



MSC AND SBCS CLIENT AND
FAMILY COUNCIL

MEETING MINUTES

DATE: Tuesday February 28, 2023

TIME: 5:00 pm – 6:00 pm

LOCATION: Online Meeting

Client and Family Council Meeting

OBJECTIVE: Family, Client, Multi-Service Centre, and Stonebridge Collaboration

Chair Members:

| Multi Service | Stonebridge | Family Member | Client |
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| Diana H | Abby M | Mary-Lynne H | Jean C |
| Jessica C | | Darlene C | Pat C |
| | | | Tina V |

Leslie W – Minute Taker

Meeting Minutes

| AGENDA ITEM | DISCUSSION | ACTION | NAME |
|---------------------|--|--------|------------------------|
| Call to Order | Diana called the meeting to order | 5:13pm | Chair |
| Adoption of Agenda | for February 28, 2023, Agenda | | |
| Approval of Minutes | Minutes from December 20, 2022 | | |
| Carried Forward | <ul style="list-style-type: none"> Accreditation Canada Ontario Health Teams | | |
| NEW AGENDA | <ul style="list-style-type: none"> Clients to discuss “if you had a PSW for two hours, what would you do, or where would you go?” Client story | | All clients Jessica |

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| | <ul style="list-style-type: none">● Accreditation Canada Site visit is October 30, 31, and November 1, 2023 – at a future meeting we will go more in depth with the specific role of the Client and Family counsel. The members of Accreditation Canada will want to meet with members of the CFC. More information to come...● Ontario Health Teams - is a very important part of our organization ongoing and for the Client and Family council.● The Ontario government moved forward with the health system reform by creating Ontario Health Teams. They disbanded the LNS, which there was 14, and replaced it with 54 Ontario Health Teams. The OHT are intended to improve the coordination of care and services for patients and their families and care givers across multiple care settings, by putting them in the center of the health care system. The goal of the OHT is to make the patient’s journey through the health system easier to navigate. It will be a seamless delivery between the organizations and the supports that you will need.● The Oxford Health Team was officially formed in 2020 with the goal to deliver a coordinated patient experience to the Oxford County community. The OHT is made up of a team of local health care professionals, organizations, community members working together to create a system where patients will have access to the right care, the right team, and the right care setting when they need it. The OHT are a new way of organizing and delivering care and is more connected to patients, families, and care givers in their local community. Currently organizations such as ours, and hospitals and Long-Term Care; we all receive our funding separately through the Ministry Health and Long-term Care. With mature OHT’s we will see a single sum of funding and a single mandate to provide the full range of health services, population needs. The OHT will jointly agree on how to divide funding to provide all services. This will be very different from what we have done in the past. With the Oxford Health Team we are considered what is called the Community Support Services – we provide our current services like Meals on Wheels, Transportation, Foot-Care, Housekeeping, and the Assisted Living Program. There are other organizations like VON Brain injury, Family Health Teams, Long Term Care Facilities, the Alzheimer’s Society, Home, and Community Care Support Services Southwest, not to mention primary | | |
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| | <p>care, which are the physicians and hospitals. With all these organizations comes varying areas of expertise. We all bring to the table a different perspective of Health Care and what we see is important. Again, the goal is to work together to bring a coordinated, streamline Health Care experience to the Oxford County Community. This is a very big goal, so, to support CSS organizations, we as a group meet independently of the OHT. We looked at to ensure the voice of the community services is heard and is considered when decisions are being made. Much of the OHT is hospital-centric, and very medically focused, so this is our opportunity as organizations to work collaboratively together and to work collaboratively with these other organizations to ensure we are meeting the needs of the people in our community.</p> <ul style="list-style-type: none"> ● Leadership and Strategy Council aka “The Council” This council sets priorities, drive improvement, and develop strategies to ensure all partners are in alignment. They collectively steward, shape, influence and exhilarate the health care system’s transformation and experiences across the Oxford OHT. ● The Collaboration Committee They work together to ensure the teams align with the Oxford OHT strategies. They understand the work being executed across Oxford OHT and act as a forum for discussion, planning and problem solving. They coordinate efforts across the OHT reducing duplication, managing issues, making decisions in alignment with the direction set by the Leadership and Strategy Council and the objective of the Ministry of Health. This is where the money sits for some of the funds to be collaboratively responsible to ensure the funds are evenly distributed. ● The Chronic Disease Task Force This team is comprised of representatives of partner organizations. Its more of a clinical focus, so they are in place to implement and support health challenges in Oxford County. The task force will propose changes to chronic disease services and the focus is on COPD and congested heart failure. The focus is for people with chronic diseases aiding the transitions from the hospital release to client care back home. The project team is in place to remove barriers and negating risks. The Let’s Go Home project is an ongoing and is now funded permanently. The MSC works with the Tillsonburg Hospital through the LEGO program. Services provided are Transportation, Housekeeping, Meals on Wheels | | |
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| | <ul style="list-style-type: none"> • The Oxford EMS Medicine Program Part of the LEGO program as well, supports EMS coming in providing a program that provides remote health monitoring. Clients could be checked in on each week. This program was funded through the Chronic Disease task force. • Nursing Clinic Transportation Program We provide transportation to clients in Tillsonburg and surrounding areas for going to get wound care, or IV drug management at the Care Partners clinic in Tillsonburg. This program is a collaboration of the Ingersoll Services for Seniors, Woodstock VON and Tillsonburg MSC. Working together to ensure clients can get to the clinics, that may not otherwise receive nursing services in their home in a timely fashion. • Cervical Screening Clinic Transportation Program Also, a collaboration between Tillsonburg, Ingersoll and Woodstock VON, supporting those patients in the community that did not have a health care family physician. Unfortunately, many women through Covid did not get a PAP test. <p>These are opportunities we look for. Diana participates in the Task Force and she always looks for opportunities for CSS organizations to be an active participant and provide a very active role supporting the community.</p> | | |
| Adjournment | Thank you to all – Next Meeting is Tuesday April 25, 2023 | Adjournment | 5:50pm |