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Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

June 23, 2016

0900 – 1030

WebEx

Present: Ben Ridout (Co-Chair), Jillianne Code (Co-Chair), Khushnum Kapur (BC Patient Safety & Quality Council), Betty Murray (Patient Partner), Kimberly Strain (Patient Partner), Alyson Hagan-Johnson (Patient Partner), Sandra Smith (Patient Partner), Dustine Tucker (Patient Partner), Cherie Mercer (Patient Partner), Jim Cawsey (Patient Partner), Leya Stringer (Patient Partner), Joyce Sandercock (Patient Partner), Katie Hughes (Canadian Mental Health Association), Colleen McGavin (BC's Strategy for Patient-Oriented Research SUPPORT Unit), Sara Grey-Charlton (Providence Health Care), Rita den Otter (Island Health), Belinda Boyd (Vancouver Coastal Health), Karla Warkotsch (Interior Health), DeAnn Adams (Fraser Health), Kris Gustavson (Provincial Health Services Authority), Sheila Gordon-Payne (Northern Health), Shannon Holms (Ministry of Health).

Regrets: Alana Godin (Doctors of BC), Stephanie Hendrickson (Patient Partner), Sunaina Sharma (Patient Partner), Sonia Isaac Mann (First Nations Health Authority)

Guests: None

Discussion Topic	Key Notes	Action Items	Responsibility
Welcome & WebEx Overview	<p>A quick overview presentation was done to introduce WebEx to committee members. This platform will be used for future committee meetings, if you have any questions or are unable to work on this platform please connect with Khushnum Kapur (kkapur@bcpsqc.ca), or visit the following how to guide, https://bcpsqc.ca/how-to-use-webex/</p>		
Principles of Working Together	<p>A discussion around principles of working together as a committee led to the following suggestions:</p> <ul style="list-style-type: none"> • Equal voices for everyone • Open communication & openness • Mutual respect and candour • Transparency & sharing of information • Share airtime • Avoid acronyms • Have honest dialogue that develops trust • Self – care • Be mindful of the langue used • Share back to the community • No profanity • Respect confidentiality • Listen closely • Share information with constituents • Share back to community • Not all have to be involved in joint work 	Add Principles to Committee Terms of Reference	Ben Ridout & Jillianne Code

Discussion Topic	Key Notes	Action Items	Responsibility
	<p>ImpactBC created a document on guidelines for working together that will be updated and made available as a resource for PVN.</p> <p>Through this conversation a question was raised around what “representation” means, are patients representing other patients when they are presenting the network? Is the patient roll evolving? These questions need further discussion – to be added to future agenda.</p>	<p>Circulate ImpactBC document on guidelines to working together.</p> <p>Update Guidelines for Working Together resource</p> <p>Add discussion around representation to next meeting agenda.</p>	<p>Khushnum Kapur</p> <p>Patient & Public Engagement Team</p> <p>Ben Ridout & Jillianne Code</p>
Patient Voices Network Activities	<p>Updates on the Network size and diversity were shared, as well as the number and type of engagement opportunities. Additional information on who is requesting engagements would be helpful.</p> <p>Updates were provided about:</p> <ul style="list-style-type: none"> • Re-establishing relationships with patients & HCP’s • Aboriginal connections & recruitment • Orientation development – there were questions around patients being involved in the development and delivery of orientations and if we will be considering offering a refresher to previously oriented patients? For further discussion • Database • Volunteer agreement • PVN promotion – there were questions around patients having business cards and / or name badges for when they are out in their communities? For further discussion 	<p>Circulate the PowerPoint presentation</p> <p>Present HCP’s that have engaged with the network</p> <p>Further discussions about orientations and PVN business cards/nametags</p>	<p>Khushnum Kapur</p> <p>Ben Ridout</p> <p>Oversight & Advisory Committee</p>
Setting Priorities for Committee	<p>Key areas from discussions</p> <ul style="list-style-type: none"> • Targeted recruitment strategies • Evaluation • Capacity building 	<p>Recirculate list of committee members emails</p>	<p>Khushnum Kapur</p>

Discussion Topic	Key Notes	Action Items	Responsibility
	<ul style="list-style-type: none"> • Volunteer and health care partner support • PVN promotion • Volunteer recognition • Strategic direction consultations <p>There was a discussion around the role of the committee in guiding the network</p> <ul style="list-style-type: none"> • What is the process the committee is going to use to ensure that suggestions being made are representative of the patient voice? • What's missing? Have we missed any key area? • More capacity/skill building opportunities for patient & health care partners • The committee is wanting to have a clearer understanding of how decisions are made and what the governance of the network looks like 	<p>Circulate dates for the meetings that have been confirmed for the year and send meeting invites</p> <p>Create & circulate the priorities in a survey to gather feedback from the committee</p> <p>Circulate updated Terms of Reference to Committee</p>	<p>Khushnum Kapur</p> <p>Ben Ridout & Jillianne Code</p> <p>Ben Ridout & Jillianne Code</p>