



PVN is supported through the:



Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

August 23, 2016

1400 -1530

WebEx

Present:

Alyson Hagan-Johnson (Patient Partner - Vancouver Island)
Belinda Boyd (Vancouver Coastal Health)
Ben Ridout (BC Patient Safety & Quality Council) – Co-chair
Betty Murray (Patient Partner - Greater Vancouver/Sunshine Coast)
Cherie Mercer (Patient Partner – First Nations)
Jacqueline Per (Fraser Health)
Jillianne Code (Patient Partner – Vancouver Island) – Co-chair
Joyce Sandercock (Patient Partner - Greater Vancouver/Sunshine Coast)
Karla Warkotsch (Interior Health)
Katie Hughes (Canadian Mental Health Association)

Khushnum Kapur (BC Patient Safety & Quality Council)
Kimberly Strain (Patient Partner – Fraser Valley)
Kris Gustavson (Provincial Services Health Agency)
Rita den Otter (Island Health)
Sara Charlton (Providence Health Care)
Sheila Gordon-Payne (Northern Health)
Sonia Isaac Mann (First Nations Health Authority)
Stephanie Hendrickson (Patient Partner – Youth Northern)
Sunaina Sharma (Patient Partner – Fraser Valley)

Regrets:

Alana Godin (Doctors of BC),
Colleen McGavin (BC SUPPORT Unit)
Dustine Tucker (Patient Partner – Interior)
Kate McNamee Clark (Providence Health Care)

Jim Cawsey (Patient Partner – Vancouver Island)
Leya Stringer (Patient Partners – Interior)
Sandra Smith (Patient Partner – Northern Region)
Shannon Holms (Ministry of Health)

Guests: None

Discussion Topic	Key Notes	Action Items	Responsibility
WebEx Overview, Review Agenda & Action Items	<p>WebEx will be used for most 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> <p>All action items from previous meeting were completed, except 3 items that were deferred:</p> <ul style="list-style-type: none"> - Update guidelines for working together document - Further discussions about orientations - Circulate priorities survey to committee members <p>No changes were made to the agenda.</p>		
Upcoming Activities	<ul style="list-style-type: none"> • Committee member profiles – our communications team will be connecting with all committee members to work with them on creating a short profile to put on the new PVN website and also share through the PVN newsletter. • The new PVN website is almost ready, the beta site link will be sent out to all committee members for review and feedback 	<p>Communications team to connect with committee members to create profiles</p> <p>Email link to the new PVN website</p>	<p>Thais Freitas - Communications</p> <p>Khushnum Kapur</p>
Terms of Reference	<ul style="list-style-type: none"> • There was general agreement and positive feedback from the committee members • A few minor suggestions / changes were made with regards to the following: <ul style="list-style-type: none"> - Add principle on option to pass - Clarify selection panel - Should a quorum be included? <ul style="list-style-type: none"> o Minimum representation from each group o If quorum is not reached the meeting will be rescheduled <p>The suggestions will be incorporated and changes will be made to the Terms of Reference. Will be circulated once updates are complete.</p>	<p>Updated Terms of Reference will be circulated</p>	<p>Ben Ridout</p>

Discussion Topic	Key Notes	Action Items	Responsibility
Consultations on PVN Strategic Direction	<ul style="list-style-type: none"> • Create 3-year plan to guide direction of PVN <ul style="list-style-type: none"> - Build upon established foundation • Base it on input of patient and health care partners • Consult with partners to capture ideas on what they see as the role of PVN <p>There was discussion around the how, who and why we would be engaging to capture feedback</p> <ul style="list-style-type: none"> • How do we capture input? • What questions are we interested in? • How do we want to gather information to develop the 3 year strategic plan? • What type of information do we want from Patient Partners and Health Care Partners • Open ended questions are valid • What information do we need to move forward? <ul style="list-style-type: none"> - Assessing specific engagement s – post-engagement evaluations - Open ended questions about future role of PVN - Combine with opportunity for education – what is / who is PVN – framing before asking the question - The committee needs to establish what they think of what PVN is and what they envision for it - 	<p>Develop initial questions based on discussion and circulate to the committee for feedback before Oct 27th meeting</p>	<p>Jillianne Code & Ben Ridout</p>
Representation during engagements	<p>Last meeting, topic was raised about who a patient is representing when participating in an engagement</p> <ul style="list-style-type: none"> • Discussion around patients representing only their personal experience or representing a broader patient voice/experience/perspective? Does it vary depending on the engagement? <ul style="list-style-type: none"> - Is the patient roll evolving? Does it vary depending on the opportunity? - Who are we representing when patients go out to engagements 	<p>Add handout on How to Introduce Yourself to orientation materials</p>	<p>Patient & Public Engagement Team</p>

Discussion Topic	Key Notes	Action Items	Responsibility
	<ul style="list-style-type: none"> - Are Patient Partners representing only their experience? Are they talking to a bigger movement? does it depend on the individual engagements - Handout on How to introduce yourself – to be added as part of the orientation - we are in the process of developing this as a resource - Healthcare partners need to be educated with regards to a patient and the role they play - There was a consensus around the idea that patients are a part of the network and represent themselves or a family member, if someone has knowledge of more than their experience, they are welcome to share, but no requirement for patients to speak to more than their own experience - If health care partners are interested in the broader patient experience should look at adjusting engagement approach – could use focus groups or a survey to get broader perspective - Patient and Public Advisors Handbook: Page 11 (reference – patient representation) https://www.vch.ca/media/CE_PublicAdvisorsHandbook2011.pdf 		
Future agenda topics	Priority areas Patient access to materials – challenges with SharePoint and privacy restrictions	Share additional agenda topics with Jillianne Code and Ben Ridout	All