



PVN is supported through the:



Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

October 27, 2016

1000 -1130

WebEx

Present:

Alyson Hagan-Johnson (Patient Partner Vancouver Island)	Khushnum Kapur (BC Patient Safety & Quality Council)
Belinda Boyd (Vancouver Coastal Health)	Kimberly Strain (Patient Partner – Fraser Valley)
Ben Ridout (BC Patient Safety & Quality Council)	Leah Stringer (Patient Partner – Interior)
Deborah Harver Vancouver Island	Sheila Gordon-Payne (Northern Health)
Dustine Tucker (Patient Partner – Interior)	Stephanie Hendrickson (Patient Partner – Youth Northern)
Jillianne code (Patient Partner - Vancouver Island)	Sunaina Sharma (Patient Partner – Fraser Valley)
Jim Cawsey (Patient Partner - Vancouver Island)	
Joshua Myers (Fraser Health)	
Joyce Sandercock (Patient Partner - Greater Vancouver/Sunshine Coast)	
Karla Warkotsch (Interior Health)	
Kate McNamee (Providence Health Care)	

Regrets:

Alana Godin (Doctors of BC),	Rita den Otter (Island Health)
Betty Murray (Patient Partner - Greater Vancouver/Sunshine Coast)	Sandra Smith (Patient Partner – Northern)
Cherie Mercer (Patient Partner – First Nations)	Shannon Holms (Ministry of Health)
Colleen McGavin (BC SUPPORT Unit)	Sonia Isaac Mann (First Nations Health Authority)
Jacqueline Per (Fraser Health)	
Katie Hughes (Canadian Mental Health Association)	
Kris Gustavson (Provincial Services Health Agency)	

Guests: Colleen Kennedy, Leanne Couves

Discussion Topic	Key Notes	Action Items	Responsibility
<p>Welcome and Introductions</p>	<p>Review agenda and action items Reminder for the committee – if you already haven’t been approached by our council communications team, expect to hear from them shortly All action items from previous meeting were completed no changes were made to the agenda</p>		
<p>Patient Quality Improvement Education</p>	<ul style="list-style-type: none"> • Leanne Couves provided an overview of PVN patient quality improvement education project <ul style="list-style-type: none"> ○ The purpose is to develop training and educational opportunities to increase PVN volunteers’ awareness (exposure and comfort), knowledge and experience with quality improvement methods, tools and thinking to support them when participating in engagements related to quality improvement by March 31, 2017 ○ The goal is to have patient partners be comfortable with common terms and language ○ Leverage resources at the council ○ Adapt content to serve patients ○ Content will be brought together and designed to be repeatable and sustainable • Discussed involvement of Oversight & Advisory Committee (will be consulted as needed) • Request – patient partner involvement <ul style="list-style-type: none"> ○ Follow up doodle poll will be sent out 	<p>Send Doodle poll and forward interest to Leanne</p>	<p>Khushnum Kapur</p>

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	<p>requesting patient partners on the O&A committee to participate on the working group</p> <ul style="list-style-type: none"> ○ The request is only for patient partners ○ Commitment will be 1 hour bi-weekly until end of project 		
What Matters to You? Day	<ul style="list-style-type: none"> ● Over view of What Matters to You? Day Campaign was presented by Colleen Kennedy ● Discussed involvement of Oversight & Advisory Committee <ul style="list-style-type: none"> ○ Creating a subcommittee involving O&A members to forward the work ○ Group to advise on development and planning What Matters to You? Day ● Request – O&A committee members involvement <ul style="list-style-type: none"> ○ Follow up doodle poll will be sent out requesting members of the O&A committee to volunteer with the planning subcommittee ○ Commitment – most of the work will be done over the next 3 months ○ Subcommittee will meet every 2 to 3 weeks before the Quality Forum (early March) and every 4 to 6 weeks after that 	Send Doodle poll and forward interest to Colleen	Khushnum Kapur
Health Care Partner Agreement	<ul style="list-style-type: none"> ● Update on PVN Volunteer Agreement <ul style="list-style-type: none"> ○ Some of the feedback that we received was around softer & simpler language ○ Recommendation to create similar health care partner (HCP) agreement ○ It is helpful to know what HCP have agreed to and what can be expected ○ Equal expectations from patient and health care partners 	Draft HCP agreement to be created and circulated back to O&A for feedback	Patient & Public Engagement team

Discussion Topic	Key Notes	Action Items	Responsibility
<p>Consultation Questions for PVN Strategic Planning</p>	<ul style="list-style-type: none"> • Developing Strategic Plan <ul style="list-style-type: none"> ○ Gather feedback from stakeholders <ul style="list-style-type: none"> - Consultation survey (circulated for review) - Group discussions locally/regional ○ Collect and summarize feedback ○ Share with O&A Committee for review ○ In-person strategic planning session <ul style="list-style-type: none"> - Develop vision, mission and goals for PVN - Circulate Doodle poll for early 2017 dates 	<p>Consultation survey to be updated based on feedback and circulated to stakeholders in November</p> <p>Send Doodle poll to identify best date for full day in person meeting</p>	<p>Ben Ridout</p> <p>Khushnum Kapur</p>
<p>PVN Activity Update</p>	<ul style="list-style-type: none"> • Activity report attached to meeting minutes email • Program Developments <ul style="list-style-type: none"> ○ Launch of PVN website and social media channels <ul style="list-style-type: none"> - Increase promotion and awareness of the Network ○ Surveys to evaluate PVN engagements created ○ Re-establish and update <i>Volunteer Agreement</i> ○ Health Care Partner support <ul style="list-style-type: none"> - Gathering feedback from health care partners regarding useful resources to support patient engagement ○ Updating orientation content <ul style="list-style-type: none"> - Testing and gathering feedback on the new orientation content and resources 	<p>Update evaluation surveys based on feedback and implement in PVN process by November/December</p>	<p>Patient & Public Engagement team</p>

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	<ul style="list-style-type: none"> ○ Database development <ul style="list-style-type: none"> - Building a database to streamline tracking and reporting of PVN activities ○ Developing quality improvement education for patients ○ Patient Advisor Handbook <ul style="list-style-type: none"> - Working with VCH Community Engagement Advisory Network to update the Patient Advisor Handbook 		

Next Meeting:

December 5th, 2016 from 11:00am to 12:30pm

Upcoming Topics:

- Patient access to materials (guest speaker)
- Update and discussion on Academic Health Sciences Network
- Discussion of terminology for PVN – volunteers and partners