



PVN is supported through the:



Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

February 2, 2017

0900 - 1600

BC Patient Safety & Quality Council Office – Training Room

Present:

Alyson Hagan-Johnson (Patient Partner Vancouver Island)	Kate McNamee (Providence Health Care)
Belinda Boyd (Vancouver Coastal Health)	Khushnum Kapur (BC Patient Safety & Quality Council)
Ben Ridout (BC Patient Safety & Quality Council)	Kris Gustavson (Provincial Services Health Agency)
Colleen McGavin (BC SUPPORT Unit)	Kimberly Strain (Patient Partner – Fraser Valley)
Deborah Harver Vancouver Island	Leah Stringer (Patient Partner – Interior)
Dustine Tucker (Patient Partner – Interior)	Sandra Smith (Patient Partner – Northern)
Jim Cawsey (Patient Partner - Vancouver Island)	Shannon Holms (Ministry of Health)
Joyce Sandercock (Patient Partner - Greater Vancouver/Sunshine Coast)	Sheila Gordon-Payne (Northern Health)
Karla Warkotsch (Interior Health)	Stephanie Hendrickson (Patient Partner – Youth Northern)

Regrets:

Alana Godin (Doctors of BC)	Jillianne Code (Patient Partner - Vancouver Island)
Betty Murray (Patient Partner - Greater Vancouver/Sunshine Coast)	Katie Hughes (Canadian Mental Health Association)
Cherie Mercer (Patient Partner – First Nations)	Sonia Isaac Mann (First Nations Health Authority)
Joshua Myers (Fraser Health)	Sunaina Sharma (Patient Partner – Fraser Valley)

Guests:

Christina Thomas (Doctors of BC on behalf of Alana Godin), Elisa Murru (Canadian Mental Health Association on behalf of Katie Hughes)

Discussion Topic	Key Notes	Action Items	Responsibility
Welcome and Introductions	<ul style="list-style-type: none"> Joyce Sandercock will serve as interim co-chair until Jillianne Code returns Introduced Danielle Simpson from BC Patient Safety & Quality Council as meeting facilitator 		
Setting the Context for Strategic Planning	<p>Ben Ridout, co-chair, outlined goals and purpose for strategic planning session:</p> <ul style="list-style-type: none"> First opportunity for PVN to create a multiyear plan Goal for day to develop consensus/shared understanding of the direction for PVN – not exact wording/statements for the plan itself Feedback given at the meeting is being used to shape the three year strategic direction for PVN Goal to set three to five strategic priorities areas for PVN over next 3 years Plan set a path forward and serve as guiding document for PVN <p>Also provided context for current patient engagement environment in BC:</p> <ul style="list-style-type: none"> Opportunity to align with Ministry priority areas, including patient-centred care Tipping point for engagement in BC Awareness of the value of engaging patients, and demand for having patients “at the table” has grown substantially since PVN started New Client and Family Centred Care guidelines from Accreditation Canada Launch of Health Standards Organization, including patients and families in standard setting process: https://www.hso.world/about/ Opportunity to embed patient engagement throughout the system and make it the norm Gaps in terms of practical skills to meaningfully engage and achieve culture shift Discussed building ‘engagement-capable environments’ from Baker et al. (2016) 		

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	<p>http://www.longwoods.com/publications/books/24716</p> <p>Reviewed elements of strategic plan and examples</p>		
<p>PVN Consultation Survey Findings – Part 1</p>	<ul style="list-style-type: none"> • Reviewed purpose and findings from PVN Consultation Survey • Discussed response demographics and using survey findings as a starting point for planning, setting direction • Discussed responses on areas for more and less focus, as well as strategic direction themes 		
<p>Vision for the Future: Developing a Shared Understanding</p>	<ul style="list-style-type: none"> • Identified ‘headline messages’ for PVN and then working in small groups highlighted commonalities and themes between the messages • Each small group developed a draft vision statement for PVN and then the group dot voted for top 2 visions • The top 2 visions identified were: <ul style="list-style-type: none"> ○ Improved health care through meaningful patient engagement ○ Patients co-designing improved health care through voice, choice and representation • The top preferred terms and themes identified across all the statements were: <ul style="list-style-type: none"> ○ Meaningful ○ Patient ○ Co-desing/co-create ○ Engagement/engaged ○ Relationship 	<p>Develop draft vision statement based on top 2 choices and preferred terms to share with Committee for feedback</p>	<p>Patient & Public Engagement team</p>
<p>Clarifying the Vision and Establishing a Path Forward</p>	<ul style="list-style-type: none"> • Shared original purpose statement for PVN – “to create mechanisms for patients, their families, caregivers, and community stakeholders to participate in health care system changes” • Working in small groups identified areas to update purpose statement and shared draft mission statements • Common themes across draft statements included: <ul style="list-style-type: none"> ○ Move from creating mechanisms to supporting 	<p>Develop draft mission statement for PVN based on common themes to share with Committee for feedback</p> <p>Develop list of values based</p>	<p>Patient & Public Engagement team</p> <p>Patient & Public</p>

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	<ul style="list-style-type: none"> ○ and sustaining culture shift ○ Evolved to collaboration/co-creation rather than participation ○ Shift from changes to enduring improvement/impact ● Discussed values underlying PVN. Top themes emerging included: <ul style="list-style-type: none"> ○ Collaboration ○ Meaningful/impactful ○ Respect ○ Sustainable ○ Inclusive 	<p>on top themes to share with Committee for feedback</p>	<p>Engagement team</p>
<p>PVN Consultation Survey Findings – Part 2</p>	<ul style="list-style-type: none"> ● Reviewed sections one & two from PVN Consultation Survey Findings and discussed the strategic direction themes 		
<p>Achieving the Vision: Identifying Priority Areas for PVN</p>	<ul style="list-style-type: none"> ● Using the eight strategic direction themes from PVN Consultation Survey Findings as a starting point, Committee discussed missing priorities and created list of 8 priority areas ● Committee dot voted on top 3 choices from the list, resulting in 4 potential priority areas emerging: <ul style="list-style-type: none"> ○ Enhance evaluation and measure impact of engagement ○ Enhance role of health care partners in patient engagement process, including more education ○ Broaden demographics and diversity of patient partners ○ Continue to grow and diversify opportunities for patient partners to meaningfully engage 	<p>Use results from strategic priority discussion to develop 3-4 priority areas for strategic plan</p>	<p>Patient & Public Engagement team</p>
<p>Action Items</p>	<ul style="list-style-type: none"> ● Confirm process for people to connect with Oversight & Advisory Committee to share comments, ask questions or receive more information: <ul style="list-style-type: none"> ○ Connect through general PVN email (pvn@bcpsqc.ca) 		

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	<ul style="list-style-type: none"> ○ If topic for Committee to discuss, brought forward by co-chairs ○ If general question or request for information, circulate to Committee members in region to connect 		
Next steps	<ul style="list-style-type: none"> • Patient & Public Engagement team will develop a draft strategic plan based on consultation feedback and outcomes of today's discussions with Committee • Circulate draft plan to the Committee for review and feedback and approval • Following endorsement of plan by Committee, co-chairs will present plan to the BCPSQC Council for approval 	<p>Develop draft strategic plan to share with Committee for feedback</p> <p>Update strategic plan based on feedback and share for endorsement</p>	<p>Patient & Public Engagement team</p> <p>Ben Ridout and Joyce Sandercock</p>

Next Meeting:

1000-1130 hrs - February 23, 2017

WebEx