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Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

February 23, 2017

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)	Kris Gustavson (Provincial Services Health Agency)
Colleen McGavin (BC SUPPORT Unit)	Katie Hughes (Canadian Mental Health Association)
Deborah Harver Vancouver Island	Kate McNamee (Providence Health Care)
Dustine Tucker (Patient Partner – Interior)	Sandra Smith (Patient Partner – Northern)
Jim Cawsey (Patient Partner - Vancouver Island)	Sonia Isaac Mann (First Nations Health Authority)
Joyce Sandercock (Patient Partner - Greater Vancouver/Sunshine Coast)	Stephanie Hendrickson (Patient Partner – Youth Northern)

Regrets:

Alana Godin (Doctors of BC),	Karla Warkotsch (Interior Health)
Betty Murray (Patient Partner - Greater Vancouver/Sunshine Coast)	Leah Stringer (Patient Partner – Interior)
Cherie Mercer (Patient Partner – First Nations)	Sunaina Sharma (Patient Partner – Fraser Valley)
Jillianne Code (Patient Partner - Vancouver Island)	Sheila Gordon-Payne (Northern Health)
Joshua Myers (Fraser Health)	Shannon Holms (Ministry of Health)

Guests: None

Discussion Topic	Key Notes	Action Items	Responsibility
Welcome and Introductions	Reviewed agenda and action items All action items from previous meeting were completed no changes were made to the agenda		
Storytelling as a Tool	<p>Discussion around how we can use storytelling as a powerful tool to affect change in a positive manner and to encourage promoting empathy</p> <ul style="list-style-type: none"> • How can the use of storytelling be expanded in health care? <ul style="list-style-type: none"> – Start board meetings with two patient stories – one positive / one negative – Niamh Kelly professor at UBC developing template and training for telling stories – she has connected with health authorities and has patients engaged in the creation of this resource • How can we support patient partners to be comfortable sharing? <ul style="list-style-type: none"> – Develop learning opportunity on telling your story – telling story for a purpose – Need to prepare people for a potentially strong reaction to telling their story – support for storyteller – Be aware of re-traumatization risk – patient partners need to be supported before, during & after the story telling <ul style="list-style-type: none"> ○ Learn from the Truth and Reconciliation Commission findings – Patient Voices Network can increase learning opportunities for patient partners with regards to storytelling – learning series with supporting online resources • How can we support health care partners to create safe environments for sharing? <ul style="list-style-type: none"> – Find ways of using this technique to work with provincial government / health authorities 	<p>Niamh’s contact details shared with Committee members</p> <p>Investigate expanding storytelling in orientations and additional storytelling resources for patient partners</p>	<p>Belinda Boyd</p> <p>Patient & Public Engagement Team</p>

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	<p>Committee members shared resources that are already available (not all specific to health care):</p> <ul style="list-style-type: none"> • The Moth - click here for further details • The Flame @ The Cottage Bistro – click here for further details • ACTIVATE sharing stories to Improve Health – click here for further information • Dorothy’s Story - click here for further details • Patients for Patient Safety in Canada has provided a how to document – click here for further details • Humans of Menno Place inspired by the Humans of New York: click here for further details • The Stranger Project: click here for further details (also one of the presenters at Health Talks!) 	<p>Share resources from Patients for Patient Safety Canada on storytelling</p>	<p>Kimberly Strain</p>
<p>What Matters to You?</p>	<p>“What Matters to You?” Day encourages and supports more meaningful conversations between people who provide health and social care and people, families and caregivers who receive health and social care.</p> <ul style="list-style-type: none"> • Campaign has launched officially • What Matters to You Day Getting Started Kits are available to anyone who is interested in participating • To learn more about the What Matters to You campaign you can check out the website or contact the campaign lead, Danielle Simpson (dsimpson@bcpsqc.ca) 		
<p>PVN Materials</p>	<p>PVN Materials</p> <ul style="list-style-type: none"> • New – already available <ul style="list-style-type: none"> – PVN annual report for 2016 will be available at the Quality Forum 2017 and is available online – PVN business cards – will be available at Quality Forum 2017 and Patients as Partners Dialogue, they will also be distributed to EL’s to pass on to patient partners – Patient partners will be provided with buttons to wear if they would like to identify themselves at the Quality 		

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	<p>Forum 2017</p> <ul style="list-style-type: none"> • Ideas for future <ul style="list-style-type: none"> – PVN water bottles – Ideas for potential PVN garment to assist with identifying patient partners at events: <ul style="list-style-type: none"> • Shawl, vest, bandana, socks – something that can be combined with regular clothing – Other ideas: <ul style="list-style-type: none"> • Branded notebooks, USB sticks, pens, squish ball that can be pulled apart and put together • Chap sticks • Umbrellas – Develop materials for targeted audiences – Stream short PVN presentations in all health care partners waiting areas and on hospital rooms TVs 	<p>Develop PVN water bottles</p> <p>Investigate effective materials for targeted recruitment</p>	<p>Patient & Public Engagement Team</p> <p>Patient & Public Engagement Team</p>
<p>Patients as Partners Annual Dialogue</p>	<p>Dialogue Overview</p> <ul style="list-style-type: none"> • Reviewed agenda <ul style="list-style-type: none"> – The dialogue theme will be the Ministry’s 5 priority areas (Primary Care Home, Frail Elderly, Rural and Remote, Adult Mental Health and Surgical Services) <p>Rapid Fire Q&A</p> <ul style="list-style-type: none"> • Panellists available to answer audience questions • The rapid fire will help create a common foundation for awareness around patient- and family-centred care prior to breakout sessions • Prep questions were shared with panellists ahead of time – below are two questions for the Committee to provide feedback on what should be highlighted during Q&A: <ul style="list-style-type: none"> • What has PVN done to advance patient and family-centered care in the last year or two that you feel is noteworthy? <ul style="list-style-type: none"> – Highlight in-roads into health authorities to establish importance of patient input/sharing – Share numbers on engagement requests and patients placed 		

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	<ul style="list-style-type: none"> – Number of patient partners currently in the network – The various organisations that have partnered with the network • What do you believe are some of the most important things an organisation can do to be patient and family focused <ul style="list-style-type: none"> – Listen to patient and families – Be open to hearing experiences that were negative and difficult to hear – Ask what matters to you? – All committee and system improvement work must include patient voice make it part of the infrastructure so it's not up for debate – accreditation – Ask for input before making decisions / strategies – Show the difference patients and families have made 		
Strategic Planning Update	<p>Reference power point presentation attached for preferred vision statements</p> <ul style="list-style-type: none"> • Draft vision statements have been circulated • Preferred terms have been circulated <p>Update on timelines</p> <ul style="list-style-type: none"> • Joyce and Ben presented to BCPSQC Council members • Very well received and general agreement on the strategic direction • The week of March 6th PPE team will be meeting to discuss • March 9th Joyce and Ben will be presenting to the Standing Committee on Health Services and Population Health • Develop draft plan by end of March – will be circulated to the O&A committee for feedback • Goal is to have a draft ready to resend before the April 19 BCPSQC Council meeting 		

Next Meeting:

April 25th, 2016 from 11:00am to 12:30pm