



PVN is supported through the:



Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

January 16th, 2017

2:00 – 3:30 pm

WebEx

Present:

Karla Warkotsch (Interior Health)	Sunaina Sharma (Patient Partner – Fraser Valley)
Jim Cawsey (Patient Partner – Vancouver Island)	Cassy Mitchell (Patient Partner – Northern)
Sherri Mytopher (Patient Partner – Northern)	Alyson Hagan-Johnson (Patient Partner – Vancouver Island)
Dustine Tucker (Patient Partner – Interior)	Pamela Jessen (Patient Partner – Vancouver Island)
Kyle Warkentin (Patient Partner – Youth – Fraser Valley)	Betty Murray (Patient Partner – Greater Vancouver/ Sunshine Coast)
Kris Gustavson (Provincial Health Services Agency)	Belinda Boyd (Vancouver Coastal Health)
Kimberly Strain (Patient Partner - Fraser Valley)	Sheila Gordon-Payne(Northern Health)
Colleen McGavin (BC SUPPORT Unit)	Ben Ridout (BC Patient Safety and Quality Council)
Sophie Wang (BC Patient Safety and Quality Council)	

Regrets:

Sonia Isaac Mann (FNHA)	Alana Godin (Doctors of BC)
Shannon Holms (Ministry of Health)	Dawn Nedzelski (Island Health)
Lin Chen (Patient Partner – Greater Vancouver/Sunshine Coast)	Cherie Mercer (Patient Partner - Indigenous – Northern)
Joshua Meyers (Fraser Health)	Elisa Murru (Canadian Mental Health Association)
Kate McNamee (Providence Health Care)	

Guests: Colleen Kennedy

Discussion Topic	Key Notes	Action Items	Responsibility
What Matters to You (WMTY)	<p>Background on the What Matters to You Day (WMTY) campaign was shared and a recap of the WMTY Day campaign from 2017 was provided</p> <p>Evaluation results from 2017 WMTY Day campaign were discussed:</p> <ul style="list-style-type: none"> • Number of resources ordered increased over time • Spread of resources requested across BC grew over time • Examples of community partners showcasing WMTY day across the spectrum of care: <ol style="list-style-type: none"> 1) Acute care providers listening to what patients care about and delivering on what they heard 2) A long term care home people posted on the trees what mattered to them 3) In a new primary care center in Kamloops, staff integrated what matters to you into their conversation every day as part of their process. • Evaluation Results <ol style="list-style-type: none"> 1) 95% of participants would participate again in the future 2) 85% of participants said WMTY helped foster meaningful conversations between patients, their families and providers • Endorsement was sought and provided by the Oversight & Advisory Committee to continue the campaign in 2018 <ul style="list-style-type: none"> ○ Suggestion: broaden focus from single day to encouraging WMTY conversations to happen all the time • A WMTY working group will be formed to provide planning guidance – lots of interest from Committee members to participate – members will send interest to Sophie to get involved 	<p>Email Sophie if you'd like to join WMTY working group</p>	<p>Oversight & Advisory Committee Members</p>
Evaluation Framework Update	<p>Provided an update on the Logic Model development and presented the compiled version following consultation with PVN's Oversight & Advisory Committee, Council Members and BCPSQC Patient & Public Engagement team.</p> <ul style="list-style-type: none"> • Number of activities in the logic model increased from 4 to 5 	<p>Review suggestions for 'closing the loop' and update PVN process to increase 'closing the loop' activities</p>	<p>Patient & Public Engagement Team</p>

Discussion Topic	Key Notes	Action Items	Responsibility
	<p>based on feedback to separate Outreach and Building Connections</p> <p>Shared preliminary results from feedback surveys that were sent out between Oct-Dec 2017.</p> <ul style="list-style-type: none"> • Results from likert scale questions based on respondents level of agreement or disagreement with statements • Overall positive responses from both Patient Partners and Health Care Partners regarding their experience with the engagement opportunity • Lowest level of agreement for both Patient Partners and Health Care Partners was for “Closing the Loop” <p>Discussed strategies to improve “closing the loop” within engagement opportunities for patient partners.</p> <ul style="list-style-type: none"> • Suggested resource from Delaney & Associates about closing the loop - http://www.rmdelaney.com/blog/engagement-planning/whats-not-new-p2-challenge-closing-loop/ • Identified the difference between giving information back to patient partners versus sharing how the patient partner contributed to the engagement <ul style="list-style-type: none"> ○ Interest in knowing how contributions moved initiatives forward (potentially through email or newsletter update) • For longer term opportunities with no clear nor immediate results, keeping the patient partner updated throughout the process of the engagement can serve as form of closing the loop until final results are available • Engagement Leaders can make sure to speak to HCPs about how, when and the frequency of communicating with PPs and keeping them updated during the planning phase before an engagement has started • Can take a more structured approach where it is detailed in the engagement opportunity the number of times that the HCP will be providing updates to the PP • Health Care Partner should be oriented on what defines closing 	<p>Develop process for sharing feedback survey results with partners</p> <p>Investigate need for two versions of feedback surveys based on length of engagement – update surveys as needed</p>	<p>Evaluation Working Group</p> <p>Evaluation Working Group</p>

Discussion Topic	Key Notes	Action Items	Responsibility
	<p>the loop and specific actions they can complete to support closing the loop with both patient partners and other stakeholders</p> <ul style="list-style-type: none"> • Health Care Partners should communicate with Patient Partners effectively and meaningfully, providing updates on whether the project is phase-based or has ended or will be continuing • Encourage patient partners to ask the question about closing the loop • At times health care partners aren't able to share information immediately – in these case can health care partners share with patient partner that restrictions are in place but will keep the patient partner update and share when available • Idea: when a patient partner indicates the loop wasn't closed can that be shared with the health care partner as an opportunity to learn <p>Discussed that the PVN feedback survey results will be aggregated and shared with Health Care Partners at regular intervals. This will be part of the PVN Evaluation Framework – how to share lessons learned from engagement with partners</p> <ul style="list-style-type: none"> • Interest from both patient and health care partners in receiving the results of feedback surveys from the other party <ul style="list-style-type: none"> ○ Process to be included in new Evaluation Framework for sharing feedback survey results • Discussion of the need for different versions of the feedback surveys based on the length of the initiative <ul style="list-style-type: none"> ○ Ex) Won't have outcomes for longer term engagements at the end of term – 'outcome' not appropriate in this case ○ Shift focus to whether contributions influenced the project? 		

Discussion Topic	Key Notes	Action Items	Responsibility
Guidelines for PVN Engagements	<p>Provided an overview of the variety of engagement opportunities and the different types of supports that PVN provides</p> <ul style="list-style-type: none"> • Committee suggested the type of organization and funding source is less important than whether the engagement opportunity is aligned with PVN's mission and goals • Discussion around advocacy is inconclusive, further discussions are required. Definitions around advocacy are different for different people (advocacy versus lobbying) • Suggestions made to develop a rubric or guidelines to outline what type of PVN support is available for the different types of engagement opportunities • Need to develop draft to be shared with the Committee for further discussion 	<p>Develop draft guidelines for PVN engagement support to share with Committee</p> <p>Add topic to next O&A agenda for further discussion</p>	<p>Patient & Public Engagement Team</p> <p>Ben & Pamela</p>