



PVN is supported through the:



Patient Voices Network: Oversight & Advisory Committee Meeting Minutes

March 21st, 2017

2:00 – 3:30 pm

WebEx

Present:

Karla Warkotsch (Interior Health)	Joshua Meyers (Fraser Health)
Kris Gustavson (Provincial Health Services Agency)	Kate McNamee (Providence Health Care)
Sherri Mytopher (Patient Partner – Northern)	Alyson Hagan-Johnson (Patient Partner – Vancouver Island)
Kimberly Strain (Patient Partner - Fraser Valley)	Dawn Nedzelski (Island Health)
Colleen McGavin (BC SUPPORT Unit)	Elisa Murru (Canadian Mental Health Association)
Sunaina Sharma (Patient Partner – Fraser Valley)	Pamela Jessen (Patient Partner – Vancouver Island)
Shannon Holms (Ministry of Health)	Ben Ridout (BC Patient Safety and Quality Council)
Denise Pinto (BC Patient Safety and Quality Council)	

Regrets:

Sonia Isaac Mann (FNHA)	Alana Godin (Doctors of BC)
Jim Cawsey (Patient Partner – Vancouver Island)	Kyle Warkentin (Patient Partner – Youth – Fraser Valley)
Lin Chen (Patient Partner – Greater Vancouver/Sunshine Coast)	Betty Murray (Patient Partner – Greater Vancouver/ Sunshine Coast)
Dustine Tucker (Patient Partner – Interior)	Belinda Boyd (Vancouver Coastal Health)
Cassy Mitchell (Patient Partner – Northern)	Cherie Mercer (Patient Partner - Indigenous – Northern)
Sheila Gordon-Payne(Northern Health)	

Guests: Sophie Wang (BC Patient Safety and Quality Council)

Discussion Topic	Key Notes	Action Items	Responsibility
Welcome & Reminders	<ul style="list-style-type: none"> - Roundtable introductions and review of notes from January 2018 meeting - Reminders: <ul style="list-style-type: none"> o Request committee members identify themselves before speaking so people on the phone know who's speaking o If committee members have items for the agenda – email co-chairs (Pamela and Ben) 	<p>Email Pamela and/or Ben with agenda items</p> <p>Send Committee members contact list</p>	<p>Committee members</p> <p>Denise Pinto</p>
Evaluation Framework Update	<p>Provided update on evaluation matrix, indicators and Key Evaluation Questions outlined as below:</p> <ol style="list-style-type: none"> 1. How are Network Activities implemented? 2. What is Network members' (PPs and HCPs) experience with PVN supported patient engagements? 3. What are some unique facilitators and barriers to patient engagement? 4. What is PVN's reach? (membership and opportunities) 5. How and in what ways has PVN made an impact? <ul style="list-style-type: none"> - Suggestion to name 'impact' as 'contributions' as the meaning may vary for different people - Contributions are good but if not having an impact are hard to measure. <p>Discussed next steps for feedback surveys and evaluation tools. Shared how Committee members can be involved and asked Committee members to identify areas of interest.</p>	<p>Send email to Sophie Wang if interested in being involved in indicator and/or evaluation tool development</p> <p>Coordinate sub-working group with interested members on indicator and evaluation tool development</p>	<p>Committee members</p> <p>Sophie Wang</p>

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<p>Policy for Engagement Opportunity Participation</p>	<p>Discussed examples of engagement opportunities when patient partners (PPs) need to change before the end of the engagement.</p> <p>Discussed process for making changes to PPs during an engagement</p> <p>What steps should be followed when PPs want to leave an engagement?</p> <ul style="list-style-type: none"> • Helpful to involve Engagement Leaders to bring outside person for PPs to approach • Review process from BC Cancer Agency - touching base with participants partway through engagement • Have an exit interview with patient partner <ul style="list-style-type: none"> ○ Capture reasons for departure (if due to personal reasons or other) ○ Performed by either PVN or Health Care Partner (HCP) depending on connection PP has with HCP ○ Preference for direct learning with HCP depending on relationship • Clear expectations of PP role before starting. There is concern sometimes that too much is being asked from PP. Then have discussion between EL and PP about concerns as first step. • Facilitate conversation between HCP and PP to learn and assess areas for change <p>What steps should be followed when health care partners have a concern about patient partner on an engagement?</p> <ul style="list-style-type: none"> • Similar process but in reverse - but PP may need to go through EL first • First point of contact: HCP and PP try to resolve issue directly • May be resolved through conversation and clear up miscommunication • If not then HCP can bring in Engagement Leader 	<p>Develop process for making changes to engagement opportunity participants</p>	<p>Patient & Public Engagement team</p>

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Committee Meetings	<p>Discussed in-person O&A Committee meeting</p> <ul style="list-style-type: none"> • Full day O&A Committee meeting was agreed on and to take place in Spring 2018 • Potential topics: <ul style="list-style-type: none"> ○ Specific capacity building activities ○ Patient compensation ○ PVN engagement opportunity processes 	Send Doodle poll to Committee to find date for in-person meeting	Denise Pinto
Capacity Building	<p>Discussed what is included in capacity building priority to develop shared understanding:</p> <ul style="list-style-type: none"> • In person events: popular amongst patients partners but limited in quantity • How to build capacity continuously? <ul style="list-style-type: none"> ○ Ongoing learning series – inform PPs of what is happening and have knowledge exchange to create a sense of mentorship with those that are experienced ○ Opportunities for patient partners to meet with other patient partners to develop skills ○ Provincial and regional phone calls amongst patient partners ○ PVN Facebook ○ Learn from and build knowledge from Patient Advisor Network (PAN) and International Society of Quality for Person-Centred Health Care (ISQua) who are also doing capacity building • Perks of membership with PVN <ul style="list-style-type: none"> ○ Access to other learning opportunities as a PVN patient partner (i.e. IHI Open School memberships, partnerships with other organizations) 	Add in-depth discussion on capacity building activities to next meeting agenda	Ben Ridout / Pamela Jessen

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Celebrating Success	<p>Shared current ways of celebrating success</p> <ul style="list-style-type: none"> • Newsletter/social media recognition • Thank you cards • Stories of success • Supporting closing the loop <p>Discussion of other ways to celebrate PVN success:</p> <ul style="list-style-type: none"> - Anniversary card after joining PVN - Random thanks for being a part of PVN - Highlighting names of new members when signing up or having an anniversary - Preference for snail mail over e-card recognition - like the personal touch 	<p>Send materials from meeting – powerpoint, whiteboard and chat</p>	<p>Denise Pinto</p>