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**Patient Voices Network: Oversight & Advisory Committee Meeting Minutes**

**June 8<sup>th</sup> 2018**

9:00 – 4:00 pm

In-person


**Present:**

Kris Gustavson (Provincial Health Services Agency)	Belinda Boyd (Vancouver Coastal Health)
Sherri Mytopher (Patient Partner – Northern)	Pamela Jessen (Patient Partner – Vancouver Island)
Kimberly Strain (Patient Partner - Fraser Valley)	Teresa Bissenden (BC Patient Safety and Quality Council)
Sunaina Sharma (Patient Partner – Fraser Valley)	Denise Pinto (BC Patient Safety and Quality Council)
Shannon Holms (Ministry of Health)	
Kate McNamee (Providence Health Care)	
Alyson Hagan-Johnson (Patient Partner – Vancouver Island)	
Marlene Apolczer (Northern Health) – rep for Sheila Gordon-Payne	
Betty Murray (Patient Partner – Greater Vancouver/ Sunshine Coast)	

**Regrets:**

Karla Warkotsch (Interior Health)	Elisa Murru (Canadian Mental Health Association)
Colleen McGavin (BC SUPPORT Unit)	Kyle Warkentin (Patient Partner – Youth – Fraser Valley)
Joshua Meyers (Fraser Health)	Alana Godin (Doctors of BC)
Lin Chen (Patient Partner – Greater Vancouver/Sunshine Coast)	Cassy Mitchell (Patient Partner – Northern)
Jim Cawsey (Patient Partner – Vancouver Island)	Dustine Tucker (Patient Partner – Interior)
Sonia Isaac Mann (FNHA)	Cherie Mercer (Patient Partner - Indigenous – Northern)

**Guests:** Colleen Kennedy, BCPSQC

Discussion Topic	Key Notes	Action Items	Responsibility
<b>Welcome &amp; Introductions</b>	Roundtable introductions and review of agenda.		
<b>Patient Compensation</b>	<p>Provided background and update on patient partner compensation landscape in Canada. Reviewed the purpose of discussion: to develop recommendations on patient partner compensation for the Ministry of Health.</p> <p>Committee brainstormed opportunities and potential risks. Some general comments:</p> <ul style="list-style-type: none"> <li>• Evaluation on potential consequences must be done prior to any decisions</li> <li>• Needs to be a case by case approach i.e. not be a blanket, one size fits all</li> <li>• Need to value patient partners</li> <li>• Solution should not create a new inequality</li> <li>• Should not undo engagement progress</li> <li>• High level meaningful engagements</li> <li>• Need to have a living document/flexible policy/guideline</li> <li>• Cost to Health Care Partner</li> <li>• Risks to other sectors</li> <li>• Conflict of interest</li> </ul> <p>Committee members co-created draft recommendations to forward to the BCPSQC Council Members.</p> <div style="text-align: center;">  <p>PVN Oversight and Advisory Patient Corr</p> </div>	Recommendations to be presented to BCPSQC's Council Members for discussion on June 13, 2018, prior to submitting to the Ministry	Teresa Bissenden

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<b>Capacity Building</b>	<p>Committee brainstormed skills &amp; core competencies and training needs that are important for Patient Partners (PP) and Health Care Partners (HCP). Some of the core skills &amp; areas of knowledge discussed:</p> <ul style="list-style-type: none"> <li>• Active listening</li> <li>• Active involvement</li> <li>• Passion</li> <li>• Knowledge/ Skills /Attributes</li> <li>• Altruism</li> <li>• Knowledge of patient perspective</li> <li>• Youth (diversity)</li> <li>• Able to see big picture</li> <li>• Open minded</li> <li>• Interested a wide variety of opportunities</li> <li>• Communication skills</li> <li>• Tell your own story</li> <li>• Team engagement</li> <li>• Sharing development + stories -&gt; learnings + wisdom “if I had only known”</li> <li>• Being improvement focused</li> <li>• Quality improvement training</li> <li>• How to give constructive feedback</li> <li>• Body language</li> <li>• How to/framing/readiness in sharing</li> <li>• Support for patients (emotional, trauma)</li> <li>• How to work with patients</li> </ul>	<p>Perform environmental scan to understand what skills and core competencies are important for PP and HCP to develop in order to participate in authentic engagement</p>	<p>Patient &amp; Public Engagement (PPE) Team</p>

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<b>PVN Updates &amp; Feedback</b>	<p>Co-chairs of the Oversight &amp; Advisory Committee presented and asked committee members for their input &amp; decision on identified topics:</p> <ul style="list-style-type: none"> <li>• Patient Partners identification: many PPs have expressed an interest and need in receiving Patient Voices Network (PVN) identification</li> <li>• Photos of PPs in internal PVN database: PPE team has expressed a desire to have PP photos in their internal database as it will help identify and ease their work</li> <li>• PP removal process: an update was shared that the PPE team has taken ideas and suggestions from past O &amp; A meetings and are developing a PP removal process</li> <li>• Closing the loop: information was shared that the new Closing the loop process will be piloted over the summer months</li> </ul>	<p>Move forward with sourcing of PP identification or name tags</p> <p>Move forward with communications plan inviting PP to add photos in internal PVN database</p> <p>Move forward with development of PP removal plan to present back to O &amp; A committee members for approval</p> <p>Results of Closing the Loop pilot will be shared with the O &amp; A committee for feedback and approval</p>	PPE Team
<b>Committee Term Update</b>	Timeline & process for openings for patient & health care partners were reviewed. There will be four patient partner & two healthcare partner openings.	Recruitment for new PP and HCP to occur over the summer months	Pamela Jessen Teresa Bissenden

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<b>Closing Remarks &amp; Group Photo</b>	<p>Committee discussed whether they would meet over the summer months.</p> <p>Gratitude was expressed for everyone who was able to contribute their thoughts, voices, &amp; insight into the day.</p>	<p>Summer WebEx meetings cancelled. Committee will reconvene in fall once PP &amp; HCP openings have been filled</p>	<p>Teresa Bissenden Denise Pinto</p>