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Patient Voices Network: Oversight & Advisory (O&A) Committee Meeting Minutes

October 1, 2019

2:00 - 3:30 pm

WebEx

Present:

Shannon Gibson (Ministry of Health)	Colleen McGavin (BC Support Unit)
Sherri Mytopher (Patient Partner - Northern)	Kevin Barry (Patient Partner- Interior)
Deborah Harver (Island Health)	Belinda Boyd (Vancouver Coastal Health)
Karla Warkotsch (Interior Health)	Tammy Hoefer (BCPSQC)
Helen Chiu (BC Provincial Renal Agency)	Shannon Sahota (BCPSQC)
Pamela Jessen (Patient Partner - Vancouver Island)	
Alyson Hagan-Johnson (Patient Partner - Vancouver Island)	

Regrets:

Kris Gustavson (Provincial Health Services Agency)	Megan Hunt (FNHA)
Kyle Warkentin (Patient Partner - Youth - Fraser Valley)	Christina Thomas (Doctors of BC)
Kate McNamee (Providence Health Care)	Cindy Charleyboy (Patient Partner-Interior)
Lin Chen (Patient Partner - Greater Vancouver/Sunshine Coast)	Tanis Hampe (Northern Health)
Kimberly Strain (Patient Partner- Fraser Valley)	Megan O'Reilly (Patient Partner-Interior)
Jim Cawsey (Patient Partner-Vancouver Island_)	Esther Storvold (Patient Partner- Interior)
Mandy Lindsay (Fraser Health)	Tina Strudsholm (Northern Health)

Time	Discussion Topic	Key Notes	Action Items	Responsibility
2:00	Welcome & Introductions	Committee went around and shared about themselves.		
2:15	The use of a “Patient Approved” Logo	<p>Pamela Jessen brought forward the idea of having a patient partner stamp on documents, indicating that they have been “patient approved.”</p> <p>Vision: When a patient partner is involved in an engagement that results in the creation of documentation, the HCPs would be able to use the <i>patient approved logo</i> on those documents to indicate that a patient was involved in their creation. The use of a “patient approved” logo has been used in other organizations and seen as a best practice.</p> <p>The logo could be available to patient and health care partners through PVN as a start, but ultimately available to others when a patient has been involved in work across the health care system.</p> <p>There O&A Committee discussed the need to have some criteria around the use of a logo but would not want to make the criteria too restrictive.</p>	PPE team to review the use of a patient logo in other organizations and bring forward a recommendation for the O&A’s consideration.	Tammy/Shannon

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2:30	Patient Partner Compensation Report	<p>Background of patient partner financial compensation. Patient engagement has evolved over time and thus there is greater discussion taking place around compensating patient partners for their time.</p> <p>Ministry of Health asked BCPSQC to conduct a consultation with patients and health care partners to learn more about their thoughts around patient compensation. This work took place from Dec 2018-January 2019. 500 PVN members participated in this survey.</p> <p>Survey results and themes were shared with the Committee.</p> <p>Next steps: Final draft report will be concluded, and reviewed by the Council/O&A Committee in November. We will be working very closely with the Ministry to learn how they would like to share these results, and work with all who shared their responses in closing the loop.</p>	Share the final report confidentially with the O&A committee once it is completed.	Tammy

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2:50	Patient Partner Conduct Management Policy and Procedure	<p>Discussed the importance of addressing best practices for policies around patient partner conduct management.</p> <p>Currently looking to address a gap in how we address those rare situations where a patient partner is not conducting themselves in accordance with the Volunteer Agreement they sign when joining the Network. Staff have drafted a policy and procedure document outlines a procedure where we work directly with patient and health care partners in co-creating solutions on moving forward.</p> <p>Suggestion that rather than a policy, this outline becomes an appendix in the existing volunteer agreement.</p>	Committee members to send feedback to Tammy. She will collate responses and inform the Committee of the results and move forward with the implementation (whether as a policy or appendices in the Volunteer Agreement)	Committee/Tammy
3:15	O&A Committee membership - terms coming to an end and recruitment	Term end dates of Committee members was discussed.	Committee to let Tammy/Shannon to know if they would like to extend their term membership, as well as if they would like to attend the December meeting for their last farewell.	Committee
3:25	Next Steps & Closing Remarks	Scheduling meetings for next year	Meeting invitations to be sent out. Shannon to share meeting dates with Tammy so we can	Shannon

Time	Discussion Topic	Key Notes	Action Items	Responsibility
			select in-person meeting date. Then share with the committee.	