

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

June 4, 2020

1:00 - 2:30 pm

WebEx

Present:

Beverley Pomeroy (Patient Partner)	Helen Chiu (BC Renal)	Laura Klein, Shannon Griffin & Mandy Lindsay (Fraser Health)	Tammy Hoefler (BCPSQC)
Christina Thomas (Doctors of BC)	Jim Cawsey (Patient Partner)	Megan O'Reilly (Patient Partner)	Jacquelyne Foidart (BCPSQC)
Cindy Charleyboy (Patient Partner)	Joe Bring (Patient Partner)	Shannon Gibson (Ministry of Health)	Ruhee Mardhani (BCPSQC)
Colleen McGavin (BC Support Unit)	Kevin Barry (Patient Partner)	Tina Strudsholm (Northern Health)	Guest: Arushi Sharma (BCPSQC)
Esther Storvold (Patient Partner)	Kris Gustavson (PHSA)	Vikram Bubber (Patient Partner)	Guest: Kevin Smith (BCPSQC)

Regrets:

Sherri Mytopher (Patient Partner)	Deborah Harver (Island Health)	Megan Hunt (First Nations Health Authority)	Kate McNamee (Providence Health Care)
Alyson Hagan-Johnson (Patient Partner)	Karla Warkotsch (Interior Health)	Tanis Hampe (Northern Health)	Pamela Jessen (Patient Partner)
Kyle Wakentin (Patient Partner)			

Discussion Topic	Key Notes	Action Items	Responsibility
Welcome, Acknowledgement of Traditional Territories			
Approval of the Agenda	Agenda and minutes of the previous meeting were approved. Request for additional agenda item: Annual Report by Tammy Hoefler		

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O&A Vice-Chair Decision	Jim shared the appointment of our Oversight & Advisory (O&A) Committee Vice-Chair, Cindy Charleyboy – joining as our Patient Partner Vice-Chair. Cindy introduced herself and shared the excitement of working with the Committee in this new role.		
PVN Website Redesign	<p>Guests Arushi Sharma and Kevin Smith from the BCPSQC Communications Team joined us and shared an overview of changes that will be made to the PVN website, along a timeline and some options for consideration.</p> <ul style="list-style-type: none"> - Updates include – changes in branding to align closely to the council - addition of style tiles, making the website more accessible - Opportunity to provide feedback will be given on an ongoing basis and through a soft launch of the website allowing those accessing the PVN site to provide input on the new changes 	Website Redesign presentation to be sent out to O&A Committee with opportunity for them to provide feedback on suggested changes	Ruhee
Renewal of PVN Strategic Plan & Next Steps	Tammy discussed how the PVN is administered by the BCPSQC and the opportunity to create broader awareness of this and for closer alignment of the two strategic plans. The BCPSQC’s strategic priority of patient engagement that is informed by the provincial mandate and created through broad stakeholder engagement would carry over into the PVN strategic plan and the strategic goals that support this priority will be identified through a deeper dive PVN stakeholder engagement. Further, PVN strategic initiatives will support PVN’s strategic goals and be identified with O&A Committee and Patient and Public Engagement (PPE) team. Key activities under these initiatives will be identified by the PPE team. Throughout this process, the Council	Interested Patient and Health Care Partners from the O&A Committee who would like to be part of the Strategic Plan Working Group to share their interest with Ruhee & Tammy	O&A Committee Members

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	<p>(through the PPE team) will measure, monitor, learn and improve.</p> <p>Ruhee shared the phased approach and timeline for the renewal of the 2021-2023 PVN Strategic Plan. The plan includes the creation of a working group inclusive of Patient and Health Care Partners from the O&A and PVN. The working group will come together to fine tune and implement the stakeholder engagement strategy and provide input into developing an evaluation framework for the strategic plan.</p> <ul style="list-style-type: none"> - Cultural diversity and inclusion will be taken into consideration when developing the engagement strategy to ensure we are able to reach different populations - Suggestion from Colleen to include a Health Care Partner that can bring in health care researcher lens, since currently, there are numerous PVN opportunities for Patient Partners to partner in health research. Additional Health Care Partner on the Working Group will be added. 		
<p>Operational plan</p>	<p>Jacque provided an update on the Patient and Public Engagement Operational plan and shared information on the PVN strategic initiatives that will take place in partnership with Patient Partners including:</p> <ul style="list-style-type: none"> - PVN operations (community, processes, data management) - Build capacity for Person-centered care & patient engagement (WMTY, diversity & inclusion, cultural safety & humility, PD opportunities) - Evaluate, share and improve the impact of patient engagement (data management, strategic plan, participation in development of a patient and public engagement framework) - Support a culture of respect & psychological safety (regular team meetings, creation of professional 		

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	<p>development goals based on learning needs assessment and professional goals)</p> <ul style="list-style-type: none"> - Enhance communication (communications strategy, website redesign) <p>The progress updates on the work of the initiatives will be shared with the O&A as a standing agenda item. Additional time will be booked when feedback and advice is requested of the O&A Committee before decision by BCPSQC Leadership.</p>		
<p>Quick Updates:</p> <ul style="list-style-type: none"> - What Matters to You 	<p>WMTY: new approach given COVID-19</p> <ul style="list-style-type: none"> - The healthcare system is extremely busy right now due to COVID-19, and we wanted to ensure that our initiatives did not take provider’s time away from providing direct patient care. A softer approach has been taken with framing our messaging around recognizing that our Health Care and Patient Partners are not able to prioritize WMTY this year, but we are still seeing and hearing WMTY principles being honoured. We want to hear from BC residents – what matters to them now and how the WMTY principles have been upheld in the current time. We want to recognize the importance of WMTY and highlight stories of care compassion and kindness during these challenging times. We created the #WMTYBC hashtag, provided opportunity to submit stories about how WMTY was demonstrated at this time so that we can flood BC with these stories - On June 9, a special PVN newsletter edition with a focus on WMTY and stories will be sent out. 	<p>Committee Members to share their WMTY stories on our website (even beyond June 9) and encourage those in their networks to also share.</p>	<p>Oversight & Advisory Committee Members</p>
<p>O&A Committee Face-to-Face meeting</p>	<p>Given the BC Government’s recommendations to not travel or gather in large groups, the decision has been made to postpone the October Face-to-Face meeting and proceed with a virtual meeting. This meeting will be 2 hours long (instead of the usual 1.5 hours) and include a 10-minute break.</p>		

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Annual reports	The 2019-2020 Annual Report work is underway, and we want to hear from our Oversight & Advisory Committee members about what they want to see in this year's Annual Report.	A survey link to be sent out to members. Members to share their input and feel free to include links to examples of other annual reports, and infographics for consideration.	Ruhee, O&A Committee Members
Future Meeting Date	Next meeting will be held on October 5, 2020.		