

 <p>Patient Voices Network</p> <p>ADMINISTERED BY BC PATIENT SAFETY & QUALITY COUNCIL</p>	Date: April 6, 2021	Time: 1:00-2:30pm
	<p>Agenda: PVN Oversight & Advisory Committee Meeting</p>	

Attendees

Patient Partners	Health Care Partners	Council Staff
Beverley Pomeroy – Fraser Valley	Colleen McGavin – BC Support Unit	Chelsea Hochfilzer
Jean Shepherd – Vancouver Island	Helen Chiu – BC Renal	Ruhee Mardhani
Joe Bring – Fraser Valley	Karla Warkotsch – Interior Health	Tammy Hofer
Luka Poljak – Vancouver Coastal	Kris Gustavson – PHSA	
Maria Klement – Interior	Laura Klein – Fraser Health	
Megan O’Reilly – Interior	Stephanie Massot – Vancouver Coastal Health	
Pamela Jessen (Co Chair) – Vancouver Island	Tina Strudsholm – Northern	
Prachi Khanna – Vancouver Coastal		
Sherri Mytopher – Northern		
Vikram Bubber (Vice Chair) – Vancouver Coastal		

Guests: Jami Brown, BCPSQC

Regrets: Megan O’Reilly, Adrienne Breen, Christina Thomas, Eileen Brooks, Hannah Tighe, Lindsay Arcscott, Shannon Griffin, Scott Graham

Acronym Dictionary:
 PP: Patient Partner
 HCP: Health Care Partner
 WG: working groups
 VA: Volunteer agreement

Topic	Notes	Action Items
Welcome, Acknowledgement of Traditional Territories	Welcome to Stephanie & Laura Unfortunately David Watts has had to resign from the committee for personal reasons.	
Approval of the Agenda & Previous Meeting Minutes	Approved	
Connection Corner - What topics of discussion would you like to see at the	<ul style="list-style-type: none"> - National trends, future planning, strategic plan - Summary of evaluations collected from PPs and HCPs - PVN COVID projects - Legacy projects and where we are now - Space for open discussion 	

PVN is a community of patients, families and caregivers working together with health care partners to improve BC’s health care system.

O&A and why?	<ul style="list-style-type: none"> - Planning for a provincial approach to advance patient and public engagement - Learning from engagement experiences - Recommended articles, webinars and courses - Increasing membership for PVN 	
Update from O&A Planning Meeting	<ul style="list-style-type: none"> - See recommendations document for summary of discussion from March 10 meeting - In June we will hold Part 2 of the planning meeting to present and discuss the draft workplan – - Reflections from committee members: <ul style="list-style-type: none"> o Concerns about committee being too large vs needing more diversity – concerns that voices will get drowned out o Comments were not only regarding the need for diversity on the committee but also wanting diverse voices to feel safe coming forward and speaking. o Suggestions: <ul style="list-style-type: none"> ▪ Make a topic of discussion and use breakout rooms and/or anonymous polls (or chat) to solicit feedback on how this can be achieved. ▪ Open feedback doors and/or form a WG to look at leading practices around this to strengthening our performances in this area ▪ Perhaps greater use of working groups could be part of the solution ▪ There are a few WGs in PVN that are around diversity; perhaps learning what has and hasn't work for those group members including PVN staff, would be a good start? Lots to learn about our experiences when creating those WGs ▪ Many online and zoom features can be used to solicit feedback – whiteboard, chat box, surveys and polls to hear from everyone - Concern expressed about the language level of the internal planning document – it should be around grade 5-6 level – recommendations are not in plain language - Plain Language Resource - Jean, Luka, Maria & Prachi volunteered to make recommendations document more accessible, if required - Endorsement of recommendations #1-7 received from members, #8 will be held for discussion during the next meeting 	
PVN Website: Demo & Update	<ul style="list-style-type: none"> - Jami provided an update and demo of the new website 	Welcome other feedback for the

PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.

	<ul style="list-style-type: none"> - Concern shared about the language level on the website and its accessibility - Additional comments indicated that the website was an improvement from the previous, clearer and more accessible; note: the new website has an AA accessibility rating 	website offline via Chelsea
<p>Updates from</p> <ul style="list-style-type: none"> - Volunteer Agreement - Portal - Connections Working Group - BCCDC Language Guide - Patient Partner Compensation - Patient Partner Recruitment <p>*Poll</p>	<ul style="list-style-type: none"> - Volunteer Agreement <ul style="list-style-type: none"> o At the last meeting we approved some recommendations that all members on PVN have to have signed VA – Engagement Leaders reached out to members who have not signed. o Most have signed it; some withdrew but final numbers will be provided (folks withdrew because they were inactive in the network and no longer interested in participating) o We are changing process for new PPs by embedding VA into online sign up –should be completed in a few weeks. The online sign up form will be updated now with more inclusive language - Portal <ul style="list-style-type: none"> o Kira Tozer presented idea of creating HCP/PP portal at the last meeting – ability to create profile and fillable forms. o Based on your recommendations, we are doing a fulsome needs assessment before moving any further with this project. We are currently in the process of determining what questions and who the audience is for the needs assessment - Connections WG <ul style="list-style-type: none"> o Briefing note shared via email and 4 recommendations suggested– all around ways we can improve connections between PVN members feeling supported and collect. Thank you for your feedback about which recommendations you support. o We are still working on our operational work plan for the year and so the input will help with that but not moving ahead with anything new at this time. o Connections Café will be the focus for now and we have the other four recommendations for when we have capacity. - BCCDC Language Guide <ul style="list-style-type: none"> o O&A recommended that Council considers using it as an organization, beyond PVN o A recommendation was made to Council leadership. Leadership was in support of using this resource. o Communications Department was looking at the Guide and providing a summary of key 	

PVN is a community of patients, families and caregivers working together with health care partners to improve BC’s health care system.

	<p>components and including those in our Council style guide for all communications</p> <ul style="list-style-type: none"> ○ We reached out to Harlan Pruden who will be doing a lunch and learn on the guide and potentially collaborating with us to create a summary document that can be utilized with the Council and externally. <ul style="list-style-type: none"> - Patient Partner Compensation <ul style="list-style-type: none"> ○ We submitted a report two years ago to the Ministry of Health, due to COVID/elections, there hasn't been a lot of attention towards the report to discuss impact on policy changes. As the need to respond to Covid eases, the MOH will be able to turn their attention to the report. In anticipation of this happening soon, they have asked us to perform a high-level environmental scan to see what the current practices are there regarding PP compensation. We provided an updated addendum to the report with current practices re: patient compensation at the end of March. Will follow up with updates as they evolve - PP recruitment <ul style="list-style-type: none"> ○ In the process of recruiting 3 Indigenous PPs, 2 PPs from VCH, 1 PP from either North/Island/Interior ○ Will replace David in the coming months <p>Questions/Comments about Updates:</p> <ul style="list-style-type: none"> - Accessibility – language level we put forward needs to be accessible - We have a lot of inactive PPs – what are we doing to activate people and making them feel more connected. Perhaps we want to have a conversation about this in a coming meeting. Only 41% of 1200 PPs are active as of March 31, 2020 - Note: measuring network members is a false sense of success. We are limited by the number of opportunities that come in every year. We have to look at the alignment with PVN goals and metrics as our measures of success. Another topic for future discussion. <p>Members were asked how they would like future updates presented and members agreed on providing a written update and have space on the agenda for questions and/or discussion as a result of the updates.</p>	
<p>Closing</p> <ul style="list-style-type: none"> - call for agenda items - survey reminder 	<ul style="list-style-type: none"> - 2-hour June meeting – opportunity to share and discuss draft PVN annual workplan <ul style="list-style-type: none"> ○ Draft workplan for the year will be presented ○ facilitated discussion on what our priorities are and how we will be bringing it back to O&A for updates, review, monitoring and advice 	<p>Please send any agenda items our way by May 5</p> <p>Complete Meeting Survey</p>

PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.

PVN is a community of patients, families and caregivers working together with health care partners to improve BC's health care system.