



**Patient
Voices
Network**

ADMINISTERED BY
BC PATIENT SAFETY & QUALITY COUNCIL

Blending Virtual with In-Person Meetings (The Hybrid Model)

Health care partners are gradually returning to their offices as COVID-19 restrictions start to relax. Some meetings will shift to a hybrid model which means there's a mix of both in-person and virtual attendees.

Meaningful engagement can happen with a hybrid model. We hope that these tips for patient partners and health care partners can assist in either planning or attending a successful meeting.

For Patient Partners:

Whether you attend in-person or virtually, it's important you feel supported.

Is It Safe to Meet in-Person?

Your health and safety are our top priority. We suggest that you keep updated on public health guidelines through the [BC Centre for Disease Control](#) and reach out to your health care partner to learn about their safety plans. All visitors to health facilities are required to be fully vaccinated for COVID-19 and you may be asked to show proof of vaccination.

If I'm Not Comfortable Attending in-Person, Can I Choose to Attend Virtually?

The virtual option may continue be offered. If it's not, have a conversation with your health care partner to see if this is an option.

Virtual Participation Tips:

- Ensure you have the technology required to participate
- If you'd like more practice with Zoom, check out our [Zoom Tips!](#)
- Use functions like raising your virtual hand and the chat box to indicate when you'd like to speak
- Use the raised hand feature if you want to speak
- Use the chat box to add in written comments
- If you weren't able to say what you wanted to, follow up with your health care partner after the meeting to share your feedback.

For Health Care Partners:

Planning a hybrid meeting? Check out these tips:

1. Plan Ahead:

- Talk to patient partners to find out how they want to participate
- Consider group activities that can be effective for both those online and in-person to

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participate in (e.g., icebreakers, brainstorming, breakout rooms)

- Test out your teleconference/video set up in the room which you'll be using ahead of time. The last thing you want is to run a hybrid event without the online folks due to technology issues!

2. Make the Most of Technology:

- If you're going to be using Zoom or another virtual conference platform, make sure you have a stable internet connection
- Encourage those in-person to use a laptop to join the meeting. This allows everyone to see each other and participate in online activities such as polls. Or, consider use of a large screen and microphones
- Encourage all participants to turn their cameras on and use their mute button to reduce background noise
- As the host, use technology to keep everyone engaged (e.g., chat box, polls, breakout rooms)
- Consider hosting a pre-meeting for virtual participants to review the technology and special features and have them join early to test their technology

3. Facilitation Tips

- Make use of introductions! Start the meeting by introducing everyone, including those in the room and online
- Set ground rules to create a safer space and ensure all participants know what to expect and to ensure everyone can successfully participate
- Ask a colleague to provide support during the meeting (e.g., technical support, monitoring the chat box) so that you can focus on facilitating the discussion and ensuring everyone is engaged
- Create a space for less vocal participants to be heard by checking in throughout the meeting to ensure everyone is sharing their ideas
- Consider activities that can be split between in-person and online groups to ensure the quality of discussions for all involved
- Online meetings can be tiring. Keep the energy level high with regular breaks (5-10 minutes per hour)
- Debrief the experience. At the end, ask what went well, what could be improved and if any comments/feedback were missed during the meeting

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