

# Health Care Partner Commitments

It's important that engagement opportunities are successful and meaningful for both health care and patient partners. This document outlines the support you can expect from the BC Patient Safety & Quality Council (the Council) throughout your engagement opportunity, as well as your responsibilities to patient partners. [Meet our team here](#) and reach out to us with any questions!

## Our commitment to you...

After you submit an [engagement request form](#), an Engagement Leader at the Council can:

- Offer advice on engagement planning based on the principles of [authentic patient engagement](#), [Indigenous cultural safety](#), and [diversity, equity and inclusion](#).
- Facilitate recruitment into the engagement opportunity by working with you to create an invitation to patient partners to participate, sharing it through PVN communication channels, collecting responses, and offering advice and resources to support you as you [select](#), welcome and onboard patient partners.
- Support you and your internal team(s) throughout the engagement with [check-ins](#) and advice should any unexpected opportunities or challenges arise.\*
- Assist with the conclusion of your engagement by offering advice on [demonstrating appreciation](#), providing resources and strategies for [Closing the Loop](#), and distributing surveys to both you and patient partners to support continued learning.

\* Note that PVN patient partners sign a [Patient Partner Commitments](#) document which details their responsibility to keep information they learn through engagement opportunities confidential. It also includes a *conduct management process* as well as coverage for PVN patient partners under the Council's *liability insurance*.

## Your commitment to patient partners...

As a health care partner, I agree to:

- Follow the principles of [authentic patient engagement](#) as outlined in [A Guide to Patient Engagement](#), select patient partners in a timely manner, and identify one defined point of contact who will provide information and materials for patient partners.
- Create a safe and supportive environment for patient partners by striving to overcome barriers to participation (e.g., accessibility, reimbursing expenses), protecting the privacy and confidentiality of their personal information, and treating them with fairness, courtesy, dignity, and respect.
- Prepare patient partners and my team to work together through onboarding, introductions and taking the time to make sure everyone is ready, comfortable and understands the role of the patient partners. In the event that there are concerns with a patient partner's conduct, I will explore solutions with the person and, if needed, seek support from the Engagement Leader.\*
- Maintain regular communication with patient partners throughout the duration of the engagement and acknowledge their contributions. End the engagement with a thank you and [Close the Loop](#) in order to identify and communicate their impact and the outcomes of your work together. Patient partner contact information should be used for communication related only to the specific engagement that they RSVP'd for.
- Be aware of and adhere to the additional policies and procedures within your own organization that are relevant to engaging with patient partners (e.g., privacy and confidentiality of personal information, conflict of interest, completion of criminal record checks).

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