



Patient
Voices
Network

Health Care Partner PVN Service User Agreement

ADMINISTERED BY
HEALTH QUALITY BC

Thank you for your interest in engaging patient partners in your work. PVN connects health care teams with patients, family members and caregivers to improve BC's health care system. PVN's virtual platform promotes your engagement opportunity to people across British Columbia.

PVN provides orientation and education to prepare patient partners to work with you. Please check with your organization about any volunteer documentation needed for your opportunity. For engagement opportunities to be meaningful for both parties, it takes planning. This document outlines:

- Your role as the health care sponsor of an engagement opportunity,
- The role of Health Quality BC, and
- Standards for engagement request form submissions.

Please read before using PVN.

Your role as the health care sponsor of engagement opportunities

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. If there are concerns with a patient partner's conduct, I will explore solutions with the person and, if needed, seek support from the Health Quality BC team.*
- **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 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.) As a low-barrier network, PVN patient partners' sign-up does not include reference checks, police information checks or any liability insurance.
- **Follow a transparent [conflict management process](#)** with patient partners if conflict arises within an engagement opportunity.

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



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Standards for engagement request form submissions

Engagement requests which contain inadmissible content will not be published as engagement opportunities on the PVN website and/or shared in our newsletter(s).

Engagement request forms which contain any of the following will be subject to withdrawal:

- The use of inappropriate or offensive language; including, but not limited to, use of profanity, obscene language, racial slurs.
- Submissions from private-for profit organizations. Engagement requests must be associated with a health care organization that provides public health care services.
- Content that could contribute to a risk of harm to the physical and/ or mental security of persons.
- Content that is not culturally safe and/ or aligned with Health Quality BC's [commitment to cultural safety and humility](#).

The role of Health Quality BC administering PVN

Health Quality BC will publish your engagement opportunities on the PVN website, share the postings in our newsletter(s) and direct you to resources:

- On engagement planning based on the principles of [authentic patient engagement](#), [Indigenous cultural safety](#), and [diversity, equity and inclusion](#).
- To support you as you [select](#), welcome and onboard patient partners.
- For [check-ins, demonstrating appreciation](#), and strategies for Closing the Loop.

*PVN patient partners sign a [Patient Partner PVN Service User Agreement](#) that details their responsibilities as a patient partner, including to keep information they learn through engagement opportunities confidential.

PVN also has a suggested [conflict management process](#).

Health Quality BC may contact you for clarification or further information regarding your submission and reserves the right to withdraw your submission.

If you have any questions about this document, you can contact us at 1.877.282.1919 or pvn@bcpsqc.ca

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