



The right information, at the right time and in the right place – all working to make PVN better for YOU. Your time is valuable. We've improved our processes to make PVN an easy choice. Here's some *Frequently Asked Questions* to learn more.

Why are these improvements being made?
Through Health Quality BC's (HQBC) strategic planning process in spring 2020, we heard:

- PVN provides an important service for connecting health care teams and patients, family members and caregivers.
- Health care organizations have a desire to be more "hands on" with patient partners in their quality improvement work.
- Some PVN processes are time consuming and onerous.
- The time is now, to grow and evolve, to find new ways to engage and include more diverse voices.

Who was involved in providing feedback into PVN improvements? A combination of key partners was involved in sharing their feedback, including health care organizations and the public. We received over 400 surveys with approx. 23% coming from the public. Key health care organizations participated in interviews to provide further feedback.

Were patient partners involved in feedback?
Yes - both in the surveys and key partner interviews for the HQBC's strategic planning process, and through key partner discussions such as the [Oversight and Advisory Committee](#). [The Council](#) is a continuous improvement organization and will continue to encourage feedback from patient and health care partners as the improvements are implemented.

Can I get one-on-one support to fill out my [engagement request form](#)? We are confident that the tools created are a simple-to-follow process that you won't need one-on-one support to complete. We encourage you to take advantage of those tools so that you can do this at a time that works best for you.

Can I access support for further recruitment? The best way to get your engagement promoted is through the Electronic Request Form (ERF). We regularly share opportunities through social media and send them out through our Tuesday [newsletter](#) to PVN key partners. We also encourage you to share the link in your organization's social media, as well as with community contacts and other networks that might help spread the word.

Can I submit an engagement request form that includes honorariums for time? Yes. What a health care organization puts in an engagement opportunity form is up to that organization.

Will HQBC do Check ins and Closing the Loop surveys? No. Once a year, a PVN experience survey will be sent to health care and patient partners to see if there are things that can be improved in the PVN process. We have provided the check in and closing the loop tools to health care partners and will continue to encourage their use.



**Patient
Voices
Network**

Improving PVN to have it work for you Frequently Asked Questions

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Does PVN manage volunteers? No. PVN is a network comprised of health care and patient partners – all dedicated to improving health care services. We ask both partners to sign PVN service user agreements to ensure that the values and expectations of using the PVN platform are met. As a low-barrier network, PVN patient partners' sign-up does not include reference checks, police information checks or any liability insurance. HQBC encourages you to check with your organization about any requirements it may have before proceeding with a patient partner.

Will patient partners still be oriented to the patient partner role? Yes. The current provincial orientation remains the same, a one-hour group zoom video conference orientation.

I'm worried that PVN will lose its community feel. How is this being addressed? PVN has a long-standing history of being a community dedicated to improving BC's health care system. These improvements only enhance that commitment by allowing HQBC to focus on providing tools, resources and education with a provincial lens that reaches more people.

Who do I contact about an engagement opportunity I am interested in? One of the improvements you will see is the sponsoring health care partner will be the contact for any further follow up about the opportunity. You can contact them directly.

Will I still be able to get help to be involved in PVN? Absolutely. In fact, there will be more options for help, when and how it works for you! An example is more on-demand tools that you can access when it's most convenient in your day.

How will engagements be evaluated? HQBC will continue to provide resources to our partners to support discussions about their experiences of being a part of an engagement opportunity.

Will the engagement leader contact me about my interest in an opportunity? No. Your RSVP will go directly to the health care partner. They will be responsible for any further follow up with you.

Questions? Email pvn@bcpsqc.ca or learn more at patientvoicesbc.ca

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