

PATIENT VOICES NETWORK

ANNUAL REPORT 2019-2020

PVN is guided by patient
and health care partners
and administered by the:



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.



Patient
Voices
Network



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At a Glance

- 1 **At a Glance**
- 2 **Message from the Oversight & Advisory Committee Co-Chairs**
- 3 **Message from the BC Patient Safety & Quality Council**
- 4 **About Us**
- 5 **10 Years of the Patient Voices Network**
- 6 **Highlights from 2019/20**
- 8 **Engagement in Action: Regional Stories**
 - 8 Interior
 - 9 Northern
 - 10 Fraser-Vancouver Coastal
 - 12 Vancouver Island
 - 13 Provincial
- 14 **Reflecting on Patient Voices Network's 2017-20 Strategic Priorities**
 - 14 Diversify our membership so that it represents the individuals, communities and groups who access health care services
 - 16 Increase the capacity of patient and health care partners to support authentic engagement
 - 18 Evaluate the impact of patient engagement activities, share our findings with our partners and use them to inform our actions
- 19 **Featured Projects**
 - 19 "What Matters To You?"
 - 20 Supporting Health Research Through REACH BC
- 21 **A New Decade Begins**
- 23 **Thank You!**

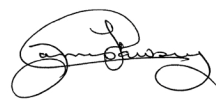


Message from the Oversight & Advisory Committee Co-Chairs

This year marked an incredible milestone for the Patient Voices Network – 10 years! For the past decade we have been supporting patients, families and caregivers to contribute their voices and experiences to the improvement of health care in BC.

It's hard to believe that it was January 2010 when we welcomed our first patient partners, hosted our inaugural orientation and, two months later, supported our first engagement opportunity. Over the past 10 years, there has been incredible growth in patient engagement throughout the province's health care system as a result of patient and health care partners' dedication, passion and commitment to ensuring British Columbians receive high-quality care.

Throughout this report you will see examples of how members are participating, such as discharge planning with Providence Health Care and implementing practices in partnership with the community that protect, promote and support breastfeeding in Penticton. It's an exciting time to be a part of PVN! We hope you enjoy reading these stories and find inspiration that will carry you forward into the next 10 years.



Jim Cawsey
Patient Partner



Tammy Hoefler
Director, Patient & Public Engagement
BC Patient Safety & Quality Council



Message from the BC Patient Safety & Quality Council

We are very pleased to be marking the Patient Voices Network's 10th anniversary and recognizing a decade of advancing patient voices within BC's health care system.

The BC Patient Safety & Quality Council has proudly administered PVN since 2015. We believe a person- and family-centered, innovative and inclusive approach is essential to improving quality of care and the network has been an important part of how we engage patients in that work.

Better health care is achieved by engaging patients, caregivers and the public as partners in care – their voices are critical to re-designing and improving the quality of our health care system. To that end, we thank the patient partners who have participated in engagement opportunities over the past 10 years and the health care partners who have provided avenues for them to share their stories, opinions and values.

This annual report exemplifies how much PVN – and the engagement of patient partners – has evolved since 2010. It highlights demonstrable examples of how PVN has fueled positive change across the province, be it improving communication to patients and families after they submit complaints and concerns about quality of care or improving dental surgery wait times in Northern Health. These are just recent examples of how PVN has contributed to the success of improvement work in British Columbia; there will be many more to come.

We are inspired regularly by the impact created when patient and health care partners come together to improve quality of care. Those partnerships are leading to better outcomes for patients throughout the province. We are thankful for the opportunity to learn from all of you as we support quality health care in BC, and we look forward to seeing what we can accomplish together in the next 10 years.



Christina Krause
Chief Executive Officer



Devin Harris
Chair



BC PATIENT SAFETY & QUALITY COUNCIL
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Celebrating a Decade with Patient Voices Network

About Us

The Patient Voices Network (PVN) is a community of patients, families and caregivers which has been working with health care partners to improve British Columbia's health care system since 2010. Supported through funding from the BC Ministry of Health and administered by the BC Patient Safety & Quality Council (the Council), PVN continues to support building quality health care services across the province.

10 Years of PVN

There are now nearly 1,200 patient partners in our network! There has been incredible growth in the number of people involved, and in the number of engagement opportunities for patient partners to contribute to the improvement of health care services. From April 1, 2019 to March 31, 2020, 334 new patient partners joined the network and we supported over 237 engagement opportunities with over 475 patient partners participating.

Patient partners have shared with us how PVN has supported them on their patient engagement journeys, including opportunities to network and build community with other patient partners:

“Earlier in the year, I [attended] Quality Forum 2020 as a representative of Patient Voices Network and that was an amazing experience. I was able to meet and hear a lot of people who are passionate about improving the collaboration between patients and medical practitioners.”

– Swapnil Shah, Patient Partner, Fraser-Vancouver Coastal Region

“I have been involved in several projects, both listening and providing feedback using the tools and materials provided by PVN. Some of these projects have been particularly challenging but knowing that I am not alone [and] that I have the support of other PVN members has been important. I have taken on more challenging roles in the past year because I knew that PVN had my back.”

– Russ Harvey, Patient Partner, Vancouver Island Region

We asked one of our health care partners about what it meant to have PVN support her patient engagement:

“Upon reflection of my time working with PVN, I have come to understand that my interest and good intentions alone are insufficient to effectively engage with patient partners. My approach, planning and engagement with patient partners continues to evolve as a direct result of staying current with person- and family-centred care (PFCC) literature and experts within this field. Along with keeping up to date, guidance and support from the Patient Voices Network, (of note the Northern [engagement leader]), continues to contribute to my understanding and application of PFCC. Engaging with patient partners is one of the most rewarding aspects of my work. I also find it one of the most challenging. Without the support of PVN I would not be involved to the extent that I am with patient partner engagement.”

– Lee Cameron, Health Care Partner, Northern Region

We hope you enjoy our special anniversary annual report and look forward to staying connected as we enter the next decade of PVN!

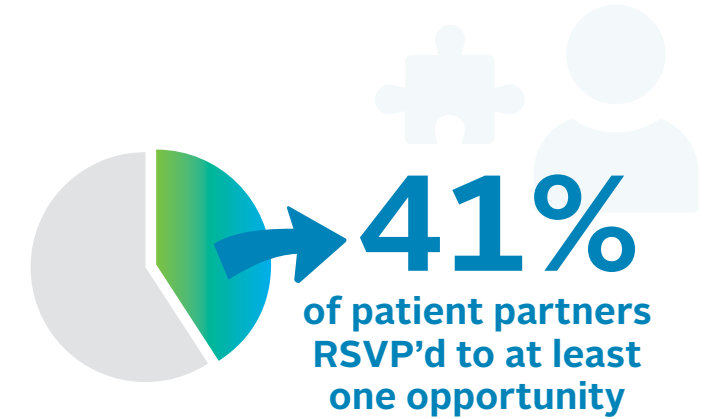
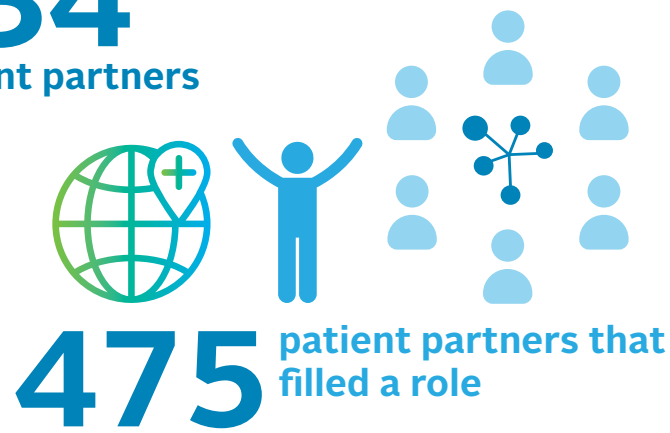
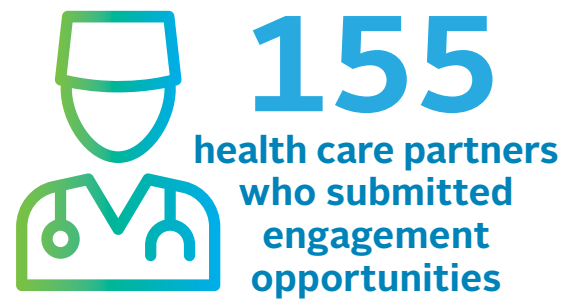


Highlights from 2019/20



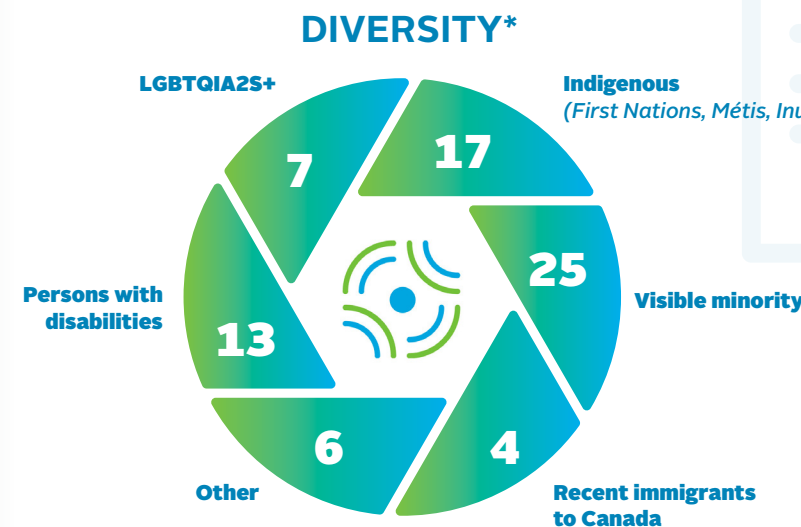
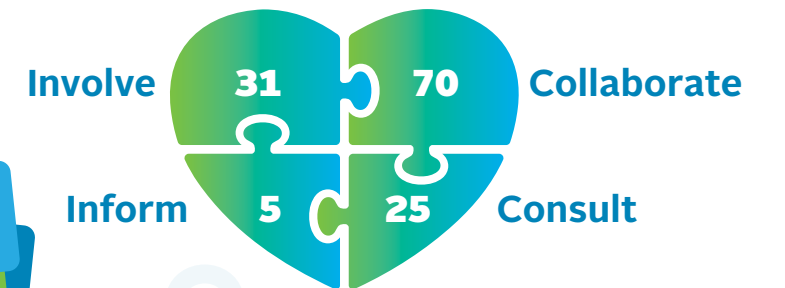
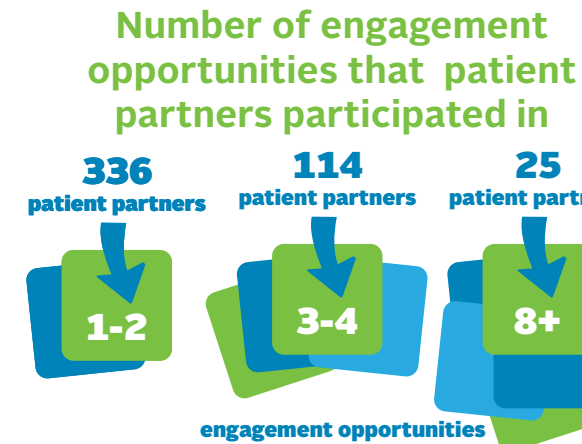
334

new patient partners



Engagement opportunities based on IAP2 level of engagement

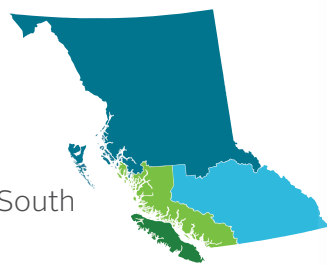
**note: not all opportunities are represented here and no IAP2 level is better than the other*



**indicated at the time of sign-up
*as this question is optional, this data does not accurately capture PVN's diversity
some individuals identify with more than one group

Engagement in Action: Regional Stories

INTERIOR | Babies Welcome!



Sharing personal experiences of parenthood is one way patient partners from the South Okanagan area are contributing to work that supports families.

Over the last year, the Penticton Regional Hospital, Penticton Health Centre and Penticton Indian Band have collaborated on a Baby Friendly Initiative (BFI), a global effort to implement practices that protect, promote and support breastfeeding. The initiative is a unique partnership between a hospital, community health centre and on-reserve First Nation health department. The goal is for each site to receive BFI designation, which will support breastfeeding at multiple points in the community.

Two patient partners, who recently welcomed new babies of their own, were asked to join the initiative's steering committee. The patient partners participate in all meetings, review monthly progress reports and suggest changes and solutions when sites bring forward challenges they are experiencing. They also help identify strategies to provide support for families and communities where breastfeeding rates are low. The patient partners' experiences have helped shape the strategy to ensure its goals reflect the cultural and community needs of the population.

Important parts of the overall strategy are learning what steps staff and health care providers can take to support new parents, as well as developing education to build these skills among clinicians. Support includes having positive conversations with families about feeding their babies so that they can set and meet their own goals for feeding. The patient partners were invited to join the clinicians in the learning sessions, as were their new babies. Second-generation patient engagement in action!

NORTHERN | Process Mapping of Early Childhood Dental Surgery Northern Health Dental Programs

Longer wait times increase suffering for children needing dental surgery. Early interventions and preventive practices are key to stopping dental decay in children, but applying the science is not always so easy.

Northern Health Dental Programs, along with operating room services, wanted to address these issues. They worked with Patient Partner Cherie Mercer to understand the experience so they could plan services that would shorten wait times and increase the use of preventive services. Cherie helped map out the steps and concerns from the time a child is seen at a dental office until the dental work is completed.

The project has been able to address both goals. The deeper understanding of issues helped plan services that will improve surgery wait times in their community. When asked about the success of the project, Cherie shared:

"A child today was approved and within two weeks he will have his surgery date set. So exciting! I felt that my opinion as a parent, with knowledge of First Nations experiences, was taken into consideration and helped with the process."

The work of improving preventative services is evolving and involving patient partners can have important and powerful ripple effects for improving patient care. By getting to know the dental team, Cherie was struck by how much they genuinely care about the children and their patients. That is a sentiment that she now shares throughout her community. Word-of-mouth (pardon the pun!) can go a long way in alleviating community members' concerns and encouraging them to participate in programs such as free fluoride varnish and counselling services that are offered in their community.



Furthermore, Cherie has become a champion for children's dental care in her community. She is applying for funds and partnering with local dentists to ensure all children in the community have electric toothbrushes. Thank you to all involved in providing the care and the supplies that inspire beautiful smiles!

Cathy Almost
Engagement Leader

Cherie Mercer
Patient Partner

Penticton Baby-Friendly Initiative (BFI) Pilot Project

WHAT IS BFI? A global effort to implement practices that protect, promote, and support breastfeeding.

WHY NOW? The Breastfeeding Art Expo alerted IH Executives of the need for an IH BFI strategy.

WHAT IS THE PILOT? A unique collaboration between the Penticton Regional Hospital (PRH), Penticton Health Centre (PHC) and the Penticton Indian Band (PIB) to achieve BFI designation at each site. This is the first Canadian partnership between hospital, community and on-reserve First Nation health department. Penticton would be the first community within the IH region to achieve BFI designation.

PROPOSED INVOLVEMENT

Steering Committee: Maternal, Newborn, Child & Youth Network Rep; Pop Health Project Assistant; Head Lactation Consultant; Perinatal BFI Coordinator; Primary Care Network Contact; PIB Site Manager; PHC Site Manager; PHC Working Group; PHC Working Group.

PROJECT TIMELINE: 2019: Information Brief with Project Charter to all Senior Exec, Board and IH teams; 2019: Approval of governance Committee of Council & Application; 2019: Penticton Health passed with International Accreditation ISO 9001 grant; 2019: Review of implementation with Penticton Indian Band; 2019: Hire Lactation Consultant & start BFI including Infant-Feeding Policy; 2019: Common Assessment Frameworks Apply for next phase Year 2 of grant; 2020-2021: BFI Accreditation 2021. Continue as applicable via Foundation Grant work.

10 STEPS TO SUCCESSFUL BREASTFEEDING IN HOSPITALS: 1. A written breastfeeding policy in hospitals; 2. Ongoing training for all healthcare staff; 3. Conversation with families about the importance of breastfeeding; 4. Skin-to-skin contact for moms and newborns immediately following birth; 5. Show mothers how to breastfeed; 6. No sugar/water or formula for newborns, only breastmilk; 7. Allow mothers and newborns to stay together; 8. Moms breastfeed as often as babies cue hunger; 9. No soothers for breastfeeding babies; 10. Continue support from hospital to home.

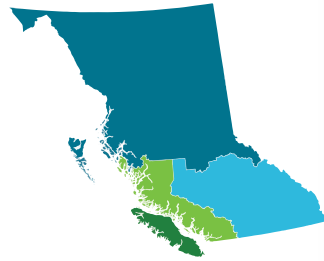
WHY SHOULD IH INVEST? Support IH's strategic goals: 1.1 Health care / prevent initiatives; 1.2 Meet health needs of Indigenous with culturally sensitive collaboration; 1.3 Access, improvement and engagement; 2.4 Support patient and professional clinical care pathways. ALLIANCE WITH PRIMARY CARE NETWORKS & CANCER PREVENTION STRATEGY.

IMPORTANCE OF BREASTFEEDING: BFI is the BEST policy and practice framework to promote and protect breastfeeding. BFI saves money for hospitals and families. BFI hospitals result in more babies breastfeeding and for a longer duration.

IH Requested Funds: \$50,725 per year for 3 years (to include 0.4 Lactation Consultant, accreditation fee, travel and back bill).

Other Funding Sources: Vancouver Foundation Breastfeeding Project Funding \$20,000 (CONFIRMED); Breastfeeding Committee of Canada Funding \$10,000 (possible).

FRASER-VANCOUVER COASTAL | *Turning Our Experience into a Positive: Hospital-to-Home at St. Pauls Hospital, Providence Health Care*



Patient Partner Christine Wallsworth knows the unique and rewarding feeling when you share your experience and watch it influence change. Through her late husband's care journey, from hospital to home, Christine witnessed the impact of a lack of coordination, consistency and human touch in transition care.

"My husband had really bad transitions, including the staff preparing to send him home in a taxi when he was too ill to travel alone," said Christine. "The system is broken and needs a better understanding of its impact. It really puts an emotional and physical toll on patients and families."

Agnes Black, Director of Health Services and Clinical Research at Providence Health Care (PHC), knew that Christine's experience was not an isolated one and saw the potential to do something about it.

"We know that 45% of those on the St. Paul's Hospital medicine floors were dissatisfied with their discharge experience," said Agnes. "We know patients and families don't feel supported enough and there is a lot of room for improvement."

It was with all of this in mind that a partnership for better care, Hospital-to-Home, was born. Christine, along with fellow PVN Patient Partner Kimberly Strain, came together with Agnes and other keen PHC team members (Suzanne Nixon and Meghan MacLeod anchored a large multidisciplinary team) to form the "Patient-Oriented Discharge Summary (PODS)" team which received funding and support from the Canadian Foundation for Healthcare Improvement (CFHI).

The PODS team implemented a four-part discharge bundle, developed by CFHI through its Bridge to Home Collaborative, with a focus on improving the experience and confidence of patients and their family caregivers at the time of discharge from the hospital. The bundle included:

- A PODS form for use at discharge, co-designed by patients and families
- Involving caregivers in discharge teaching
- Using teach-back techniques
- Making follow-up phone calls to recently discharged patients

The PODS team evaluated their project using patient and staff surveys. They found that 87% of patients who received the PODS form found it helpful and most providers said that using PODS made them feel more confident that patients and their caregivers were prepared for discharge. Additionally, 79% of patients reported feeling prepared for discharge (previously ranging from 38% to 62%) and patients' ratings of overall hospital experience increased by 20%.

Some successful techniques that helped with this project included hiring an experienced nurse to shadow discharges and teach other nurses about PODS and making follow-up phone calls to recently discharged patients to hear about their experiences.

An interesting finding through this project was an "aha moment" about how forms are developed.

"Traditionally our patient forms haven't included patient input and aren't always helpful to patients. The PODS form was co-designed by patient partners," said Agnes.

The team continues to seek ways to integrate their approach to discharge planning and the use of PODS forms into the culture at St. Paul's Hospital. While change takes time, the successes of this team emphasize the importance of including the patient's voice from the beginning.

"Working on this project was a kind of antidote for burnout. The successes of the project helped empower our team to make changes for the better."

– Agnes Black

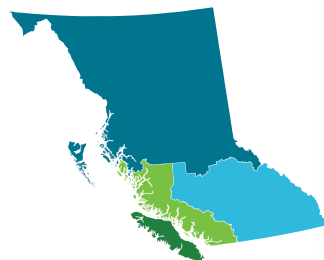
"Using PODS is a no-brainer for me, as it's a systematic way for patients/caregivers and staff to ensure that the discharge is more successful. Being involved in this project, the PODS team turned my late husband's poor experiences into a positive as our ideas were incorporated into the plan."

– Christine Wallsworth

The team has completed their project on two units at St. Paul's Hospital and is working to spread the use of PODS in other programs, with a focus on improving the hospital-to-home experience. There is much more to do and learn along the way but the partnership with patients and families in this health care improvement project shows a promising future.



VANCOUVER ISLAND | *Words Matter* Patient Care Quality Office, Island Health



As patient partners will tell you, words matter when communicating with health care providers, when learning new health information and when describing care experiences. This is especially true when Island Health follows up with a written response to patient and family complaints and concerns.

Patient Care Quality Offices across the province receive feedback and concerns from patients and families, facilitate opportunities to resolve those concerns and identify areas for quality improvement. The Island Health Patient Care Quality Office (PCQO) first started working with patient partners in 2017 and has continued to include them on an ongoing basis because of the valuable experiences they provide to shape this work.

This past year, the PCQO worked with four PVN patient partners to ensure that clinical and health information is presented in language that is accessible to all patients in their communications. They embarked on a project called “Words Matter,” aimed at improving Island Health’s written responses to patients’ and families’ complaints and concerns in the health care system. The PCQO realized that patients were in the best position to reflect on the impact of words and identify areas that needed improvement. Patient partners helped the PCQO develop a template that is now used when responding to concerns about clinical aspects of care that have been brought forward to the PCQO and have been working directly with PCQO staff to review and provide input on how to respond to negative patient experiences and care concerns.

Patient partners have also been involved in the evaluation of PCQO services. After a client’s concern has been addressed by the PCQO, patient partners contact the client directly to get their perspectives on the service they received from the PCQO and then relay that information back to the office. In doing so, patient partners provide an impartial and understanding ear for clients to share their experiences.

What an amazing and unique way to involve patient partners in the care of fellow patients!



PROVINCIAL | *Set Up for Success* Government of Yukon

PVN patient partners contribute in many ways. One way is to share the knowledge, experience and stories from their engagement work to help increase the capacity for others to be successful with patient engagement. Last year, the BC Patient Safety & Quality Council, which administers PVN, partnered with the Government of Yukon to build capacity as it developed a system for engaging health and social service users.

A patient partner, along with members of the Council’s patient and public engagement team, provided a full-day workshop for staff and two 90-minute sessions for senior leaders from Health and Social Services and the Yukon Hospital Corporation.

Workshop participants explored important patient engagement principles in order to set the stage for successful engagement. They looked at the meaning of patient engagement in health care, analyzed the benefits, explored the requirements and identified how to engage authentically. They also delved into specific components of engagement needed to develop the Yukon Health and Social Services’ engagement infrastructure including how to recruit patient partners, prepare health care teams, support and compensate patient partners, demonstrate impact and close the loop with patient partners.

Council staff had the opportunity to tour the hospital, meet with staff and spend time in the Na’Ku Healing Room at the Thomson Centre, a space for families to gather with patients, pray or practice in traditional ceremonies. They discussed the work underway to create a space that incorporates the needs identified by the Indigenous peoples of the region.

Learning and sharing are core to PVN’s work and the team was delighted to work with the patient partner to build the capacity of, and learn from, staff and senior leaders in the Yukon. We anticipate hearing many stories of successful engagements for years to come.

Reflecting on Patient Voices Network 2017-20 Strategic Priorities

Priority: Diversify our membership so that it represents the individuals, communities and groups who access health care services

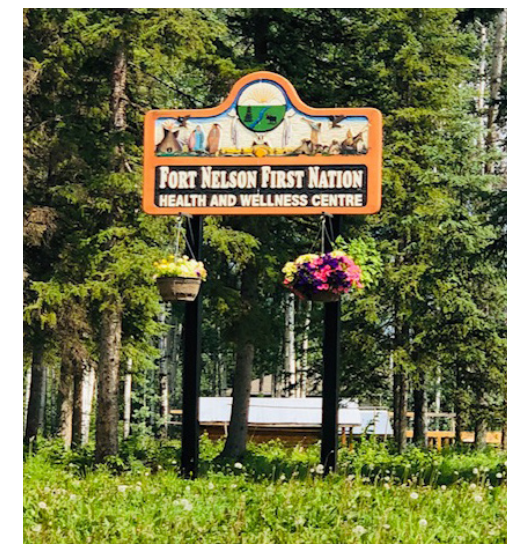
With a commitment to diversifying our membership and ensuring we represent the voices of all British Columbians, PVN has amplified its efforts to reach populations that are hardly reached. We recognize the importance of solidifying and deepening relationships with organizations such as the First Nations Health Authority (FNHA) and, in November 2019, the Council and FNHA signed a joint declaration to formally reflect their shared commitment to furthering cultural safety and humility in BC.

To advance that joint commitment, a Collaboration Agreement between the two organizations as well as opportunities for them to advance was finalized. The agreement outlines the shared vision, values and priorities between FNHA and the Council as well as opportunities for the two organizations to advance cultural safety and humility through PVN, which the Council administers.

The Council has partnered with FNHA in the work of cultural safety and humility for many years. Some of the collaborative work to date has included the #ItStartsWithMe cultural humility campaign and the addition of a webinar-based education session titled “Applying Cultural Safety to Patient Engagement” as part of our Patient Engagement Learning Series. Additionally, FNHA has leveraged PVN to support engagement in regional and provincial improvement efforts, including recruiting patient partners for working groups and committees.

The commitment to working together has resulted in the development of PVN’s Indigenous Inclusion Working Group in the spring of 2020 that is working to identify areas of operations that require additional cultural safety elements and processes. This group consists of Indigenous patient partners from every region in the province.

During Quality Forum 2020, we partnered with FNHA and Patient Partner Sheila Dick to host a session called “Inviting Indigenous Voices into Our Health Care Conversations.” The session was attended by 110 participants and discussed the significance of engaging Indigenous voices across the health system and the



application of wise practices to do so. Participants were broken into groups and given a scenario (leading a discharge planning meeting, planning Indigenous People’s Day or renovating a facility) and encouraged to brainstorm best practices.

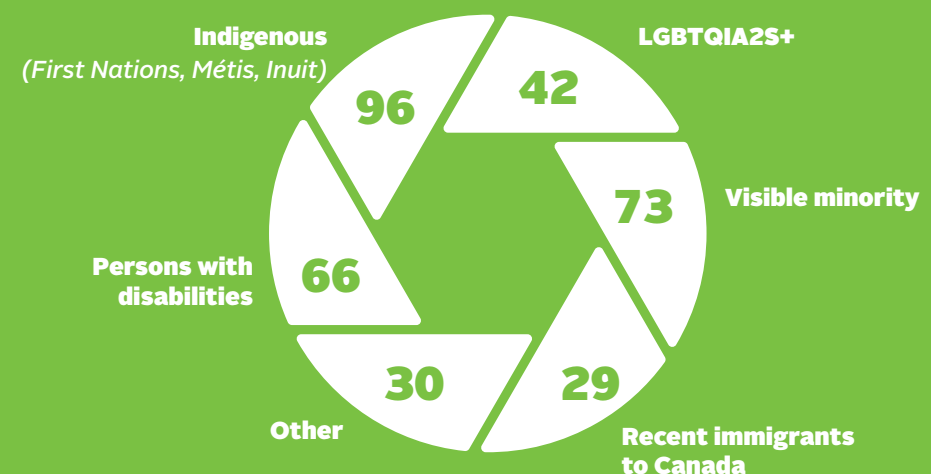
In addition, our approach to diversifying the network’s membership included efforts to connect with Indigenous communities, as well as northern and rural communities. Last year saw a 14% increase in Indigenous patient partners, including 14 new Indigenous patient partners in the Northwest. In June, we hosted an information session for the Northern

Rockies Regional Municipality and met with several organizations and community members, including representatives from Northern Health and the Fort Nelson First Nation, to discuss the value of volunteering with PVN and having the opportunity to improve health care. This outreach within a northern and rural community resulted in nine new sign ups to the network, including three Indigenous patient partners.

Diversity in PVN

PVN is committed to diversity and the inclusion of all voices. It is one of our strategic priorities and we are continuously looking to better connect with patients, families and caregivers with a lens towards equity, diversity and inclusion.

In 2019/20, we saw an increase in diversity within the Patient Voices Network. Looking at our overall network, we see the following:



* indicated at the time of sign-up
 * as this question is optional, this data does not accurately capture PVN’s diversity
 * some individuals identify with more than one group

Priority: Increase the capacity of health care and patient partners to support authentic engagement

BUILDING CAPACITY FOR OUR PATIENT PARTNERS

Last year, we supported 137 patient partners to attend workshops, events and other capacity building opportunities, including ones through the Council, such as the Quality Forum, as well as external ones such as the Institute for Healthcare Improvement's Open School certificate.

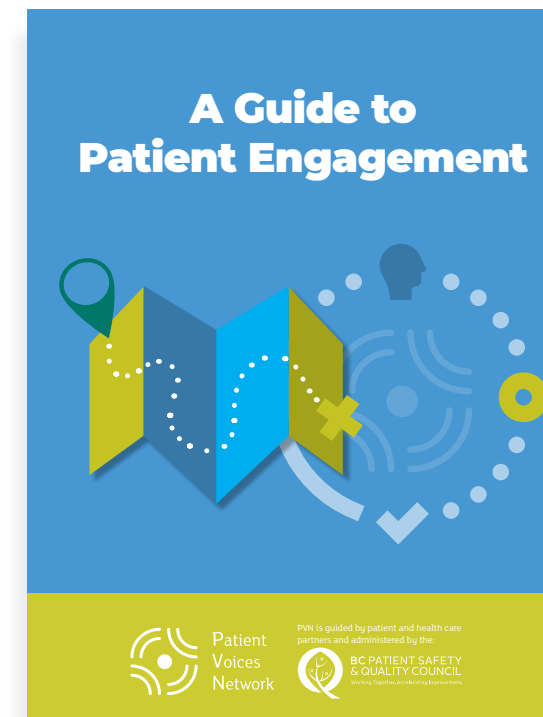
A group of 51 patient partners had the opportunity to complete the San'yas Indigenous Cultural Safety Training, an online program designed to strengthen the skills of those who work with Indigenous peoples and enhance self-awareness through courses examining culture, impacts of colonization and historical events.

In addition, the Institute for Healthcare Improvement's Open School Basic Certificate in Quality & Safety was completed by 35 patient partners. This course improves knowledge and skills in quality improvement practices in health care and provides strategies for problem-solving and planning.

Throughout the year, patient partners also attended capacity building events. One such example is the Engage to Improve: Creative Solutions for Working Better Together workshop held in Victoria in June 2019. The workshop teaches participants to use a series of fun and engaging facilitation techniques in their meetings, training sessions and presentations. These techniques allow teams to move past tricky problems or long-standing issues by inviting everyone to think creatively and focus on opportunities for innovation. Participants reflected on their experience and shared that they found the day to be stimulating and informative.

BUILDING CAPACITY FOR OUR HEALTH CARE PARTNERS

Over the years, as patient engagement in BC has grown, the Council has collected a variety of tools to assist health care teams on their patient engagement journeys. In 2019, we curated a list of essential resources and developed a how-to guide that encourages teams to take a stepwise approach to patient engagement. The guide covers the essentials of patient engagement, how to prepare for it, where you can find patient partners and how to engage them well. This guide has become a signature resource that we share with health care teams supported across the province through PVN.



CAPACITY BUILDING EVENTS THAT PATIENT PARTNERS PARTICIPATED IN:



Priority: Evaluate the impact of patient engagement activities, share our findings with our partners and use them to inform our actions

We connect with patient partners shortly after an engagement opportunity has begun to see how things are going, ask if there is room for improvement and offer to help with course correction if needed. As well, at the end of an engagement opportunity, we touch base to reflect on its impact, successes and challenges. This information helps us determine where and how we can make changes to better support patient and health care partner collaborations.

Last year, 87% of patient partner respondents told us that their engagement opportunity was a success and 87% of the respondents also felt their voices were heard during the engagement opportunities.

When asked what aspects of the engagement opportunities were working well, one patient partner reflected on communication with the health care partners:

“Dialogue between organizers and patient partners was very good. They gave immediate and comprehensive feedback to concerns. They even arranged extra online meetings to give listeners an extra chance to express themselves.”

While most of the feedback received through surveys was positive, we also recognize that the survey response rate was low, at less than 10%. It is important that we obtain this valuable feedback and we understand that more work is needed going forward to check in with patient partners to increase their response rates. Therefore, we have started to have intentional conversations to understand the barriers to filling out these forms in order to see what improvements can be made to the process and increase response rates.

We introduced a “Closing the Loop” form in 2018 to support health care partners to think about, document and share how the aim of a project has been met (its outcomes) and the how the contribution and participation of patient partners influenced its outcomes (patient engagement impact). We are pleased to see health care partners completing this form with patient partners as a way to formally close out the engagement opportunity, but we recognize that this too is a step that needs more attention. This remains an area we can and need to improve on – identifying lessons learned and celebrating successes are essential steps in engagement and project work!

Featured Projects

“What Matters To You?”

“What Matters To You?” Day started in Norway in 2014, with the simple goal of encouraging meaningful conversations between patients, caregivers and families, and their health care providers. From Norway it expanded to Scotland, Brazil and beyond – including in British Columbia where we have turned it into a year-round initiative.

Participation in BC is supported through a partnership between the Council and provincial partners. Providing person- and family-centred care is a critical factor of improved outcomes for patients and greater satisfaction with care. Because patients are the true experts on their own needs and experiences, asking, listening and responding to what matters to patients is a key feature of person- and family-centred care.



This year, June 6 was formally proclaimed “What Matters To You? Day” by the provincial government. Leading up to the day, we hosted a “Re-Boot” webinar with Patient Partner Shauna Stasiuk and Lawrence Yang, the Head of Family Medicine at Surrey Memorial Hospital. They shared their experiences of being asked and asking “What Matters To You?” As well, Jenna Johnstone, a recreation therapist with Vancouver Coastal Health, presented “how-tos” for implementing “What Matters To You?” within care settings. The webinar also touched on the 2019 “What Matters To You?” evaluation report and what we learned.

A second webinar hosted on June 6 featured Joan Chaya and Damara Gutnick from New York’s Montefiore Hudson Valley Collaborative, who championed the spread of “What Matters To You?” across a large health provider network in New York. They spoke about the relationship between “What Matters To You?” and joy at work, and how asking the question affects patient and provider experiences.

In addition to activities focused on “What Matters To You?” Day in June, the “What Matters To You?” campaign has been promoted at several community outreach events across the province in conjunction with PVN information booths. For example, we hosted a booth at Dawson Creek District Hospital in September where we promoted the initiative, talked to health care providers and patients about the initiative and shared a number of printed resources.

This year, we created a new summary resource for health care providers to support them in creating the space to ask what matters to patients. The resource describes the importance of creating time and space for the three-step process of asking what matters, listening to what matters, and doing what matters. This resource, along with all our other resources, can be downloaded from the Council's website - BCPSQC.ca, or ordered in print for use at “What Matters To You?” – related activities. Last year, over 16,000 resources were mailed out, including pamphlets, posters, buttons, stickers, “Getting Started” kits, lanyards and t-shirts! We welcome you to visit our website for more information and to check out a heat map of where resources have been sent across the province!



Supporting Health Research through REACH BC

This year we partnered with REACH BC, an online platform administered by the BC SUPPORT Unit, to support the inclusion of patient voices in research opportunities. The platform matches researchers with patient partners and study partners, and we're directing patient partners to its opportunities through a new, research-specific section of our website and amplifying specific opportunities as needed. Learn more and get involved at www.reachbc.ca

“The launch of REACH BC is a major step towards streamlining and opening up possibilities for health researchers, patients and the public to connect and engage in patient-oriented research.”

– Colleen McGavin, Provincial Patient Engagement Lead at the BC SUPPORT Unit.

A New Decade Begins

March 2020, the end of our fiscal year, marked the beginning of widespread changes and challenges in light of the COVID-19 pandemic. For PVN, this included a major shift in patient engagement with more engagement opportunities being held virtually. Despite new COVID-19 realities that continue to impact the lives of British Columbians and the health system, our hope for the next 10 years of PVN remains the same: that we adapt and pivot as needed to support and promote person- and family-centred care and advance patient voices to improve health care for all British Columbians.

We asked our patient and health care partners to share their hopes for the future of PVN. They identified the need to continue down a strong path of working to include patient voices in decision making.

“I am seeing more engagement opportunities that allow for patient partners to have a voice in improving health care for all British Columbians. I would like it to be a standard practice to include these voices in all decisions being made about health care. PVN is capable of providing the vision, support and encouragement to those wishing to use their experience to have a voice in the future of health care.”

– Russ Harvey, Patient Partner, Island Health



“In the future I hope to see continued growth within the Patient Voices Network. I would love to see greater diversity amongst our new members and an increased knowledge base for existing ones. Finding new ways to attract new voices will be vital for our continued growth and I have no doubt in our ability to do so.”

– Leya Stringer, Patient Partner, Interior Health

Diversity has been one of the key principles in which PVN grounds its work and as a strategic priority, we are continually looking for ways to better connect with patients who are hardly reached. We remain committed to diversity and the inclusion of all voices.

“I continue to hold the PVN program in high regard. I could not be engaged in this vital work without the support I receive from the PVN. My hope is that PVN becomes fully integrated across the health care system and recognized as the valuable and unique resource it is. Engaging patient partners across health system improvement is not an intuitive process. It requires guidance to ensure that it is conducted effectively and appropriately. In the future, I hope that PVN is welcomed into every program and at every level within our systems of care. This integration would be reflected by the PVN’s inclusion at the leadership, policy, programming and frontline levels.”

Lee Cameron, Health Care Partner, Northern Health

Thank You!

As we close this decade and look forward to the next, we would like to acknowledge and thank all the patient partners who have participated to date. Whether you joined back in 2009 or only just recently, we are truly grateful for your contributions of time, experience, wisdom and energy. We are also grateful to our health care partners, without whom this platform for partnership would not be possible, for their commitment to the inclusion of patient voices.

To stay updated about what happens next, subscribe to our newsletter, visit our website and follow us on social media.



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PVN is guided by patient and health care partners and administered by the:



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.



**Patient
Voices
Network**

Our work leads to better health care for British Columbians. Using evidence-informed strategies, we shift culture, improve clinical practice and advance person- and family-centred care to support high-quality care for every person in our province.

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