

Ministry of Health Patients as Partners Initiative Community Conversations

Monday, March 4, 2019

Holiday Inn Vancouver Centre, 711 West Broadway, Vancouver

Sign-in and Breakfast: 8:00 to 8:30 a.m.

Event: 8:30 a.m. to 5:00 p.m.



Welcome to 2019 Community Conversations

Community Conversations is a one-day event bringing together patients, families, caregivers, health-care providers, Ministry of Health representatives, health authority staff, community organizations, and health sector partners to provide opportunities for meaningful engagement, ensure purposeful engagement on topics that matter to participants, and provide information to participants based on input from last year's session.

This year's topics are: Empowering Patients and Building Trust in the Digital Age, the Need for Community Engagement, Person- and Family-Centred Care, and Engaging Chinese Communities in Healthcare Transformation.

Through the Patients as Partners Initiative, the Ministry of Health funds, organizes and hosts an annual forum (known in the past as the Provincial Annual Dialogue or Regional Tables) for 100-150 patients, families, caregivers, health-care providers, health authority staff, community partners and non-profit organizations from across the province. In the past, participants have learned about the progress of Ministry of Health strategic priorities and have provided input on how they believe health care organizations should be engaging patients and their families for health care improvement. To date, we have heard the patient perspective about the Patients as Partners Strategic Plan; access to primary care; access to health care in rural and remote areas of the province; access to health care for urban Indigenous people; recommendations on how to improve person- and family-centred care; free services offered to patients, families, and caregivers in the community; and supports for health care providers funded by the Patients as Partners Initiative.



Agenda

8:30 am **Welcome, Opening Remarks and Introductions**

*First Nations Elder **Roberta Price***

***Shannon Holms**, Director, Patients as Partners Initiative, Community Programs, Guidelines and Protocols Advisory Committee, Primary Care Division, Ministry of Health*

*Facilitator: **Jennifer Miller**, Delaney + Associates*



9:10 am **Session One: Empowering Patients and Building Trust in the Digital Age**

9:10 am **Presentation: The Digital Health Care Strategy and Patient Empowerment**

***Corrie Barclay**, Assistant Deputy Minister, Health Sector IM/IT Division, Ministry of Health*



9:40 am **Engagement: Health Sector Technology – Concurrent Sessions**
(please select one)

Engagement Session One: Information-Sharing: Building Patient Trust in the Digital Age (Cypress Room)

***Sukhy Sidhu**, Senior Director, Privacy Policy and Legislation, Health Information Privacy, Security and Legislation Branch, Ministry of Health*



***Kirsten Nicholson**, Manager, Privacy, Health Information Privacy, Security and Legislation Branch, Ministry of Health*



OR

Engagement Session Two: Patient Empowerment and Patient Portals (Ballroom)

***Pam Smith**, Director, Strategy and Planning, Health IT Strategy Branch, Ministry of Health*



***Niño Samson**, Senior Governance and Strategy Analyst, Health IT Strategy Branch, Ministry of Health*



10:30 am **Refreshment Break**

10:45 am **Session Two: The Need for Community Engagement**

10:45 am **Panel Presentations and Dialogue: The Need for Community Engagement Panel**

Sanjay Gulati, Executive Director, Mission Community Services Society

Esther Hsieh, Executive Director, Umbrella Multicultural Health Cooperative

Jodie McDonald, Executive Director, Cowichan Family Caregivers Society

Marcy Cohen, Primary Health Care Co-Chair, BC Health Coalition

Jenny Morgan, Gitksan First Nation, Director of Indigenous Health, BC Children's + BC Women's Hospital

Facilitator: **Adam Lynes-Ford**, BC Health Coalition



11:45 am **Engagement Activity: Community Engagement**

Facilitator: **Adam Lynes-Ford**, BC Health Coalition



12:30 pm **Pre-Lunch Remarks and Check-In**

Facilitator: **Jennifer Miller**, Delaney + Associates

12:40 pm **Lunch Break and Networking**

1:45 pm **Session Three: Panel Presentations and Questions: Person- and Family-Centred Care Panel**

1:45 pm **Panel Presentations and Q&A**

Dr. Jeannette Boyd, President, BC College of Family Physicians

Barb McLean, Executive Director, Family Caregivers of BC

Natasha Prodan-Bhalla, Executive Director, Nurse Practitioners & Primary Health Care, Ministry of Health

Dr. Garey Mazowita, Family Caregiver and Retired Physician

Diane Edlund, Patient Partner

Facilitator: **Shannon Holms**, Director, Patients as Partners Initiative, Community Programs, Guidelines and Protocols Advisory Committee, Primary Care Division, Ministry of Health



2:45 pm **Engagement Activity: Paired Conversation: Draft Person- and Family-Centred Care Policy**

Facilitator: **Shannon Holms**, Director, Patients as Partners Initiative, Community Programs, Guidelines and Protocols Advisory Committee, Primary Care Division, Ministry of Health



3:00 pm **Session Four: Case Studies: Engaging Chinese Communities in Healthcare Transformation**

3:00 pm **Panel Presentations**

Dr. Kendall Ho, Executive Director, interCultural Online Health Network (iCON)

Barbara Ho, Chief Nursing Officer, Chinese Division Health Director, interCultural Online Health Network (iCON)

Beatrice Ho, Patient Partner

Carole Gillam, Director, Public Health and Primary Care, Vancouver Coastal Health – Richmond Health Services

Nellie Hariri, Director, Home, Palliative and Community Care Services, Vancouver Coastal Health – Richmond Health Services



3:30 pm **Engagement Activity: Engaging Multicultural Communities in Healthcare Transformation**

Facilitator: **Dr. Kendall Ho**, Executive Director, interCultural Online Health Network (iCON)



4:00 pm **Day Summary, Wrap-Up and Evaluation**

Shannon Holms, Director, Patients as Partners Initiative, Community Programs, Guidelines and Protocols Advisory Committee, Primary Care Division, Ministry of Health



4:15 pm **Refreshments, Networking**

+Input on Themes for Next Year's Event

Bios



Corrie Barclay

Assistant Deputy Minister, Health Sector IM/IT Division, Ministry of Health

Corrie Barclay is the Assistant Deputy Minister, Health Sector IM/IT Division, Ministry of Health for the Province of BC. Corrie has significant experience with business transformation, creating a culture of innovation and inspiring teams to advance a business vision that achieves better outcomes through enabling digital strategies. Corrie's health experience includes leading the first clinical deployments across the Province of BC for the Pan-Canadian public health surveillance solution. Before joining the public service, Corrie was the CIO at BC Assessment where she led the creation and implementation of a digital strategy to optimize the business and increase the use and value of property information. Corrie also led a boutique management consulting practice for over 12 years with a focus on strategic planning, business transformation, change management and technology planning. Corrie holds a professional accounting designation with the Chartered Professional Accountants of BC.



Dr. Jeannette Boyd

President, BC College of Family Physicians

Dr. Jeannette Boyd is proud to call herself a rural generalist, providing comprehensive family practice, including collaborative maternity care, to the community of Nelson. She is the current President of the BC College of Family Physicians (BCCFP), and a board member for nine years, she also has roles with the Rural Coordination Centre of BC, the GPSC Maternity Working Group, Perinatal Services BC, and the College of Family Physicians of Canada.



Marcy Cohen

Primary Health Care Co-Chair, BC Health Coalition

Marcy Cohen has been involved in social justice work as a professional and volunteer for most of her adult life. She has over 35 years of experience working as health and social policy researcher, educator and advocate. Now retired, Marcy continues to support the work of the Canadian Centre for Policy Alternatives and the BC Health Coalition. She has also become increasingly interested in health prevention and promotion strategies to support seniors' health, resilience and social connectedness and has helped to build a provincial partnership between leaders from the non-profit community-based seniors services and the United Way's Active Aging Department.



Diane Edlund

Patient Partner

Diane Edlund is an independent health informatics strategy and quality improvement consultant with 20+ years' experience. With a degree in Neuroscience from University of Alberta, Diane has implemented various technologies across the health sector and has worked on many health sector projects in various capacities. Diane created the Project Management in Healthcare course for McMaster University's post degree Health Informatics Program, and is PRO-SCI certified on change management methodology.

Diane is committed to giving back to the healthcare sector by representing the patient and family care-givers voice. Since June 2015, Diane has participated in many projects, developed resources and tools for patients and family caregivers, co-designed engagement evaluation surveys and websites, and connected different healthcare organizations working on similar initiatives. She also participates on several steering committees for Interior Health and BC Cancer. Diane also designed an "Incorporating the Patient Voice" presentation for physicians and allied health to become more comfortable with public engagement.



Carole Gillam

Director, Public Health and Primary Care, Vancouver Coastal Health – Richmond Health Services

Carole Gillam has held various portfolios within VCH including leadership roles in Residential Care, Home and Community Care, and Primary Care over the past number of years. Carole has demonstrated a strong commitment to stakeholder engagement and was an early supporter of Patient as Partners in healthcare consultation and decision making. Her professional affiliation is Nursing and has a Doctorate in Healthcare Administration.



Sanjay Gulati

Executive Director, Mission Community Services Society (MCSS)

Sanjay Gulati joined MCSS as Executive Director in 2013. Managing an organization along with a staff team of 67, MCSS runs 28 programs and services under 6 streams – Early Years, Family and Youth, Housing, Seniors, New to Canada and Community Programs – Food Centre and Christmas Bureau to support and empower people in the community who are vulnerable and have multiple barriers.

Sanjay has held previous roles with Seniors Services Society, including as Manager Support Services. He moved to Canada from the UK in 2012 where he was working in Social Care managing a Seniors' Centre and working with a charity supporting persons with head injuries and cerebral palsy.



Nellie Hariri

Director, Home, Palliative & Community Care and Regional Director, Palliative Care, Vancouver Coastal Health – Richmond Health Services

Nellie Hariri has led various portfolios across VCH including primary care, homecare, public health, cancer care and palliative care. Throughout her career, Nellie has always valued bringing in and learning from the public and community voice of those who need health services. Nellie has her Masters in Health Administration from the University of Ottawa. She is also a proud mother of one teen and one tween.



Dr. Kendall Ho

Executive Director, interCultural Online Health Network (iCON)

Dr. Kendall Ho is an emergency medical specialist at the Vancouver General Hospital in Vancouver, BC, Canada, a professor in the UBC Faculty of Medicine Department of Emergency Medicine, and a member of the Royal College of Physicians and Surgeons of Canada. He leads the Digital Emergency Medicine Unit, and his areas of research include: sensors and wearables in health care settings, health apps to improve patient care, virtual health to support care access, and raising digital health literacy for health professionals and patients. He is the executive director of the inter-Cultural Online health Network (iCON), a program within the Department of Emergency Medicine funded by the BC Ministry of Health to support the multicultural community members in preventing optimizing self-management of chronic diseases. Provincially, he is a member of the BC Ministry of Health provincial home health monitoring joint management committee, Ministry of Health Patients as Partners provincial working group, BC Emergency Medicine Network Management Committee, and the Rural Patient Transport and Transfer Working Group.



Barbara Ho

Chief Nursing Officer, Chinese Division Health Director, interCultural Online Health Network (iCON)

Barbara Ho graduated from Nursing in 1982 and since then has been practicing as a Registered Nurse in BC in a variety of acute hospital positions. She currently works part-time as an Endoscopy nurse at GI Research Institute and serves as the interCultural Online Health Network's (iCON) Chief Nursing Officer and Health Director for the Chinese division. Barbara has been involved in a variety of community development initiatives, especially those related to arts, culture, and music. She served as a member of the Parish Education Committee and Parent Teacher Association Chairperson at St. Francis Xavier School from 2002 to 2006. She is also a former Director of the Vancouver Chinese Choir Association. Barbara is dedicated to improving the health and wellness of patients and families through community education and promoting communication between community members and health professionals to empower patients in their care.



Beatrice Ho

Patient Partner

Beatrice Ho has over 15 years of experience in planning, coordinating, and administering community based programs and services in Vancouver. In 2001, she joined the City of Coquitlam Parks, Recreation and Culture Services until her retirement in 2014. Her recreation programming and supervisory work involved the provision of recreational, cultural, social, and parks volunteer programs to a variety of groups within the Tri-Cities community. She has been a member of the City of Vancouver Seniors Advisory Committee, Chair of the Community Engagement sub-committee and has been Director for the Killarney Community Centre Association for the past 4 years. She is also currently the Vice President of the South East Vancouver Seniors Arts and Culture Society. She is a patient partner and community advisor in iCON (InterCultural Online Health Network) and ESSENCE (Evidence Supported Self-management Enablement and Cultural Engagement).



Shannon Holms

Director, Patients as Partners Initiative, Community Programs, Guidelines and Protocols Advisory Committee, Primary Care Division, Ministry of Health

Shannon Holms is the Director of Patient Engagement and Community Programs and has significant experience with business transformation, stakeholder engagement, patient and client relations, talent management, international marketing and communications, change management, media and issues management. Shannon has more than 20 years' experience with the B.C. Government, with the last several years in senior leadership roles at the Director and Executive Director level. Shannon strongly believes in values based leadership and has built strong relationships with people at all levels across the BC Public Service and throughout the local community with her past volunteer work as the Board Director for the Victoria Dragon Boat Festival Society. Shannon's work has been recognized with a variety of awards.

Shannon has a diverse array of formal education including a degree in Applied Sciences, an Associate of Arts degree in Communications; post-secondary courses at the University of Los Angeles in online marketing, e-commerce and branding as well as being an accredited business communicator.



Esther Hsieh

Executive Director, Umbrella Multicultural Health Co-op

Esther Hsieh has a degree in physics and astronomy, and started her career in research and technology, working in both the for-profit and not-for-profit sectors. Also having an avid interest in social justice, she prioritized her volunteer work locally and internationally. After returning from a one-year mission in Colombia with *Medicins Sans Frontieres/Doctors Without Borders*, she was hired as the first employee of Umbrella Multicultural Health Co-op in 2010, and she is now the executive director. Umbrella Co-op is a member-driven community health centre that provides health services to immigrants and refugees who self-identify as having language and cultural barriers accessing health care. She is also the Vice President of the BC Association for Community Health Centres.



Adam Lynes-Ford

BC Health Coalition

Adam Lynes-Ford is the Campaigner with the BC Health Coalition and has over a decade of experience as an organizer and strategist for an improved public health care system. He serves as co-chair of the Catherine White Holman Wellness Centre, a community-run centre that provides low-barrier services to trans and gender diverse people. He worked for several years as a support worker in emergency and supportive housing. Adam has served with many education, public health and environmental organizations including YouthCO HIV & Hep C Society and the Coalition to Build A Better BC.



Dr. Garey Mazowita

Family Caregiver and Retired Physician

Dr. Garey Mazowita practiced full-service family medicine in a private practice in Winnipeg for many years before joining the Department of Family Medicine at the University of Manitoba as a full-time residency preceptor. Prior to assuming his position as Chair with the Department of Family and Community Medicine at Providence Health Care in Vancouver in 2003, Dr. Mazowita served as Medical Director of Community and Long Term Care for the Winnipeg Regional Health Authority. He previously served as a member of the University of Manitoba Research Ethics Board, and is a past-president of the Manitoba College of Family Physicians.

Dr. Mazowita served as the British Columbia Ministry of Health physician representative on the General Practice Services and Shared Care Committees, and was Co-Chair of the Vancouver Coastal Health Authority Inter-Divisional Council. In 2010, Dr. Mazowita was honoured with the CFPC's Donald I. Rice Award. He is a Past President of the College of Family Physicians of Canada. Dr. Mazowita was Medical Director of Vancouver Coastal Primary Care for several years, and is now retired.



Jodie McDonald, MSW RSW IBP

Executive Director, Cowichan Family Caregivers Society

Jodie McDonald is the Executive Director of the Cowichan Family Caregivers Support Society, a non-profit organization providing specialized services to caregivers, and formerly a consultant with Family Caregivers of BC.

Jodie has a BA in Anthropology and Women's Studies from McGill, a BSW from Laurentian University, and an MSW specializing in Community Development from Dalhousie. As a Registered Social Worker in BC, she has over 20 years experience in the non-profit sector, and has worked in crisis and suicide intervention, family support, and mental health. Jodie teaches at Vancouver Island University, and is also an Integrative Body Psychotherapist in private practice



Barb McLean

Executive Director, Family Caregivers of BC

Barb McLean has over 30 years' experience in the non-profit social service and government health sectors, including 20 years focusing on integrated, person and family centered approaches to supporting some of the most complex and challenging individuals living at home, in residential care and in school settings. As a social worker and then as part of the Child and Youth Mental Health policy team, Barb appreciated the unique perspective of working from within government.

As the Executive Director with Family Caregivers of BC for the past 15 years Barb has been dedicated to advancing recognition, support and inclusion of family and friend caregivers at the local, provincial and national levels. She has a passion for collaborative, systems-based solutions that embrace a Collective Impact model of change with relationships as the foundation for moving the dial on caregiver support. She brings personal experience to her caregiving-focused work after joining her family in her mother's cancer journey and end-of-life care.



Jennifer Miller

Delaney + Associates

Jennifer Miller is a community, public and patient engagement practitioner, facilitator and trainer with Delaney + Associates. Over the last several years, she has supported the Patients as Partners Initiative through a variety of projects, including the Regional Tables, Annual Dialogue, and delivering the Ministry's new one-day training course on patient and public engagement



Jenny Morgan

Director for Indigenous Health, BC Children's + Women's hospitals

Jenny Morgan is from the Gitksan First Nations, and has worked at the BC Children's + Women's hospitals since 2015 as the Director for Indigenous Health. As well, is an adjunct professor at the UBC School of Social Work. She completed her BSW from UBC in 2003, MSW from UVic in 2014, and is currently completing her doctorate in education through the University of Western Ontario, focusing on organizational leadership.



Kirsten Nicholson

Manager, Privacy, Health Information Privacy, Security and Legislation Branch, Ministry of Health

Kirsten Nicholson has worked as an information privacy analyst and manager for the Ministry of Health since 2011. Currently, she manages the Ministry's Privacy Operations and Health Information Legislation teams.



Niño Samson

Senior Governance and Strategy Analyst, Health IT Strategy Branch, Ministry of Health

Niño Samson has worked for almost a decade in the BC Public Service for the Ministry of Children and Families and Ministry of Health. While his focus has been on information technology and the systems which support social and health sector programs, his motivation is to increase accessibility to government services for British Columbians. Niño has travelled to many countries around the world but has always been happy to return home to Victoria, where he grew up.



Elder Roberta Price

Elder, Coast Salish Snuneymuxw (SNA-NEIGH-MUH) and Cowichan Nations

Elder Roberta Price is the mother of four children and grandmother of eight. Roberta has worked for many years as an elder for the Richmond, Delta & Burnaby School Districts as well as in the Elder Visiting Program for BC Women's and Children's Hospital where she has given service to many families.

Roberta is Elder in Residence with Vancouver Coastal Health's Aboriginal Wellness Program. She has facilitated cultural teaching circles in lower mainland schools for 31 years, within communities, St. Paul's Hospital, the UBC Learning Exchange and wherever she is called upon.



Sukhy Sidhu

Senior Director, Privacy Policy and Legislation, Health Information Privacy, Security and Legislation Branch, Ministry of Health

Sukhy Sidhu leads the privacy operations and policy/legislative units. Since 2010 she has supported several strategic priorities for the ministry, and is currently leading the development of a Health Information Management Policy Framework for the sector. She also spent 2.5 years at the BC government's corporate privacy office where she led an operations team to socialize privacy, and a policy team to create and implement government-wide policies.

Sukhy has a Master's in Public Policy and degrees in communication, philosophy, math and physics.



Natasha Prodan-Bhalla

Executive Director, Nurse Practitioners & Primary Health Care, Ministry of Health

Natasha Prodan-Bhalla graduated as a Registered Nurse from the University of Western, Ontario, and her Masters and Nurse Practitioners from the University of Toronto. Natasha has worked with Doctors Without Borders in Sri Lanka and has provided leadership in BC for Nurse Practitioners in several capacities including as the founding President of the BC Nurse Practitioners Association. Natasha has worked as both a Clinical Nurse Specialist and a Nurse Practitioner on a post-operative cardiac surgery ward and in 2008 she started at BC Women's Hospital and Health Centre where she developed and implemented the Heart Program for Women, a primary prevention program for women at risk of developing heart disease. She is now working in both the Heart Program for Women as well as the Access Clinic at BC Women's Hospital. She is an adjunct professor in the Faculty of Nursing, UBC and the University of Victoria.



Pam Smith

Director, Strategy and Planning, Health IT Strategy Branch, Ministry of Health

Born and raised in Vancouver, Pam Smith moved to Victoria to study Health Information Science at the University of Victoria and then continued onto Vancouver, Toronto and Hartford (Connecticut), with shorter adventures in between, but it was the island and Victoria that won out and became home again. Having worked in the areas of health, social services, justice and finance on numerous initiatives over the years, health care has always remained a priority for Pam so it was another full circle moment when joined the Ministry of Health as Director of IM/IT Strategic Planning in August 2017.

About the Patients as Partners Initiative

Including the voices of patients and their families is essential to positive change in health care.

The Ministry of Health's Patients as Partners Initiative brings person- and family-centred care to the forefront of health care through collaboration with patients and their families, non-governmental organizations, funded partners, regional health authorities, and a variety of health-care providers. Its partnerships work to provide leadership, tools and resources that help integrate patients' and families' voices, choices and their representation into decision making, which can positively affect people's health and health-system improvements.

The Patients as Partners Initiative follows international best practices for public engagement based on the International Association for Public Participation (IAP2) and the Triple Aim principles for health-care quality improvements. For a summary of Patients as Partners successes, please see the govTogetherBC website. And to read about past engagement sessions, please see our webpage at www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/patients.



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