

Responses to the Oct. 28, 2015 Patient Voices Network Webinar/Conference Call

I'd like to thank everyone that was able to join us on the call last week. The volunteers in the Patient Voices Network have a critical role in bringing the patient perspective to the decisions we make in the health care system. Your willingness to have an open, frank conversation is appreciated and helps us make informed decisions. The Ministry of Health's (the ministry) commitment is to having an on-going dialogue with our patient partners while we continue through the transition process.

The following information provides an overview of the types of issues raised during the call, as well as for any issues that have arisen since the call.

As you are likely aware, on November 4th the ministry decided to cancel the Request for Proposal process. The Patient Voices Network has transitioned to the ministry and we are working to stabilize the program and re-establish our relationship with the volunteer network, the health authorities and other health care partners to ensure patients have a strong voice to support our strategic agenda. This will include establishing a Patients' Voices Advisory Committee to assist the ministry moving forward. More information on the advisory committee and how our patient partners can become involved will be made available once the new ministry office has been established.

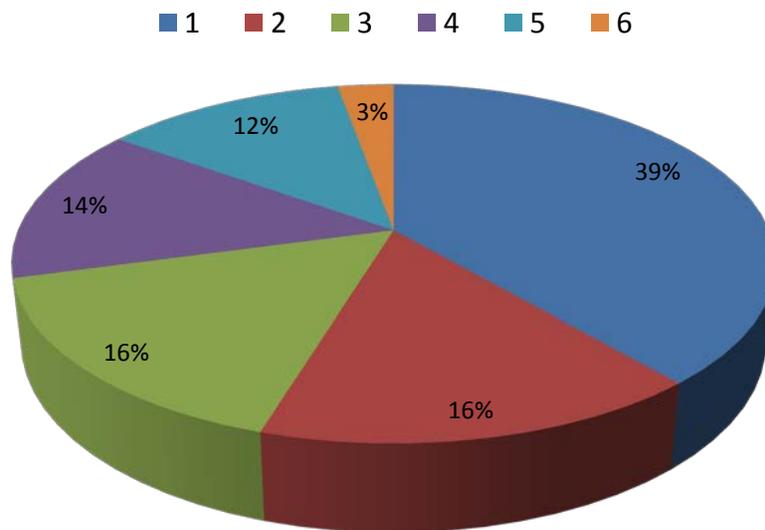
We are committed to having the Patients Voices Network operational as quickly as possible. The ministry will be reaching out to our health care partners to make sure they have all of the up-to-date information and supports they need to continue this important work.

Sincerely,

Doug Hughes
Assistant Deputy Minister, Health Services Policy Division
Ministry of Health

Thematic Analysis of Responses from RFP Webinar

Theme		Number of Occurrences
1	The RFP process/result and why volunteers were not involved in the RFP.	41
2	Concern with volunteering for a “for profit” company and the use of personal information.	17
3	Transitioning of personal information and planning for the new organization.	17
4	Methods of receiving answers (webinar, email, social media).	15
5	Deloitte’s ability to do this work and potential conflicts of interest.	13
6	Positive/hopeful feedback.	3



Theme 1: The RFP process/result and why volunteers were not involved in the RFP.

Government's procurement process is open to both non-profit and for profit providers. All proponents were provided with the decision criteria in the RFP package and the final decision was made based on strengths of each proposal, and understanding of the successful proponent being able to do the work.

The tendering process only allowed for employees and contractors to be involved in the review process. We are reviewing how we can involve our patient partners earlier in the procurement process for future opportunities.

Now that the RFP has been cancelled, the ministry will be establishing a Patient Advisory Committee to assist us with redefining the Patient Voices Network and to advise on how the ministry can re-establish our relationship with our patient volunteers.

Theme 2: Concern with volunteering for a "for profit" company and the use of personal information.

The ministry is mandated by privacy legislation and cannot share any personal information with a third party without your prior consent. Impact was also bound by its confidentiality agreements.

Theme 3: Transitioning of personal information and planning for the new organization.

The Ministry of Health values, and wants to retain the relationship with our patient partners. Due to privacy legislation, ImpactBC was not able to share any of your personal information with the ministry without your consent. To assist with the transition, ImpactBC agreed to communicate with you to seek your consent to share your name and contact information with the ministry so that we can keep you informed during the transition.

ImpactBC only shared with the ministry names and contact information of those who gave their consent. The ministry has created a secured site to house the personal information of patients who have indicated that they wish to remain engaged with Patient Voices Network. This information will not be used for any other purposes beyond supporting the Patients as Partners work.

If you would like to keep informed about Patient Voices Network, and did not provide your consent, or have not already informed us of your interest, please e-mail us (patientsaspartners@gov.bc.ca) and we will add you to our distribution list.

Theme 4: Methods of receiving answers (webinar, email, social media).

We will be looking at a broader communications strategy once we can get the ministry's Patients as Partners office fully operational. In the interim, questions can be sent via e-mail to patientsaspartners@gov.bc.ca and we will continue to post information on the website.

Theme 5: Deloitte’s ability to do this work and potential conflicts of interest.

We want to acknowledge and thank Deloitte for their interest in the Patient Voices Network. We have a good working relationship with Deloitte and the decision to bring the network in house is not reflective of any shortcomings on their part. We appreciate the positive relationship we have as a ministry with Deloitte.

Theme 6: Positive/hopeful feedback

We hope that all our patient partners will continue their involvement with the Patient Voices Network. Until we get the new office fully functional, if you are currently in a volunteer placement, please check with the health care partner lead of the placement for support.

If you have been confirmed for a placement with a starting date after Oct. 31, 2015, you will be contacted directly by the health care partner with details about the placement or you may contact your health care partner about any questions.

If you do not know how to connect with the lead or have questions, please email:

patientsaspartners@gov.bc.ca.