

## Meeting Details

4 meetings in 2016-2017

100% - Board Attendance

85% - Staff Attendance

74% - Member Attendance

## Meeting Outcomes

- **Begin each meeting with a sacred moment prepared by rotating members as moment of reflection of the groups purpose and individual motivation**
- **Improved personal and working relationships**
- **Printed resources to help support patients, families and staff**
- **Generation of new ideas related to several organizational strategic directions**
- **Building partnerships with staff from across the organization for discussions related to policy, programs and initiatives**
- **Collaboration related to developing meeting themes/topics**

### From the Patient Experience Charter

*We will help in the creation of clear and simple processes, tools and resources for patients to communicate their experiences*

*We will create system and culture change within all levels of the organization to better support the patient experience*

## Highlights/Accomplishments

- **Contributed to the Regional Declaration of Patient Values and accompanying Staff Guide.**
- **Contributed to the design and content of the new RHA public website and helped with the creation of a new Patient & Public Engagement Opportunities section.**
- **Recruited several new members fulfilling the requirement based on the Terms of Reference.**
- **Developed two resources around patient stories. One document aimed at helping patients share their stories responsibly and other for staff to help integrate patient stories into their meetings. These documents have received provincial and national attention.**
- **Members participated in provincial consultations related to health care sustainability and antibiotic overuse.**
- **Members focused a meeting on harm reduction strategies in facilities and in community. Feedback was provided to the Public Health/Healthy Living team on specific strategies from a patient perspective.**
- **Supporting families and staff through critical incidents was a focus of several discussions resulting in a bookmark developed for Patient Safety Coordinators to share with families and staff that includes identified contact information for local and provincial resources.**
- **Created an annual work plan with prioritized topics.**
- **Regional inventory on integrating patients through all levels of the organization was initiated and continues to be a focus and strong commitment of this group**