

Meeting Details

5 meetings in 2015

100% - Board Attendance

80% - Staff Attendance

73% - Member Attendance

Looking Ahead

Upcoming Projects

- Contribute to the provincial Declaration of Patient Values
- Provide input to the new public website to make it more client-centred
- Select Quality Service Award recipients
- Recruit additional members
- Create an inventory of national patient engagement strategies/efforts
- Spread the content and message of the Patient Experience Charter throughout the organization

From the Patient Experience Charter

We will provide opportunities for patients to become integrated in the workings of the organization

We will move patient safety issues forward to ensure that each patient receives quality health care

Highlights/Accomplishments

- Contributed to the Strategic Health Plan by identifying patient and family members' expectations and commitments to each strategic direction.
- Created and participated in the panel presentation for the 2015 Annual Public Meeting which focused on the Patient Experience. Script-writing and reviews required a huge commitment from all members.
- Multiple media contributions (ie Annual Meeting work, committee work, etc).
- Members participated in the Accreditation Canada consultation regarding Community Partnerships.
- Members participated in the regional LEAN (quality improvement) project sharing day.
- Finalized and received final approval for the Patient Experience Charter.
- Shared the Patient Experience Charter with the public during roundtable discussions at the Annual Public Meeting.
- Contributed to the Manitoba Patient Safety Framework.
- Members participated in the distribution of the Quality Service Awards in the region celebrating a few staff who were recognized for their commitment to quality.
- Members shared their own personal experiences and stories (Board meetings, Provincial Governance event).
- Engaged in information-sharing regarding the Regional Critical Incident Process