

TERMS of REFERENCE

BC Cancer – Victoria Regional Patient Experience Committee (RPEC)

OUR ASPIRATION FOR PATIENT EXPERIENCE:

We believe in a culture where:

- The patient’s voice is anchored in all behaviors and drives all activities related to cancer care.
- Patients are meaningful partners in their health and care and feel the service and quality of care they receive is extraordinary.
- Health care team members feel pride and joy in the care and service they provide.

PURPOSE:

- Reinforce that the lived experiences of patients and what matters to them is essential in guiding and planning processes and decision-making within BC Cancer – Victoria.
- Advance an overarching provincial philosophy, culture and approach to regional patient/family engagement and experience, ensuring regional spread of successful initiatives.
- Facilitate collaboration across BC Cancer – Victoria and Island Health to develop, prioritize, implement, promote, and evaluate regional patient experience quality improvement initiatives in alignment with regional strategic priorities.
- Support integration of health literacy best practices into all patient care and operational activities.
- Contribute to, support and evaluate the implementation of a provincial Network of Patient and Family Partners.

COMPOSITION:

- 2-4 patient and/or family members who have received cancer care at BC Cancer – Victoria and/or Island Health.
- Formal and informal leaders across BC Cancer – Victoria
- Membership is for a 1-year term renewable for up to 2 years. To promote continuity, membership terms will be staggered so only ½ of committee is replaced annually.
- See appendix A: List of members

CHAIR RESPONSIBILITIES:

- Initially, two member of the council will sit as co-chairs. Once all members have been recruited, the council will assess the interest and readiness of one co-chair position to be filled by a Patient Partner member.
- Organize and chair meetings and support working groups as needed.
- Review membership and Terms of Reference annually with committee and revise to ensure ongoing effectiveness and appropriate membership to support the purpose.
- Meet with new members to review Terms of Reference, responsibilities and expectations.

MEMBER RESPONSIBILITIES:

- ROLE MODEL as patient experience champions within regional centre, health region and BC Cancer and demonstrate authentic and respectful patient engagement.
- ADVOCATE for patient and family-friendly language in policies, publications and education materials.
- ADVISE on key strategies, values, behaviors and actions that improve the experience of patients and families.
- REVIEW regional patient experience reports and surveys and make recommendations for improvement.
- IDENTIFY and DISCUSS opportunities to improve patient engagement and experience, including linkages between patient experience and health care team member experience.
- COLLABORATE on the development of tools to support health care team members to meaningfully and respectfully engage with patients and families as partners.
- SHARE (communicate) status and decisions related to patient education, engagement and experience regionally.
- ATTEND meetings in person or video/tele-conference on a regular basis (send delegate if absent).
- PREPARE for each meeting by reading agenda and circulated materials.

DOCUMENTATION PROTOCOL:

- Maintenance of the minutes, agenda, and other documentation related to the Committee is the responsibility of the co-chairs.
- Agenda items submitted will include all supporting materials, timelines and purpose (e.g. discussion, approval, decision).
- Documents prepared for the committee will be shared through the team site (SharePoint) and are protected under section 51 of the Evidence Act.

OPERATION PROTOCOL:

- Meetings are 90 minutes monthly.
- Quorum: 60% of members must be present at the meeting for a decision to be made.
- Where possible, agenda items will be submitted to the co-chairs 7 days in advance of the meeting; agenda and materials to be distributed 5 days prior to the meeting.
- Minutes, actions, decisions will be circulated within 15 days following each meeting.
- All action items will be brought forward at subsequent meetings. The co-chairs will ensure that follow-up takes place for all action items.

LINKAGES:

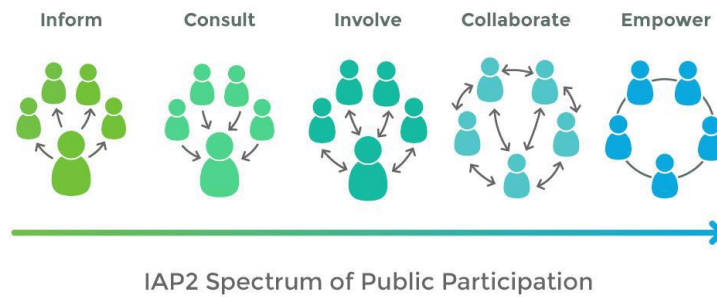
- Through the co-chairs and committee members, the BC Cancer – Victoria RPEC links to and collaborates with:
 - BC Cancer Patient Experience Committee (provincial)
 - BC Cancer – Victoria Senior and Centre Leadership Teams
 - Island Health Patient Advisory Council

GOVERNANCE and ACCOUNTABILITY:

- This committee is accountable to patient and families of BC Cancer – Victoria and is responsible for ensuring that the committee is a comfortable and welcoming place for patients and families to participate.
- This committee is accountable to the BC Cancer – Victoria Senior Operations and escalation of issues and public communication (e.g. quality indicators, etc.) are to go through BC Cancer – Victoria Senior Operations prior to dissemination.
- The Terms of Reference for the BC Cancer – Victoria RPEC shall be reviewed annually.
- Feedback on RPEC member experience will be collected as part of the annual review.

REFERENCES:

International Spectrum of Engagement (www.iap2.org)



Principles of Authentic Engagement:

1. People affected by a decision are invited to be involved in the process.
2. Health care partners commit that the patient partners' input will contribute to the final outcome.
3. Sustainable decisions are possible only when the needs of all partners have been recognized.
4. Diverse perspectives are sought out and invited to participate.
5. Patient partners are provided with the necessary information to participate fully.
6. Participants are updated throughout the process about how their input affected the outcome.

APPENDIX A MEMBERSHIP:

Last Name	First Name	Title	Discipline/Area
Berube	Lise	Patient Partner	Patient Experience
Perry	Carla	Patient Partner	Patient Experience
Young	Gerard	Patient Partner	Patient Experience
TBD			Patient Experience
Hart	Jason	Medical Co-Lead	Physician Oncology, Sponsor
Leitz	Lorraine	Librarian	Co-Chair
Nash	Heather	Coordinator Regional Cancer Care	Co-Chair
Daly	Laura	Counsellor	Patient & Family Counselling
Wanbon	Lisa	Pharmacist	Pharmacy
Sprackett	Kelly	Regional Coordinator Volunteer Services	Volunteer
Sidhu	Satnam	Dietitian Lead	Oncology Nutrition
Patel	Anika	Manager Clinical Services	Administration
Rosene	Laura	Clinical Nurse Educator	Oncology Nursing
Patenaude	Veronica	Radiation Therapy Educator	Radiation Therapy
Tinker	Liana	Clerical Supervisor	Clerical
Ashwell	Stephen	General Practitioner Oncology	Physician
Vignola	Cloe	Clinical Nurse Leader	Nursing
Durand-Smith	Cynthia	Development Officer	Foundation
Guy	Dena	Medical Secretary	Secretarial