

## **Partners to Partners Engagement Connect Networking Group**

### **TERMS OF REFERENCE**

#### **PURPOSE**

BC Cancer adopts an intentional strategic approach to give patients and families a voice in the design and delivery of cancer care in BC.

The BC Cancer Patient Experience Program oversees a Network of Patient and Family Partners (“Partners”) who are screened, oriented, and matched to participate in BC Cancer health professional-led projects, committees and other decision-making bodies. We recognize the importance of strong relationships with and among members of the Network.

The purpose of the Partners to Partners Engagement Connect Networking Group (P2P Connect) is to bring together the BC Cancer Network of Patient and Family Partners from across the province to share experiences in engagement. We do this by providing a platform for Partners to network, share resources, and learn from peers on how to deepen and enrich their engagement experiences. Partners will meet through monthly virtual meetings to be co-led by a core group of Patient/Family Partners (Partner-Leads). The goal is twofold: 1) Enhance Partners’ engagement experience; 2) Increase participation in BC Cancer engagement initiatives.

#### **FUNCTIONS**

Partners are invited to participate in the monthly virtual meetings and contribute to the discussions. Partners are also encouraged to suggest topics for the monthly meetings, to help improve the Partners’ engagement experience.

The meetings do not provide the platform for complaints about specific engagements and services. Concerns about the engagements are to be addressed directly with the engagement Initiative Leads and the Provincial Lead for Patient and Family Engagement. Complaints about BC Cancer services are to be directed to PHSA Patient Care Quality Office at 1-888-875-3256 or [pcqo@phsa.ca](mailto:pcqo@phsa.ca).

#### **MEMBERSHIP**

P2P Connect is open to all Network members. A core group of Partners (Partner-Leads) will co-lead monthly meetings with the Provincial Lead for Patient and Family Engagement.

The Partner-Leads will provide leadership to P2P Connect for 1 year; term of service may be renewed annually. P2P Connect membership enrolment is ongoing, in parallel with membership in the BC Cancer Network of Patient and Family Partners.

## **MEETING STRUCTURE**

Meetings will be held monthly by Zoom. Duration of each meeting is 1.5 hour. At least one Partner-Lead must be present at each meeting.

Discussion topics will be posted in the Partners newsletter in the month of the meeting. Documents for P2P Connect will be password protected and housed on the Patient Experience Program website.

## **PARTNER-LEAD RESPONSIBILITIES**

- Complete an orientation/training with Patient Experience Program before leading P2P Connect.
- Attend monthly 1 hour Partner Leads planning meeting (currently on 4<sup>th</sup> Friday of the month, 9-10 am)
- Attend monthly P2P Connect group meeting (currently on 3<sup>rd</sup> Friday of the month, 12-1:30 pm)
- Rotate duties among Partner-Leads in chairing and co-chairing meetings.
- Facilitate relationships between Partners with shared experiences and interests.
- Liaise between the Network members and the Patient Experience Program.
- Partner-Leads provide support and mentoring to enhance Partners' engagement experience through the interactions within the group meetings. Partner-Leads do not meet one-on-one with other Partners to offer advice or any individual support.

## **PROVINCIAL LEAD FOR PATIENT AND FAMILY ENGAGEMENT RESPONSIBILITIES**

- Organize monthly planning meetings and P2P Connect group meetings
- Attend the monthly planning and group meetings and co-lead with the Partner-leads
- Provide terms of reference to new Partners and orient them to P2P Connect.

## **PARTNERS RESPONSIBILITIES**

- Attend meetings and participate in discussion.
- Take initiative to seek clarification from Partner-Leads on meeting documents or topics of discussion. Partners are responsible for catching up on what they may have missed.
- Communicate with Patient and Family Engagement Lead on any concerns not addressed at the group meetings and suggestions to improve Partners' experience in P2P Connect.



Provincial Health Services Authority

## **ACCOUNTABILITY**

P2P Connect reports to the Patient and Family Experience Program. The Partner-Leads of P2P Connect are responsible for facilitating relationships among the Network members and linking the group activities with the Patient and Family Experience Program. P2P Connect is under the governance of the Manager of Provincial Programs, Supportive Care, Patient and Family Experience.