

## July 2020 Conference Planning Group | AGENDA

Meeting date | time 7/09/2020 3:00 PM | Meeting location +1 720 707 2699 | ID 725 629 326

Meeting called by	WPSC	<b>Attendees:</b> Kinsey Gray
Type of meeting	Monthly Conference Planning	Jonathan Stewart
Facilitator	Jonathan Stewart	John Vassall
Note taker	Kinsey Gray	David Birnbaum
		Steve Levy
		Dana Kahn
		Linda Radach
		Karen Brigham
		Ann Lervold

**Agenda topic:** Fall Podcast Series and 2021 Conference

**Presenters:** Jonathan, Kinsey

### MATERIALS

June Minutes

### AGENDA

- June Minutes Approval | *Jonathan Stewart*
  - David moved to approve minutes
  - Approved by unanimous consent
- Action Item Updates | *Kinsey Gray*
  - **Kinsey to investigate past NAVO conference presentation topic and see if we can connect with them on other topics for a webinar or podcast in 2020**
    - Presented at 2013 conference: *Safety Response Training for Staff working with mental health/behavioral health patients*
    - Have not been able to connect yet
  - **Kinsey & Steve to explore telehealth contacts that David Birnbaum sent and determine how we can engage with them**
    - *Diagnostic Error Workgroup is currently working on this*
      - *Io Dolka- is working on finding webinar speakers*
      - *Dr, patient advocate, and patients*
      - *Discuss issues in Telehealth*
    - *Email from Seattle Children's's doing work on this- beginning work diagnosing children's illness; 3-6 months before work to show for this*
    - *Chris Kim from UW reaching out to physician*
    - *Io Dolka will be on webinar panel*
  - **Kinsey & Steve to discuss possibility of honoraria to provide webinar speakers (possibly from 2020 sponsorship \$)**
    - *Yes, possibility from sponsorship money*
    - *Would not encourage*
  - **Kinsey & Jonathan to mock up podcast series proposal to share with group in July**
    - See below

- Potential Podcast Series for 2020 | *Jonathan Stewart*
  - Topics:
    - **Telehealth**
      - *Protecting patients from hazards unique to telehealth*
    - **Social Determinants of Health**
      - *Do poor health outcomes and medical harm have some common causes?*
    - **Implicit Bias: Mental Illness and Substance Abuse Disorders**
      - *What do providers need to know to reduce the risk of medical harm?*
    - **Implicit Bias: Indigenous Patients**
      - *What do providers need to know to reduce the risk of medical harm?*
  - Conference Committee can help with procuring interviewees and determining questions
    - Draw upon expert network to find people knowledgeable, agreeable, and articulate
    - Topics are for discussion
      - Bridge to keep us relevant through the Fall
        - Maybe break new ground- does not warrant a formal webinar, but can be of interested to people
        - David- sent discussion items to Kinsey and Jonathan re: Indigenous Patients topic should not fall under implicit bias
          - Should determine and discuss what we can learn from Indigenous populations- sent links to information
          - Need to understand and work with the people; have a formal framework on how to do this
        - Anchoring in the topics that narrow the thinking i.e. implicit bias
          - All topics invoke problems; Example- what we are seeing w/disparate impact of COVID 19 on minority and ethnic populations
            - Something that is relevant and talk in the space – nonspecific to patient safety
            - Can we bring that lens to these outcomes?
          - Steve may have a very relevant lead on this
            - MI governor announced mandatory implicit bias training for all employees
            - People are willing to talk about it now and do something- let's strike while the iron is hot
            - Find researcher or someone who can speak to it, would be relevant and of interest
            - What line is linking COVID to implicit bias?
              - Steve has potential connection with a Dr. from Henry Ford
    - Unmet need is unlimited- can do as much as we want
      - Tether content to patient safety
      - Seems to be the one tangible piece of content we have come up with as a group
        - Come up with novel topics/ideas of discussion
        - If you had 3 actionable things to help you what would they be?
          - Useful information trumps everything currently
          - BETA is doing work around trauma informed care and COVID
            - Comes with a bundle of take-home messaging
          - Conference brings together lay groups- patients, patient advocates with health professionals
            - How do we keep that theme going?

- We want to ensure we keep the patients involved in planning or in the podcast?
- What about the disability rights group that submitted a conference proposal?
- Linda- love the idea of doing things with patients and patient lay groups; trauma and medical care – in this COVID world anything that happens requiring medical care is traumatic
  - People are scared to go to the doctor
  - Not sure how much awareness there is around that
  - Makes a difference how patients present themselves- everything is under a giant magnifying glass
  - Little things are now big things
  - How do we talk about the realities of patients in healthcare; how to take care of my health, my families health if it's not about COVID?
  - Senior and Family rights; patient medical care
    - Is there some way to address these issues?
- COVID has exposed problems with ethnic and minority communities; specifically, those who already have a fear of the medical system
  - What is the impact of bias to patients coming late to care in these communities?
  - Very poor outcomes in Latinix and indigenous populations
  - Lack of feeling of safety may affect adverse outcomes
- Looking at different lenses to understand barriers
  - Presentation on PS issues getting late diagnosis of cancer that are quite serious
    - Fear based lens
    - Bias lens
- People just lie because they don't want to go to the hospital
  - Unsure of what is in place to protect them and so they don't want to go
  - When is it safe for people to come to visit?
    - Can't advocate for patients/family members
- What are ideas for how to address this?
- Patient Safety angle- don't have a fanbase for podcast
  - Can choose audience and community who listens
  - Use PFAC's as target market, specifically the Patient/Family Engagement group with WPSC
  - Exposure and determine audience
  - Step 1: Who is audience?
    - Driven by charter and mandate of WPSC
  - Step 2: What is the focus?
- John and Steve to talk off line about what is happening in MI and come back with something on one topic
- Kinsey to think about technical aspect of continued discussion and engagement
- Do we want to have multiple podcasts for multiple audiences?
  - One directed at physicians

- One at PFACs
  - Steve asked for Tiffany Go at SCCA- bias and working with PFACS to be added minutes
- Kinsey to handle logistics, interview, and production
- 2021 Conference | *Jonathan Stewart & Kinsey Gray*
  - Jonathan received an email from regional risk management conference with questions asking if they would plan to attend an in person conference next March
    - If no would you be more likely to attend if moved to Summer or Fall 2021
    - If no would you attend a virtual conference
      - Would you attend (1) 4 hour virtual conference or (2) 4 hour virtual conferences
      - **Kinsey to create survey**
  - Timeline: What should we be doing this summer for a 2021 conference?
    - This discussion around in person vs. virtual conference
    - Determining what is best path forward
  - What are other organizations doing?
    - See supplemental material
  - The Future of (Professional Engagement & Networking Virtually): <https://hbr.org/2020/06/how-to-network-when-there-are-no-networking-events>
    - Networking part we are missing out on for virtual conferences
    - Providing value to participants
      - To extent we can think of ways to provide value we should
    - Negotiate into contract cancelling in person without financial repercussions
      - What does the group think of as “End date” for our current situation?
        - Maybe this time next year
        - Summer 2021
    - Presented with real opportunity to expand
      - Have not put any effort into expanding reach regionally
      - Now we can with this virtual option
      - Allows us to reach the east side of the state

#### Action Items:

- **John and Steve to connect re: lead at Henry Ford in MI as possible next steps for podcast**
- **Kinsey to investigate ways to further engage existing podcast audience and how to incorporate feedback from listeners**
- **Kinsey to create survey for 2019 & 2020 conference registrants regarding interest in virtual conference vs. in person for 2021**

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Next meeting: August 13, 12-1PM. **See call-in and pin # on invite.**