

4.0 Business Arising: Topic for this year of meetings – **Unconscious Bias and its Impact on Patient Experience and Health Outcomes**

- 4.1 Colleen reviewed key points from first meeting on unconscious bias and introduced the “iceberg” – what unconscious bias and its impacts look like in a health care system at the inter-personal, organizational, and systemic levels.
- 4.2 LHIG members explored three real case scenarios depicting the experience of unconscious bias. They provided feedback on questions.
- 4.3 Colleen shared next steps for this topic – the LHIGs will be focusing on the organizational and systemic levels at the next meeting.

5.0 Other business:

- 5.1 LHIG members were asked to share topic ideas for next year.
- 5.2 LHIG members were asked to complete meeting evaluation
- 5.3 Next meeting scheduled for Thursday, January 23, 2020 at 5:30pm at Access River East – 975 Henderson Hwy

6.0 Meeting adjourned at 8:00pm