

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 the themes that arose from the case scenarios
- 4.2 Focus for this meeting -- how can current initiatives, processes, policies, strategies in the region be used to address the issue of unconscious bias?
- 4.3 Small groups (2-3 people) received information about 4 different strategies, processes, etc. and explore how each could be used to address unconscious bias.
- 4.4 These were debriefed with the larger group
- 4.5 The concept of “just culture” was explored. LHIG members were asked, “How does this relate to the issue of unconscious bias?”
- 4.6 Next steps – staff focus groups in February and joint LHIG meetings in March.

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 Wednesday, March 18, 2020 at 5:30pm at Access Transcona – 845 Regent Avenue.

6.0 Meeting adjourned at 7:55pm