



**River East and Transcona
LOCAL HEALTH INVOLVEMENT GROUP**

DATE: Wednesday, March 18, 2020
TIME: 6:30 to 8:00pm
PLACE: Conference Call (due to pandemic meeting restrictions)

PRESENT: LHIG Members:
Gloria Bednar
Merle Fletcher
Joseph Geodiscio
Leslie Hancock
Ursula Hartel
Bob McIntyre
Reetul Patel
Simran Saggi

WRHA Support to LHIGs
Colleen Schneider, Manager, LHIGs
Judith Scanlan, Board member

Regrets:
Kathy Dyck
Lisa Lacroix, Community Area Director, River East/Transcona
Justine Panganiban
Sem Perez
Matthew Quaye

Staff
Monica B
Adebimpe D
Will H
Lori J
Kathleen R-B
Tanya S
Arlene T

- 1.0 **Call To Order**
Colleen called the meeting to order at 6:30pm. Everyone introduced themselves.
- 2.0 Did not go through agenda and minutes

3.0 Colleen asked questions for feedback from the group.

Questions for feedback:

1. Where in an interaction with the health system can unconscious bias happen?
2. What are your ideas of how we can build understanding about bias and its impact on patient experience, treatment, and outcomes? Who do we target?
3. What are your ideas about how we can interrupt unconscious bias? Consider during first meeting and assessment, diagnosis, treatment, follow-up, communicating with patient/client and/or family, discharge, etc.
4. Client relations – processes for patients and families. How do we support patients/families so that they feel safe to share and resolve issues of bias, micro-aggressions, etc.?
5. How can we recognize if a complaint is based on something that happened because of unconscious bias?
6. What kinds of questions could be posed by client relations to better understand the nature of the complaint and if it is related to bias?
7. How do we support staff in sharing and working to resolve issues of bias, etc.?
8. During planning and decision-making – how do we ensure that the issue of unconscious bias and its impacts is raised and reflected on? What kinds of tools, processes would you suggest?

4.0 Meeting was adjourned at 8:00pm