

3.0 Minutes – March 2, 2020

Moved by Bob Newman

Seconded by Patricia Eyamba

RESOLVED THAT the minutes of March 2, 2020 be approved as circulated.

4.0 Business Arising: Unconscious Bias and its Impact on Patient Experience and Health Outcomes

4.1 Goals for meeting and individual goals.

4.2 Overview of what we've heard from LHIG members and staff about unconscious bias

4.3 Large group feedback – Did you learn anything new or surprising from hearing staff or public perspectives?

4.4 Review -- The Ice-berg – the harm and impact of unconscious bias in health care and opportunities for change

4.5 Brain-storming and idea generating in small groups:

- Where in an interaction with the health system can unconscious bias happen?
- What kind of a process do we need in place to support both staff and patients/family members to resolve issues of bias, micro-aggressions etc. so that they feel safe and heard?
- Come up with ideas of how we can build understanding about bias and its impacts and address and address these in health care interactions and decision-making – 3 small groups (interpersonal, organizational, and system levels)

5.0 Other business:

5.1 Other business – LHIG members finishing terms, end of year meeting, recruitment, evaluation – one for LHIG members and one for staff and other engagement volunteers.

5.2 Future topics

5.3 Meeting survey

6.0 Meeting adjourned at 8:02pm