



St James-Assiniboia and Assiniboine South LOCAL HEALTH INVOLVEMENT GROUP

DATE: **Wednesday, March 25, 2020**
TIME: **6:30 to 8:00pm**
PLACE: **Conference call due to pandemic restrictions**

PRESENT: LHIG Members:
Sheila Austman
Shirley Canty
Tim McIsaac
Jennifer Patryluk
Claudine Salumu
Lynn Silver

WRHA Staff and Volunteer Support for the LHIG
Kellie O'Rourke, COO, Winnipeg West Health Campus
Judith Scanlan, Board member
Colleen Schneider, LHIG Manager

Regrets:
Tessera Ball
Matthew McBurney
Eve Omar, Community Area Director
Darlene Searcy
Marlene Simmons
Eleanor Single

Staff
Barbara B-D
Jean D
Heather D
Angela H
Michelle M
Jeff R

- 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