

CATIE/PAN Pacific Regional Educational Conference

PAN PHA Forum and AGM

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Summary of Face-to-Face Interviews with PAN Delegates

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Summary: Face to Face Interview Responses

At each PAN meeting, randomly selected participants have been asked a series of questions in order to “take the temperature” of PAN’s perceived effectiveness. This interview process was chosen as a method for determining the success of the redevelopment process that is underway at PAN. During this most recent meeting, eight (8) PAN members were questioned (5 EDs and 3 PHAs). The questions used in the interviews were identical to those used at the last meeting, with two new questions added: one on the PAN strategy for dealing with regional Health Authority (RHA) budget cuts; the other about content for an upcoming ED meeting.

Questions and summary of responses

1. What are your thoughts about this meeting? Was it successful? Was it relevant?

The interviewees were very positive about the meeting and felt that it was both relevant and successful. The following comment was echoed by several respondents: “The organization was great; the meeting was relevant and dealt with who we work with and what we do.” However, there were two significant suggestions for future meetings that need to be shared:

“Saddened there is no representation from the North [on the PAN Board of Directors]”

“There needs to be a way to train EDs to deal with opposition. The mental health panel had great expertise -- it is dangerous to PAN when potential allies are faced with PAN membership aggression and anger -- it alienates allies.”

2. What are your thoughts on what should be the collective (PAN) response to the RHA cuts?

The responses were generally positive and hopeful. The discussion was seen as a first step in dealing with the cuts. The following comments are indicative of the tone of the comments:

“Appreciated that PAN is now in a place where it can actually do something”

“Have an opportunity from each Health Authority to network and talk about the cuts”

“Like to see PAN being able to work with agencies to identify a unified strategy and communicate to the members”

3. *Which part of the meeting was most useful to you?*

The PHAC status reports (overview) and the mental Health Panel were seen as the most useful content of the meeting. Nevertheless, as in the past, the opportunity to network was seen as a vital part of PAN meetings.

4. *Which part of the meeting did you think was not useful to you?*

Most participants responded that everything about the meeting was useful to them. However several people found the mental health presentation lacked utility for them. One comment was that the “First morning session wasn’t engaging or applicable to practice”.

5. *What did you think about the way the meeting was structured?*

The structure of the meeting was praised by most interviewees. Comments like the following prevailed:

“Well planned; well organized, liked AGM short and to the point; combination of skills workshops, panels, opportunity for feedback and dialogue; flowed.”

“Liked the collaboration between CATIE and PAN.”

Some concerns were raised, however. One person felt that the working days were too long. A second respondent wanted to have more reporting about the Forum -- in this instance to hear more about the PHA leadership program – in the general meeting (not just at the PHA Forum). And lastly, one PHA replied that he/she “liked the way it was structured but there needs to be room in the Forum for a variety of PHA concerns.”

6. *What are your thoughts about the future direction of PAN?*

All the comments about the development and future direction of PAN were favourable. Here is a selection of some of them:

“There is actually a direction PAN is taking”

“Really enjoyed coming back after two years absence; much saner people”

“Great we have a mentor (OAN)”

“More needs to be done to partner with the Hep C Council; to break down the silo-how does it continue to be accepted? PAN should ready the membership for integration or partnership”

“I was questioning where PAN was going the first meeting I attended but that has really changed”

“PAN has started in a very good direction – linking up with other parts of the country (PHA community) to offer training, leadership and info”

The optimism about the future of the revitalized PAN, which was voiced in the spring 2009 interviews, was echoed in this second series of interviews. From listening to what was said, we can conclude that the membership is highly supportive of the changes that have been made.