



North East Local Health Integration Network

*Summary of Community Engagements - 2015/16 Annual
Report*



Ontario

Local Health Integration
Network
Réseau local d'intégration
des services de santé

Community Engagement

Engagement is integral to every aspect of the NE LHIN organization and outcomes inform LHIN decision-making. Engagements incorporate the cultural diversity of our region and include: one-on-one discussions with health service providers and Northerners; teleconferences; online surveys; presentations; regular meetings with stakeholder-based committees; and two-way discussions at community events.

More than 110 engagements were held in the 2015-16 fiscal year. Additionally, more than 65 working groups, advisory and steering committees met on a regular basis to discuss ways and means to enhance the patient experience. Some examples include:

- **Health Professionals Advisory Committee** meetings
- **Local Aboriginal Health Committee** meetings
- Partnership efforts with the **Réseau du mieux-être francophone du Nord de l'Ontario**
- **43 IHSP specific engagements** to help inform the 2016-2019 IHSP, and **815 survey responses**
- Regular **engagements with health service providers** to discuss collaboration opportunities
- **IT Integration and Alignment Council (IAC)** includes 25 hospital CEOs and CIOs to provide advice and solutions to increase efficiency, standardization, and shared purchasing/procurement
- **eHealth Advisory Council** which provides a system-level perspective on information and communication technology (ICT) and eHealth needs, priorities and initiatives across the region
- **Regional Steering Committee for Stay on Your Feet (SOYF)** which provides advice and leadership to the SOYF strategy to prevent falls among older adults
- **Local Partnership Group**, co-chaired by the NE LHIN with hospitals and the home and community care sector, to foster a change management environment, as well as implementation of Health System Funding Reform and NE LHIN's Clinical Services Review
- **Diabetes Advisory Committee**, health service providers, administrators and patients meet quarterly to improve care coordination, education and prevention of diabetes
- **North East Regional Community Support Services Network**, senior leaders from community support service organizations, work on strategies to help people live independently at home



Louise Paquette chats with Kagawong Mayor Austin Hunt, 89, at the annual conference of the Federation of Northern Ontario Municipalities (FONOM) where she presented on NE LHIN priorities in the spring of 2015.



Gary Scripnick, NE LHIN Board Director, chats with Velma Kauhala and her sister Vieno, at a patient engagement in Timmins in February 2016.

- **Regional Primary Care Council**, primary care practitioners meet regularly to help increase system-wide collaboration to better support the patient journey
- **North East Hospice Palliative Care Steering Committee**, providers involved in delivering palliative care services and education
- **North East Health System Advisory Committee**, provides system-level strategic and operational advice and perspectives to the North East LHIN

The NE LHIN undertook comprehensive engagements in February 2016 to seek input on the provincial paper, ***Patients First: A Proposal to Strengthen Patient-Centred Health Care***. Engagements were held with health service providers, primary care providers and the public in six communities: Sudbury, Sault Ste. Marie, North Bay, Timmins, Temiskaming Shores and Kirkland Lake. In addition to these sessions:

- An online survey received close to 600 responses
- More than 40 written submissions
- Francophone engagements were held jointly with the Réseau du mieux-être francophone du Nord de l'Ontario (RMEFNO) in addition to a Francophone provider webinar
- Aboriginal engagements included a special meeting of the NE LHIN's LAHC, a face-to-face session, and a webinar
- Discussions with the LHIN's clinical care leads, meetings with area physicians, and one-on-one discussions with health service providers, including the five public health units.

Community Engagement with Aboriginal/First Nations/Métis People

The NE LHIN is committed to an engagement process with Aboriginal/First Nations/Métis people that is respectful of language, nationhood, culture and spiritual beliefs.

The LHIN continues to focus on building meaningful relationships in an effort to improve the services and health status of Aboriginal people whose health care needs are significant in scope and magnitude. Efforts continue to enhance health outcomes by aligning existing Aboriginal/First Nations/Métis regional, provincial and federal health planning and service delivery structures.

Engagements held in 2015/16 include:

- **Local Aboriginal Health Committee:** LAHC members travelled from their communities to attend two full-day in-person meetings in April and September to hear the latest health care developments and provide their input on moving forward with strategies to enhance the care of Aboriginal people.
- **LAHC** is engaged in the development of a ***Northeastern Ontario Aboriginal Health Strategy Reconciliation Action Plan***, which is slated for completion in fall 2016.
- **Pan-LHIN Aboriginal Leads Network:** In May 2015, the NE LHIN hosted senior leadership from the 14 LHINs over two days. Known as PALN (Pan-LHIN Aboriginal Leads Network), the event included cultural learnings, presentations from keynote speakers from across the country, and an opportunity for fulsome discussions to better meet the needs of Ontario's Aboriginal people.
- **Coastal communities:** To encourage awareness and dialogue, the NE LHIN developed a newsletter, in partnership with the Canadian Red Cross and the North East Specialized Geriatric Centre.
- Close to 150 Aboriginal people responded to an online survey in February 2016 on how to improve the patient experience and strengthen the system of care in Northeastern Ontario.



Gloria Antoine of Zhiibaahaasing First Nation with her grandchildren Sage, Emily, David, and Johnny provided her thoughts on enhanced care for Aboriginal people at a community engagement held on Manitoulin Island in the summer of 2015.

Community Engagement with Francophones

The NE LHIN works in partnership with the Réseau du mieux-être francophone du Nord-Est de l'Ontario (RMEFNO) to engage with Francophone Northerners on greater access to care in their language of choice.

Engagements held in 2015/16 include:

- Ten sessions to help inform the IHSP. Engagements were held in: Sault Ste. Marie, Timmins, Hearst, Kapuskasing, Smooth Rock Falls, North Bay, New Liskeard, Kirkland Lake, Sudbury and Sudbury East.
- Increasing the awareness of the importance of **“Active Offer”** across the LHIN.
- Support for active participation of the **RMEFNO in various Health Service Provider tables** across the region.
- **Facilitated Francophone roundtable discussions** at nine engagements held in February 2016, as well as a webinar.



Monique Lapalme, NE LHIN French Language Services Coordinator, listens as Paul-Andre Gauthier, a volunteer from Maison Vale Hospice, discusses health care access for Northeastern Ontario Francophones.

