

Connected Care Halton - Ontario Health Team (CCHOHT)

Patient, Client, Family and Caregiver Engagement Framework

CONNECTED CARE HALTON VISION

“With the communities of Halton Hills (Acton, Georgetown), Milton and Oakville, we are committed to delivering an innovative, coordinated and connected patient-centered health system that enables better health and well-being of the population that we serve.”

Aligned to the overall vision of CCHOHT, an overview of the Patient, Client, Family and Caregiver Engagement Framework is outlined below.

GOAL

To ensure that the unique patient, family and caregiver voice and experience is included in the CCHOHT health system (model) from concept through to evaluation and across the continuum of care for all CCHOHT services and responsibilities. This is achieved through authentic and active partnership with CCHOHT leadership, service providers and partners.

CURRENT AREAS OF FOCUS

- Develop a model of governance for the CCHOHT Patient, Client, Family and Caregiver Advisory Committee
- Contribute to CCHOHT strategic planning processes
- Provide input towards the selection of priority groups
- Participate in the design, evaluation and continuous feedback of CCHOHT programs/services
- Create a model of community engagement across CCHOHT partners

GUIDING PRINCIPLES

An integrated patient-centred system of care is built around the engagement of patient, client, family, and caregiver voices and experiences at the personal care, programs/services, and system level in order to achieve optimal outcomes.

The following guiding principles support a vision for CCHOHT that reflects the consistent practices and processes for engagement across all members of the CCHOHT community:

- **Co-design and consultation**
 - Responsive to patient, family, and caregiver experiences and voices
- **Ongoing bi-directional learning**
- **Decision making partners**

- **Diversity and inclusion**
 - Trusting, respected, meaningful relationships
 - Respect towards needs of patients, families, and caregivers (e.g., availability, access, mode of communication)
- **Evaluators of impacts** of care and quality improvements in the system
- Bi-directional flow of **communication and information**
 - Flow through multiple media channels

VALUES

(In following with the Ontario Patient, Family, Caregiver Declaration of Values)

Accountability
 Empathy and Compassion
 Equity and Engagement
 Respect and Dignity
 Transparency

STAKEHOLDER ENGAGEMENT CONTINUUM

The following table depicts the varying degrees of stakeholder engagement to support the implementation of the CCHOHT Patient, Client, Family and Caregiver Engagement Framework.

Legend: Short-Term Goal Medium-Term Goal Long-Term Goal Activities/Outputs Impact.

Share	Consult	Collaborate	Empower
The ways in which health and community care organizations provide information that is easy for patients, clients, families, and caregivers to understand and act upon, support personal care decisions, as well to support engagement about a program, service, policy and/or decision.	The ways in which health and community care professionals, organizations and system planners obtain feedback from patients/clients, families and caregivers on a health issue, policy, and/or decision.	Patients, clients, families and caregivers, health professionals, planners, and organizations partnering to find and apply solutions together to a health issue, policy, and/or decision; explore solutions with health and community care professionals.	Patients, families and caregivers, health and community care professionals, planners, and organizations are accountable for all stages of development and planning including the final decision making; there is shared leadership or partnership.
SHORT TERM GOALS			
Joint internal/external information sharing (ongoing)	Consultation of a fulsome range of health care professionals and organizations who are impacted stakeholders, and their representative patients/clients and families & caregivers	Collaborate in the development of communication materials	

Share	Consult	Collaborate	Empower
MEDIUM TERM GOALS			
<p>Emphasize and promote Patient 'Rights' within the Healthcare system, with contact information and advocacy process to ensure Patient 'Rights' are being met</p> <p>Maximize use of CCHOHT website, increase social media presence and "Contact Us" service</p> <ul style="list-style-type: none"> Website must be vibrant and informative – continuously updated to ensure public awareness of services within the Halton CCHOHT including new services offered – e.g., new facilities, LTC, Health, End of Life Align messages to audience – patients, clients, families, caregivers, youth, seniors, diverse communities, etc. 	<p>Utilize lived and living experience to co-design on projects and initiatives from the start</p> <p>Ensure those who represent a particular community are included in the discussions that impact them; expanding beyond the PFAC</p> <p>Ensure online and in-person consultation to enable equitable access and ability to participate; voices are heard and valued equally</p> <p>Engage patients/clients, families and caregivers in decision making when it comes to their care</p>	<p>Patients/clients, families, and caregivers to be involved in meaningful tasks including co-leading</p> <p>Involve patient/client in decision-making and self-care</p>	
LONG TERM GOALS			
	<p>Mentor people and build capacity for people to participate in meaningful ways</p> <p>System/community navigation and facilitation mechanisms are in place</p>	<p>Engage patients, clients, families and caregivers from inception and throughout the program/policy cycle including at every decision-point</p> <p>Shared outcomes and goals between the healthcare provider and the patient/client family and caregivers</p>	<p>Help develop a culture of sustainable and ongoing participation</p> <p>Mentor and build capacity to allow meaningful engagement</p>

ACTIVITIES AND OUTPUTS*

*The below is based on current priorities and focus.

This is not a comprehensive list and will be modified and expanded as the engagement work evolves.

Share	Consult	Collaborate	Empower
<p>Hold community information sessions on updates, changes, input on key initiatives</p> <p>Create a community newsletter with patient, client, family and caregiver section</p> <ul style="list-style-type: none"> Distribution in various formats – paper vs. online to be inclusive <p>Conduct community consultations</p> <ul style="list-style-type: none"> Public must feel they have genuine input into the process Ensure full community connections and identified groups <p>Develop and share guides and tools re: effective means of meaningful engagement</p> <p>Engage local patient, client, family, and caregiver stories as tools and resources for educating and informing health and community care partners</p> <p>Offer communications in appropriate language(s) and for understanding by patients/clients and families/caregivers; not institutional language</p>	<p>Add 'Contact Us' services via the website</p> <p>Recruit for PFAC(s) and promote to project stakeholders to ensure inclusive representation of our community including diverse voices and unique perspectives</p> <p>Create a network of people with diverse voices and experiences to engage on a 'as needed' basis</p> <p>Connect with community advisors/ leaders for cultural and linguistic aspects and understandings</p> <p>Connect with community advisors/ leaders for cultural and linguistic aspects and understandings</p> <p>Advise CCHOHT both collectively and as individuals across the spectrum of engagement from sharing to empowering</p>	<p>Co-develop evaluations and measures, including for patient/client, family and caregiver engagement</p> <p>Co-presentation of ideas and outcomes from activities</p> <p>Co-develop training and/or information sessions on engagement for healthcare/community providers, and patients/clients, families, and caregivers</p> <p>Co-lead working groups, committees, projects</p>	<p>Consideration and elimination of barriers to participation</p> <p>Ensure collaborative committee representation</p> <p>Operational leadership team representation</p> <p>Provide for governance advisory committee representation (or on Board of Directors if one exists)</p> <p>Co-leadership on committees</p>



Share	Consult	Collaborate	Empower
IMPACT			
Recognition of the value and experience patients/clients, families and caregivers bring	Recognition of the value and experience patients/clients, families and caregivers bring	Recognition of the value and experience patients/clients, families and caregivers bring	Recognition of the value and experience patients/clients, families and caregivers bring

KEY SUPPORTS & ENABLERS

- Continuous quality improvement
- Commitment to diversity, equity and inclusion
- Research and evaluation activities to support quadruple aim framework
- Ongoing communication and awareness of health information
- Project funding and financial participation support
- Technology to support communication across all members of the CCHOHT community