



**Downtown and Point Douglas
LOCAL HEALTH INVOLVEMENT GROUP**

DATE: **Thursday, November 9, 2017**
TIME: **5:30pm dinner, 5:45 meeting started**
PLACE: **WRHA Travel Health Clinic – 490 Hargrave Street**

PRESENT: LHIG Members:
Susan Cameron
Laura Dahl
Tidi Gaamangwe
Marjorie Hughes
Linda Lam
Anna Juangco-Maniquiz
Allen Mankewich
Rose Marsden
Dessalegn Melesse
Kateri Muys
Carey Sinclair
Chris Stunick
Al Wiebe

WRHA Support Staff and Volunteers

Kirsten Bourque, Primary Care Specialist, WRHA
Jeanette Edwards, Regional Director, Primary Health Care, WRHA
Sharon Kuropatwa, Community Area Director, Downtown/Point Douglas
Colleen Schneider, LHIG Manager

Regrets

Michelle Johnson
Cari LaRiviere
Becky Lett
Stephanie Sinclair

1.0 Call To Order

Anna called the meeting to order at 5:46pm. Members introduced themselves and participated in an ice-breaker.

2.0 Agenda – November 9, 2017

Moved by Kateri Muys

Seconded by Allen Mankewich

RESOLVED THAT the agenda of November 9, 2017 be approved as circulated.

3.0 Minutes – October 4, 2017

Moved by Laura Dahl

Seconded by Tidi Gaamangwe

RESOLVED THAT the minutes of October 4, 2017 be approved as circulated.

4.0 Business Arising:

- 4.1** LHIG staff shared access and navigation themes that came out of the patient journey mapping activity at the first meeting. LHIG members participated in prioritization exercise. The top 5 themes (both positive and negative) were identified.
- 4.2** Information was shared about the changing roles of hospitals in the region – through clinical consolidation. LHIG members provided feedback through a post-it note exercise to the following questions:
- How do you feel about this new approach?
 - What are the benefits/positive aspects of this change?
 - Do you have any concerns?
 - How can we communicate this to the public and patients/families in particular?
- 4.3** Information was shared about the priority home care approach. LHIG members provided feedback through a post-it note exercise to the following questions:
- How do you feel about this new approach?
 - What are the benefits/positive aspects of this change?
 - Do you have any concerns?
 - How can we communicate this to the public and patients/families in particular?
- 4.4** The communication strategy for clinical consolidation was shared. LHIG members provided feedback to the following questions:
- What do you like about these strategies?
 - Do you have any concerns about these strategies?
 - Do you have any suggestions for making these strategies more effective?
 - What are your suggestions for how we communicate with/educate the public about how to access/navigate health services? (consider equity, transparency, and potential partnerships)
 - Do you have suggestions specific to how to keep the public updated during a time of change and transition in the system?
- 4.5** LHIG staff shared next steps. This topic will continue into February meetings – giving LHIG members an opportunity to provide suggestions about how the system can more consistently ensure positive experiences re: access and navigation and how to address negative experiences as well.

5.0 Other business:

- 5.1** Update on changes happening in the health care system – staff share document that captured changes posted on WRHA website – Healing our System
- 5.2** Ideas for future topics – Medically Assisted Dying (availability, issues of some people denied)

- 5.3 Feedback/Use of LHIG input – staff shared examples of what was happening with input from the innovation report – sharing changes in health care system with community organizations, rehabilitative approach to home care
- 5.4 Date for February 2018 meeting – Thursday, February 15, 2018.
- 5.5 Meeting evaluation

6.0 The meeting was adjourned at 7:58pm.