

3.0 Minutes – October 24, 2017

Moved by Sharon Dainard

Seconded by Richard Whitbread

RESOLVED THAT the minutes of October 24, 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:
 - 4.2.1 How do you feel about this new approach?
 - 4.2.2 What are the benefits/positive aspects of this change?
 - 4.2.3 Do you have any concerns?
 - 4.2.4 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:
 - 4.3.1 How do you feel about this new approach?
 - 4.3.2 What are the benefits/positive aspects of this change?
 - 4.3.3 Do you have any concerns?
 - 4.3.4 How can we communicate this to the public and patients/families in particular?
- 4.4 There was not enough time to share communication strategy at the meeting.
- 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 – obstacles of “isms” (racism, sexism, ageism, elitism, paternalism), blocks to effective health care, our own responsibilities in care (bottom part of Declaration of Patient Values)
- 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 8, 2018.
- 5.5 Issue raised by LHIG member – struck by sense of isolation, despair by residents and at the health care centre in Churchill. Level of despair is rising. Is there a possibility that this LHIG can reach out/form a link with Churchill? Is there a community member(s) that would like to join our meetings by phone?
- 5.6 The WRHA Board Chair, Karen Dunlop and the Interim CEO and President, Real Cloutier – will be at the next meeting for a 30 minute discussion and question/ answer session about the changes underway.
- 5.7 Meeting evaluation

- 6.0 The meeting was adjourned at 8:15pm.