



Reporting back to the Community Health Advisory Councils



March 2010

We are committed to keeping track of how the ideas and suggestions of the Community Health Advisory Councils are used internally by the WRHA Board and programs and externally by other relevant stakeholders.

- All CHAC Reports are made public and posted on the WRHA website www.wrha.mb.ca
- As the Reports are shared with the public, we can only report on what we know.
- We continue to receive very positive feedback on the Councils from across Canada

Chronic Disease - Accessing Health Care and Barriers to Self-Management (January 2010)

- Report was presented to the Social Work Leadership Council of the WRHA
- Youville Centre staff reviewed report and identified suggestions/ideas that they could utilize
- Centre de Santé staff reviewed report and identified suggestions/ideas that they could utilize
- The WRHA Chronic Disease Collaborative is developing a charter for a Diabetes Project and is referencing the report
- When the accreditation team was surveying the community health programs, they recognized the value of this report, in particular its' use for Primary Care
- The WRHA Chronic Disease Collaborative is using the report in the development of their strategic plan

Mental Health and Stigma: Community Perspectives (April 2009)

- Currently being reviewed by the Mental Health Program

Addressing Effective Patient Flow: Gaps in Services When Transitioning between Service Areas (March 2009)

- Report is being used in looking at how the health system works from a patient journey perspective
- In the northeast area of Winnipeg, hospital based care and community care are working together to address patient flow

Affordable Housing and Homelessness (January 2009)

- Currently being reviewed by the Mental Health Program and WRHA staff involved in housing initiatives
- Report was shared with the Deputy Minister of Cross-Departmental Initiatives in health and housing. This group is looking at housing and homelessness issues in collaboration with the mental health community
- Project Breakaway - a new initiative for high risk individuals who are homeless and high users of health care services. This initiative is assisting these individuals with finding appropriate housing and providing on-going supports.

Learning from Patient Experiences: Community Perspectives (June 2008)

- The report has been extremely useful to the Learning from Patient Experiences Working group - it has both influenced and reinforced the strategies that this group has developed to hear and learn from patients and clients in the health system
- A workshop, "Evidence to Action: Learning from Client Experiences to Inform System Improvement" took place in December 2008. This workshop used the Learning from Patient Experiences Report as a foundational document to help shape the future regional strategy for learning from patients/clients/ residents. Members from the CHAC's and the Mental Health Advisory Council attended.
- This report is being used by the Quality Improvement and Accreditation team to help build a regional strategy around of variety of methods to get input/ feedback from clients/patients/community members.

Issues that Impact the Health of Immigrants and Refugees: Community Perspectives (February 2008)

- New part time refugee health clinic to open Summer 2010

- The Immigrant and Refugee Health Working Group uses this report to confirm an overall strategy/concept for delivering health services to immigrants and refugees.
- A nurse practitioner has been approved to work specifically with refugees. This will be closely linked with provincial and federal services and supports.

Compassionate Care: Community Perspectives (May 2007)

- The report was received with great enthusiasm by the Canada Research Chair in Palliative Care, Dr. Harvey Chochinov. The Councils' perspectives and suggestions support his current efforts to encourage all health care providers to provide dignity-conserving, compassionate care to all patients.
- New focus on dignity-centred care for the region announced at AGM in October 2010
- The Research and Applied Learning division used the report in their work related to " Learning from the Patient Experience"
- Copies of the report have been shared with the Nursing Leadership Council and the topic is frequently discussed at Nursing Practice Councils.

How the WRHA Communicates with the Public: Community Perspectives (February 2007)

- This report supported the recognition from the Board and Senior Management that efforts needed to be made to reorganize the way communication should be approached - that a coordinated and strategic approach needed to be taken.
- Suggestions from the report were used by the community area teams to develop strategies to communicate better with residents who live in their geographic area.
- Based on community feedback and the increased use by the public of the health services on-line directory and Health Links/Info Santé, the health services telephone insert is not continuing this year

Other ways that CHAC input and processes being used

- Suggestions were made in many CHAC reports for the WRHA to work more closely with family physicians, like:
 - The development of primary care networks within the Winnipeg health region
 - The development of advanced access to Primary Care strategies at each of the WRHA Primary Care sites
 - Expansion of shared care between Mental Health and Primary Care (including fee for service) has been implemented, with over 100 physicians participating, including fee-for-service, with ongoing evaluation.

- The Physician Integrated Networks initiative is in 2nd Phase, with increased WRHA involvement (a number of Winnipeg-based Fee-for-Service
- The collaboration with various wait list management issues also under way to ensure role of Primary care is enhanced and is able to contribute to streamlined and appropriate referral/consultation
- Communication and information flow between primary care and emergency rooms continues to be developed and improved
- The Family Physician Action Council meets quarterly with CEO, with around 10 family physicians in regular
- Councils' recommendations are shared at operational planning sessions with staff as a point of reference when teams look at their priorities.
- Staff continues to share their experience developing and working with advisory groups with other health regions across Canada - most recently, South Eastman and Eastman Health Authorities, the Calgary Health Region, and the Parkland Regional Health Authority in Manitoba.
- Community Area Directors use Councils' input and information obtained at meetings to learn about issues in their community areas to consider in their planning processes.
- Reports and presentations by Councils help to provide citizens' perspective for management teams.