



Reporting back to the Community Health Advisory Councils about how their input is used



March 2011

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 other Regional Health Authorities in Manitoba as well as other jurisdictions across Canada

Building a Primary Care System: Feedback on Primary Care Home and Network (January 2011)

- Report has been shared with the Primary Care Building Blocks Planning Committee (comprised of WRHA and Manitoba Health primary care directors and researchers) and is being used by the Building Blocks group #1 Primary Care Home and group #2 Primary Care Network in guiding their work
- Manitoba Health Policy Paper on Primary Care references this report and other CHAC reports where primary care was addressed
- Regarding the issue of loss of faith in the health care system identified in this report – Council member collaborated with Mount Carmel Clinic and North Point Douglas Women's Resource Centre in order to develop strategies to link women who have lost faith in the system to primary care
- Report presented to St Boniface and St Vital WRHA Leadership Team
- Report presented to Seven Oaks and Inkster WRHA Leadership Team

Public Expectations of the Health Care System (May 2010)

- Report presented to the Senior Management of Pan Am Clinic who used recommendations to modify how they communicate with patients
- Report presented to Downtown Leadership Team
- Major recommendations pulled out of document which is being reviewed by Senior Management to consider how to implement – will follow-up at May All Councils meeting

- Report used by Project Management Office for background information/context for a broad range of projects
- Report was presented to the Horizons Group – community health specialists, community development staff, site managers and directors
- Has been used in the development of WRHA Cultural Proficiency Framework

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

- The WRHA Chronic Disease Collaborative uses this report extensively:
 - Used in the development of the Chronic Disease Collaborative Framework and planning
 - Orientation of all staff to the issues experienced by people living with chronic disease,
 - Self-management working group – important reference for planning and for meetings with physicians – has been very helpful for discussions regarding communication and relationship building between patients and health care providers
 - Self-management is one priority and this report has been incredibly helpful in understanding issues from a patient perspective
- Manitoba Health’s Health Services Innovation Branch has used this report especially as it references to primary care access and primary care renewal strategies are evolving
- Being used in the development of WRHA Cultural Proficiency Framework
- 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 Canada accreditation team was surveying the community health programs, they recognized the value of this report, in particular its’ use for Primary Care

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)

- 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 – an 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
- This report is being used by the Quality Improvement and Accreditation team to help build a regional strategy around a 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 (BridgeCare Clinic) opened in the Fall 2010
- This report is being used in the development of WRHA Cultural Proficiency Framework.
- The report was used in developing a staff workshop on cultural proficiency called “Cultural Humility”
- The Immigrant and Refugee Health Working Group use this report to confirm an overall strategy/concept for delivering health services to immigrants and refugees.
- The number of interpreters in the Language Access Program continues to increase to meet the needs of the growing Newcomer population – this need was identified in the report.

Compassionate Care: Community Perspectives (May 2007)

- Being used in the development of WRHA Cultural Proficiency Framework
- Shared with Senior Management and Board of Concordia Hospital
- 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)

- Being used in the development of WRHA Cultural Proficiency Framework – specifically the recommendations to consider literacy, language, and culture
- 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

- “Fostering Public Engagement” is one of the WRHA’s new strategic priorities. A Public Engagement Council has been created to oversee this priority in the region and the Councils are a major component of this moving forward.
- Staff have been involved in national meetings on citizen engagement in health to look at development of best practices, to share resources, and develop new tools
- Population and Public Health Program has developed strategic planning process where CHAC reports are integrated into exploration of key issues and development of approaches to address them
- Primary Care Themes Report has been shared with Manitoba Health to assist with the development of provincial primary care renewal initiatives.
- Emergency and Urgent Care Themes Report documents 8 years of Council input has been shared with WRHA Senior Management.
- Disease Prevention and Health Promotion Themes from 8 years of reports has been shared with Population and Public Health Leadership Team.
- Staff continues to share their experience developing and working with advisory groups with other health regions across Canada.
- 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.
- Report on Criteria for Strategic Planning was covered in article about stakeholder consultation called, “Evidence, Economics, and Ethics” in the journal, Health Care Quarterly.