



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



**April 2012**

The WRHA is 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](http://www.wrha.mb.ca)
- As the Reports are shared with so many key partners, 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

Arlene Wilgosh, CEO and President of the WRHA, attends at least one meeting of each of the Councils every year. During her visits to the Councils, she has stressed the important role that the Councils play for the WRHA, most specifically the Board and Senior Management, to better understand health care system issues from a public perspective and in the development of key strategies to improve the system. It is this on-going relationship with community members that is extremely important to the region.

### **Public Engagement in Health: Community Perspectives (January 2012)**

#### **Learning from Patient Experiences: Community Perspectives (June 2008)**

- The Public Engagement in Health report has been used by the Public Engagement Council (WRHA) in the creation of a regional framework to guide public engagement activity, which includes guiding principles. The next steps will be the development of an action plan. Councils' input on criteria for successful public engagement will also be extremely helpful in the development of public engagement tools that will be shared with Leadership and Program staff across the region.
- The Quality and Patient Safety Program has acted on one of the recommendations – to consider and use feedback that they receive through the complaints process to help highlight issues that may need to be addressed within the system – they have developed a format to tell the stories of complaints brought forward and opportunities for informing change – “Learning from Feedback” – these will eventually be posted on the WRHA website.

- Recommendations and insights related to Employment and Income Assistance (the importance of getting input from EIA clients) has been shared with citizen engagement staff at Family Services and Consumer Affairs to communicate with program staff

### **Building Public Trust of the Health Care System: Community Perspectives (May 2011)**

- The CHAC's highlighted the fear that many patients or clients may feel in reporting or sharing negative feedback about a care experience – especially the elderly as they may feel that this will impact their on-going care (this issue was also brought forward in the CHAC report on Learning from Patient Experiences Report)
  - In response to this issue, the CHAC's recommended that volunteers be used to collect feedback – this recommendation is being acted on in a pilot project where volunteers are being trained and utilized by the Quality and Patient Safety Program in partnership with the Home Care Program, to collect feedback from clients about their overall experience. The evaluation of this pilot, will help us identify opportunities to utilize volunteers to collect feedback in other service areas
- Members of the Quality and Patient Safety Team reference this report when writing reports and meeting with quality improvement teams

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

- Primary Care Networks are evolving in the province – the Councils supported the development of the networks and strengthening the relationship with all family physicians in Winnipeg
- WRHA has hosted six forums with family physicians during February and March 2012. The next step is the development of six planning tables where family physicians and the WRHA will jointly develop ways to enhance access to primary care. The Councils' recommendation that continuous and comprehensive care remain a focus has been fully supported throughout all of these discussions.
- As the Primary Care Networks are being established, as recommended by the Councils, health care providers from different professions will be part of the process and multi-disciplinary teams will be supported
- Feedback from the Councils stressed the importance of considering public needs and access, especially for those with chronic disease. The Primary Care Program Team has dedicated specific resources from the Chronic Disease Collaborative to assist in developing teams that will support enhanced chronic disease management.
- The Research and Evaluation Unit used this report as part of the piloting of a new evaluation tool to measure the impact and influence of patient/public engagement input. Council members, staff, and Board Liaisons also participated. The highlights of this report will be shared when it is completed.
- Recently, the Chronic Disease Collaborative facilitated a meeting with an outside agency and referred to the "Building a Primary Care System" report in their discussion as well as used the "mind map" in an exercise they were conducting.

### **Public Expectations of the Health Care System (May 2010)**

- This report provided valuable insights and information into the various expectations the public has of the health system and the WRHA. Of particular note were the comments about how the public generally doesn't expect much of the health system/WRHA until they need it, and then discover they don't know much about it. This document provides a valuable compliment to other research examining the public's understanding, perceptions, and expectations of both the health system and the WRHA. It will be used, together with other research, to shape the WRHA's external communication strategy.

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

- The Obesity Working Group utilized the report in developing their action plan (Fall 2011)
- The Chronic Disease Collaborative regularly uses the reports generated by the Advisory Councils and often makes reference to the reports them when speaking to other groups. The Collaborative finds them very helpful given their interest in influencing the system to be patient-centered.
- Fall of 2011, the Collaborative completed an evidence review entitled, "Collaborative Care for Chronic Disease" which is posted on our WRHA web site. The 2010 report, "Access to Health Care and Barriers to Self Management" report was included in the reference section.

### **Affordable Housing and Homelessness (January 2009)**

- Affordable and healthy housing continues to be seen as a key determinant to improving healthy populations. The WRHA remains committed to working closely with many partners to support housing opportunities for the most vulnerable. Examples include the development of the Bell Hotel, Project Breakaway, work with the Salvation Army, and collaboration with the Mental Health Commission activities, to name a few.

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

- This report was used in the development of the Cultural Proficiency Framework which is now posted on the website. This framework will be used to develop a regional action plan.
- BridgeCare Clinic (a clinic providing comprehensive primary care services to government sponsored refugees) has been extremely well used – over the past 12 months, 538 new patients have used the clinic and over 1100 immunizations have been provided. Patients are assisted in finding permanent primary care providers within 8 to 12 months of first being seen.
- Language Access services have also experienced increased activity in meeting the needs of newcomers in Winnipeg – over the past year, over 9700 interpreter services have been provided

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

- This report, together with other research, will be used to help shape and guide the WRHA's external communications strategy.

### **Other ways that CHAC input and processes being used**

- The WRHA Board was involved with Accreditation Canada's 2011 survey process. One of the governance standards is engaging the public. Board members reflected on the value and importance of the CHAC's.
- The CHAC manager is part of a national network on public engagement in health. Members of this network are currently working on developing evaluation tools for public engagement in health and standards for use by Accreditation Canada
- Feedback from the CHAC reports on prevention and promotion services was summarized and presented to the Population and Public Health team and this information was used by the health promotion teams for strategic planning in areas such as physical activity promotion/*in Motion*, tobacco reduction, healthy sexuality, and harm reduction
- A summary of the feedback from the CHACs on issues and suggestions related to disease/injury prevention and health promotion is being used by the Population and Public Health Program to develop key principles that will be part of an Injury and Disease Prevention/Health Promotion Framework