

Local Health Involvement Groups (Winnipeg-Churchill Health Region) Feedback Update – February 2017

Every year, 90 volunteers actively participate on Local Health Involvement Groups (LHIGs) to provide advice and their unique community perspectives on significant health issues to the WRHA Board. The input of these groups helps ensure that we build a health care system that better meets the needs of everyone in the Winnipeg health region. Between September and May, the LHIGs meet to explore and provide feedback on 2 topics/issues. This update provides information on how input and ideas from many reports has been used by the Winnipeg Health Region and its programs and services to date.

“In our culture of continuous improvement and learning, the most important voice at the table is the one of the person accessing our services and their families. Ultimately, that is what the work we do is all about. Having the people who access our services contribute to shaping how we do things is where we can better meet the health needs of our community while improving our health system.”

Milton Sussman, CEO and President, WRHA

To take a look at the reports referred to, here is the link --

<http://www.wrha.mb.ca/about/engagement/lhig/reports.php>

The Provincial Continuing Care Strategy: Public Perspectives on Aging in Place Report

- This report provides insights and recommendations about how to support seniors and those with chronic disease to live in community settings for as long as possible – it includes feedback about the role of community, health services, housing, and technology to support aging in place
- The report has been shared with Manitoba Health, Seniors and Active Living staff who oversee provincial planning groups on this issue
- It was presented by LHIG members at Support Services for Seniors Planning Day in November 2017 to representatives from over 50 organizations who deliver community services to older adults throughout Winnipeg
- The housing recommendations were shared with the WRHA Housing Support Services and Integration Operations Committee
- The feedback on health and home care specifically was shared with the Home Care Leadership Team

The Ethics of Equity and Sustainability Report

- Community criteria for decision making that builds equity (from the report) has been shared with WRHA staff overseeing the development of operating plans within the region and has been a component of the equity operating strategy
- A handout was created and is being distributed/shared that supports community members to access all benefits that are available to them – for example, the importance of filing tax

returns, signing up for Child Tax Credit, etc. By doing so, community members can increase their incomes which can have a positive impact on their health and their family's health

- Follow-up action from the Health for All Steering Committee on one of the recommendations from the report – the development of “Equity Champions” (WRHA staff and staff from partner agencies).
- Accessibility Steering Committee – incorporated the concept of “social accessibility” from the LHIG report – to add to the scope of their work to improve overall accessibility of the health care system. This committee has used other recommendations from the report to identify actions to move forward on.
- The report was presented at Canadian Bioethics Society National Conference and at the Equity Conference in May 2016 by the Director of Ethics
- Parts of the report are also included in the WRHA Corporate New Employee Orientation every month
- The Regional Director of Ethics also refers to equity and the insights and recommendations of LHIG members in almost every presentation that she makes. It is also included in the Community Health Ethics Workshop

Declaration of Patient Values Report

- During the WRHA Accreditation process in April 2016, the Declaration of Patient Values was circulated widely to senior leadership, all sites and programs and with the visiting Accreditation Canada surveyors
- Work is underway to use the Declaration of Patient Values when patients share their experiences with the health care system with Board and Senior Leadership and with students – these presentations will include sharing the Declaration and relating their experience to parts of the Declaration
- The Declaration of Patient Values report has been presented to numerous committees – including the Professional Advisory Committee, the Collaborative Care Committee, The Regional Ethics Council, and the Health for All Steering Committee
- The Declaration of Patient Values is used as a lens for the program advisory councils when exploring issues and developing recommendations (Patient and Family Advisory Council, Mental Health, Home Care, Long Term Care, and Emergency)
- The Declaration was also shared with the Patient and Family Advisory Council of the Grace Hospital

Input into 2016-2011 Strategic Plan Report

- There was broad public and staff input into setting priorities for the new plan
 - The LHIGs and program advisory councils (Mental Health, Home Care, and Long Term Care) held meetings to get feedback on priorities from the current plan and to discuss future priorities for the Winnipeg Health Region
 - There were on-line surveys (and mail in surveys available as well) for the public and staff to be able to provide input
- Input from LHIGs helped inform priorities, especially regarding equity
- LHIG input was used at multiple levels in the strategic plan and will be shared with programs throughout the region as operational plans evolve.

Transparency and Accountability in Healthcare Report

- During LHIG meetings on this topic there was open discussion between senior leaders and LHIG members on the push for greater transparency and the challenges of greater transparency

Advance Care Planning Report

- The report was shared with a seniors community group that collaborates on various learning opportunities in February
- The report definitely highlighted the importance of the patient's perspective and helped inform a decision for the WRHA to be part of the ACCEPT national study that looks at the communication of advance care planning /goals of care with patients during their hospital stay. There will be more to share about this study in the months ahead.
- Transplant Manitoba has reviewed the report and is very supportive of the recommendations, especially regarding organ and tissue donation

Sustainability of the Health Care System: Community Perspectives Report

- There continues to be very positive feedback from senior leaders about the level of engagement by members of the LHIGs and of their knowledge of the health care system on the challenge of building a sustainable health care system. LHIG members had very good perspectives on where the health system needs to go (like upstream investments and addressing inequities) and the types of things that senior leaders should consider when making tough resourcing decisions.
- The report was much appreciated and will be used to inform future conversations related to funding criteria for resource allocation
- Winnipeg was the first region in Canada to engage the public on resource allocation criteria.

Development of a Regional Public and Patient Engagement Strategy

- In the development of a regional engagement strategy, the *Public Engagement in Health* and *Communicating with the Public* reports were utilized
- These reports will also be used in the further development of regional engagement strategies

Indigenous Cultural Safety Training for Health Care staff and students in the Faculty of Health Sciences

- Input from LHIG members over the years has highlighted the need for cultural competency training for staff (*Issues and Impact the Health of Immigrants and Refugees and Caring Across Cultures* reports). This recommendation has also been made in the *Innovation in Health Care* report.
- An Indigenous Curriculum Committee which included Elders guided the process, provided feedback, and pilot-tested the Indigenous Cultural Safety on line training program
- The Winnipeg Regional Health Authority has partnered with the Provincial Health Services Authority in British Columbia to develop on-line training in Indigenous Cultural Safety. WRHA staff and students in the Faculty of Health Sciences are currently taking this training. One thousand staff are anticipated to complete the training this year.

Churchill Health Centre

- Churchill is in the process of developing a Patient and Family Engagement Group which will enable community members to provide feedback into the delivery of health care services in Churchill. This work is being supported by staff in Winnipeg who facilitate public and patient engagement

Primary Health Care Program Team

- A number of primary care initiatives have received feedback on initiatives to improve access to primary care through the *Innovation in Health Care* report. These have been shared with WRHA funded community health agencies as well.
- Changes have been made to hours of operation at Quick Care Clinics as a result of feedback from the LHIGs. The hours that these clinics are open is coordinated with other primary care sites that are close by to them.
- Feedback from the public over the years regarding “one health issue per visit” at family doctors has impacted how a number of family physicians involved in My Health Teams are caring for their patients
- Suggestions from the *Innovation in Health Care* and *Building a Primary Care System* reports continue to shape how primary care is delivered – for example, bringing pharmacists, occupational therapists and physiotherapists into primary health care teams – which has been recommended over the years by the LHIGs
- An Income Security Health Promotion position has been created as part of the My Health Team in Downtown and Point Douglas. Staff in this role work with and support individuals impacted by the challenge of poverty, complex lifestyles, and chronic disease. They work to connect them with existing income security services, bridge gaps in financial support services, and build partner and community capacity to effectively address financial vulnerability as a key part of best managing chronic disease(s). LHIGs have repeatedly identified the need for the WRHA to find ways to address the significant link between poverty and poor health outcomes.

The Chronic Obstructive Pulmonary Disease Working Group

- The Chronic Obstructive Pulmonary Disease Working Group received a presentation on public and patient engagement to assist with developing a patient and family engagement strategy. They are using recommendations from the *Learning from Patient Perspectives* and *Chronic Disease: Access to Health Care and Barriers to Self-Management* reports

Critical Care Nursing Council

- This Council received a presentation on following reports – *Compassionate Care: Community Perspectives* and the *Declaration of Patient Values*
- Using feedback from the *Innovation in the Health Care System: Public Perspectives* as the Cherry Blossom initiative is rolled out across acute care and long term care sites

Chronic Disease Collaborative Team

- This team received a presentation on the *Chronic Disease: Access to Health Care and Barriers to Self-Management, Public Expectations of the Health Care System, Compassionate Care, and the Declaration of Patient Values*

Mental Health Program and Mental Health Advisory Council

- Feedback on the Mental Health Team approach that is being piloted in 2 community areas is being used to inform the development of this strategy
- Use of the *Declaration of Patient Values* in the discussions at Mental Health Advisory Council meetings

Other ways that LHIG input and processes being used

- During regional accreditation in the spring of 2016, public and patient engagement was highlighted as one of the strengths in the Winnipeg health region
- The experience of the LHIGs continues to inform the development and support of broad public and patient engagement across the Winnipeg health region – including consulting programs and sites on engagement initiatives – most recently, the development of the Emergency Department Patient Advisory Council and the Ethics Public Engagement Group
- Operational Plans now include compulsory engagement of patients/public
- LHIG members have participated in additional consultations on health – for example, focus groups on accessibility issues within health care, provincial consultations on sustainability and innovation, patient/public focus group during the regional accreditation process, and a focus group that was part of a provincial consultation on priorities for clinical and preventative services facilitated by Dr. David Peachey
- LHIG member was supported in connecting with client relations to share an experience that she had in an emergency department when she was experiencing signs of stroke. She had an opportunity to meet and discuss her experience which has resulted in a broadening of the signs of stroke that triage looks for in women when they arrive at emergency. This information is shared on a regular basis with Emergency Department staff