

Local Health Involvement Groups (Winnipeg-Churchill Health Region)

Feedback Update – March 2018

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. Between September and April every year, 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.

The input of the LHIGs groups helps ensure that we build a health care system that better meets the needs of everyone in the Winnipeg health region. Their work and processes also have an impact on the broader engagement happening throughout the region such as the development of new patient engagement initiatives. The COPD (Chronic Obstructive Pulmonary Disease) Patient and Caregiver Advisory Council which is just being formed with the support of LHIG staff is an example of how LHIG processes and input has influenced new engagement activities.

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

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

What the Local Health Involvement Groups have been working on this past year

- The LHIGs have explored and provided input on accessing and navigating the health care system through a patient journey mapping exercise.
- They have also been providing input on the changes underway in the health care system.
- This input will be shared throughout the system and with the clinical consolidation planning tables. This is a priority of the Board.
- They have provided feedback on the communication strategy and materials for the first phase. This feedback is being used to inform the strategy and tactics for phase two.

Churchill Health Centre

- In November, LHIG and ethics staff spent a day at the Churchill Health Centre meeting and training over 70 members of staff on ethics and engagement. Churchill staff brought forward the day to day ethical challenges that they experienced and were given tools to deal with those. They shared engagement processes that are currently happening, what opportunities exist for further engagement, and the supports and information that they require to pursue these opportunities.
- LHIG staff also met with a group planning a major Indigenous mental health project to provide advice on engagement with the community.
- A member from the River Heights/Fort Garry LHIG put forward a motion at their November meeting to look for ways to support community engagement in Churchill – as the community has had numerous challenges. He met with the Chief Operating Officer of the Churchill Health Centre and the LHIG manager (in Winnipeg) to discuss the challenges in

Churchill and begin the work to develop an engagement strategy that would work for this community.

Input into the Changes underway in the Health Care System

- 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 work – specifically outcomes that the public wants from innovation in health and their recommendations regarding the sustainability of the health care system were shared with the consultants leading the provincial consultations.
- LHIGs have recommended in numerous reports that health providers increase their awareness and capacity to understand the patient voice and provide culturally safe services – this is now included in the 2018-19 operational plan with the goal to ensure that clients can provide feedback before, during, and after a health care experience.

Innovations in Health Care: Public Perspectives (April 2017)

- This report is included on the Healing our Health Care System website as a foundational document.
- The LHIGs recommended that the community mental health team approach be expanded across the region – this is included in the 2018-19 operational plans.
- One of the major goals regarding patient flow is to improve access to community-based services and supports with a focus on addressing equity – this aligns with LHIG suggestions in the Innovation report and the Equity report
- The LHIGs also recommended that the focus continue on connecting patients without family doctors with doctors. This is being tracked and followed up more closely by providers working in community health services. The Family Doctor Finder service continues to successfully match patients with a primary care home. This work has also focused on engaging fee-for-service family doctors in Winnipeg which also aligns with the LHIG suggestions.

Klinik Community Health Centre

- LHIG staff facilitated an engagement session with leadership which included excerpts from LHIG reports and their input into what makes engagement successful for participants.
- LHIG staff also guided leadership through a stakeholder mapping and analysis exercise to help plan a community and client engagement strategy as they plan their move to a new site.

Declaration of Patient Values Report

- The Declaration of Patient Values is now included in new staff orientation.
- 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

- 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 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 – these recommendations support the development of new approaches to supporting aging in place – like priority home care, rapid response nursing, and further collaboration between home care and primary care
- 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
- This report was also shared with the executive director of the Continuing Care Branch of Manitoba Health, Seniors, and Active Living

The Ethics of Equity and Sustainability Report

- The 2018-19 operational plans include a goal to learn from people who are not accessing care.
- LHIGs have been consistently recommended that the WRHA collaborate more with Family Services and community agencies and partners to move equity forward - -this is included in the 2018-19 operational plans.
- 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
- 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.
- 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

Input into 2016-2021 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.

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.
- 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 that 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.
- 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. So far, 660 staff have completed the course. One thousand staff are anticipated to complete the training this year.

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.
- Five Quick Care clinics have now been integrates with other primary care services, predominantly in Access Centres. The McGregor site remains in place to support the needs of the community. The new name for these services is “Walk In Connected Care”.
- Feedback from the public over the years regarding “one health issue per visit” at family doctors continues to be addressed by supporting increased team approaches both within family doctor’s offices and between clinics. .

- Suggestions from the *Innovation in Health Care* and *Building a Primary Care System* reports continue to shape how primary care is delivered. Six My Health Teams are now fully in place which bring clinical pharmacists, occupational therapists and physiotherapists, financial health promoters, and chronic disease clinicians into primary health care teams. These approaches have been recommended by the LHIGs
- The Home Care and Primary Care programs have been working together on various initiatives to improve primary care access for home care clients. They used LHIG reports and input from the Emergency Department Patient Advisory Council extensively during planning.

The Chronic Disease Collaborative

- The manager of the collaborative attended a LHIG meeting on Patient Journey and received important feedback on the experience of those living with chronic conditions – especially what was helpful to keep their chronic conditions under control and feel like a partner in their care.
- The LHIG report on advanced care planning was shared with the team to help inform how health care providers can have conversations with those living with COPD about their goals regarding end of life care.
- 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

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
- Operational Plans now include compulsory engagement of patients/public
- Feedback from a LHIG member helped identify inconsistencies in information provided to patients across the acute care system about infection prevention and the protocols that were in place at different acute care sites. This was very helpful to leadership and was addressed.