

Local Health Involvement Groups (Winnipeg-Churchill Health Region)

Feedback Update – March 2019

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 was created with the support of LHIG staff. This is an example of how LHIG processes and input influence new engagement activities. A new initiative to engage patients at the Women's Hospital is in the planning stages.

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

- This year the Local Health Involvement Groups focused their efforts on mental health and well-being. Given the changes underway in the mental health and addictions system and the importance of hearing from those impacted directly, it was a priority for the LHIGs to provide input.
- At their October and November 2018 meetings, LHIG members provided input on the experience accessing and navigating mental health and addictions services.
- January to March 2019 meetings focused on mental health promotion – the role of the community and the health care system.
- A Patient Journey Working Group has begun to meet to develop resources and propose policies/processes to improve the patient journey. This group is a collaborative effort of engagement volunteers and staff with connections to ethics, policy, Collaborative Care, social work, quality, Professional Advisory Committee, WRHA Educators Council, and the Accessibility Committee.

Churchill Health Centre

- Quality/engagement staff are working with community members and stakeholders on a Canadian Foundation for Healthcare Improvement project. It is a reconciliation project involving seniors and youth. One of the initiatives involves setting up a spiritual care room in the health centre.

Mental Health and Addictions Report (January 2019)

- Mental Health program leadership helped developed the questions for feedback from the LHIGs. They assisted with the presentation of information and were present at all of the meetings to listen to feedback from members.
- The report was presented by LHIG members to the WRHA Board in January 2019.
- It will be presented to Mental Health leadership in March.

Patient Journey and Input into the Changes underway in the Health Care System Report (April 2018)

- This report was presented to the professional advisory committee, project management team, accreditation chairs, Chronic Disease Collaborative, My Health Teams, Downtown and Point Douglas community area team, and the WRHA Educators Council.
- Feedback from phase one of the changes was used to inform the second round of changes.
- Feedback on the communication strategy informed future communication work with the public.
- A Patient Journey Working Group is meeting to turn the recommendations to improve patient journey into tools and recommended policies and processes.
- 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.
- 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.

Declaration of Patient Values Report

- A session was developed to share the Declaration with staff with the intention of providing an opportunity to reflect on the care that they provide and identify barriers to providing care that meets the expectations of patients and families. The Downtown/Point Douglas community area leadership team participated in this session. Plans are for staff from Victoria Hospital to participate in sessions this year.
- 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 Ethics of Equity and Sustainability Report

- 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
- 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.

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 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

- LHIG staff assisted the Chief Privacy Officer with the development of an engagement plan to get feedback about recent changes to the Personal Health Information Act. She attended the meetings of the Mental Health Advisory Council, Ethics Public Engagement Group, Home Care Advisory Council, and the Emergency Patient Advisory Council to get feedback.
- 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