

4.0 Business Arising:

- 4.1 LHIG staff shared access and navigation themes that came out of the patient journey mapping activity at the first meeting. LHIG members participated in prioritization exercise. The top 5 themes (both positive and negative) were identified.
- 4.2 Information was shared about the changing roles of hospitals in the region – through clinical consolidation. LHIG members provided feedback through a post-it note exercise to the following questions:
 - How do you feel about this new approach?
 - What are the benefits/positive aspects of this change?
 - Do you have any concerns?
 - How can we communicate this to the public and patients/families in particular?
- 4.3 Information was shared about the priority home care approach. LHIG members provided feedback through a post-it note exercise to the following questions:
 - How do you feel about this new approach?
 - What are the benefits/positive aspects of this change?
 - Do you have any concerns?
 - How can we communicate this to the public and patients/families in particular?
- 4.4 The communication strategy for clinical consolidation was shared. LHIG members provided feedback to the following questions:
 - What do you like about these strategies?
 - Do you have any concerns about these strategies?
 - Do you have any suggestions for making these strategies more effective?
 - What are your suggestions for how we communicate with/educate the public about how to access/navigate health services? (consider equity, transparency, and potential partnerships)
 - Do you have suggestions specific to how to keep the public updated during a time of change and transition in the system?
- 4.5 LHIG staff shared next steps. This topic will continue into February meetings – giving LHIG members an opportunity to provide suggestions about how the system can more consistently ensure positive experiences re: access and navigation and how to address negative experiences as well.

5.0 Other business:

- 5.1 Update on changes happening in the health care system – staff share document that captured changes posted on WRHA website – Healing our System
- 5.2 Staff asked for ideas for future topics – changing generational attitudes (re changing the health care system), role of hospitals, what the system is doing versus public expectations, what outcomes of transformational change do we want to see, use outcomes of innovation to begin discussion)
- 5.3 Feedback/Use of LHIG input – staff shared examples of what was happening with input from the innovation report – sharing changes in health care system with community organizations, rehabilitative approach to home care
- 5.4 Date for February 2018 meeting – Tuesday, February 27, 2018.

5.5 Meeting evaluation

6.0 The meeting was adjourned at 8:00pm.