

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.
- 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 –Monday, February 26, 2018.
- 5.5 Meeting evaluation

- 6.0 The meeting was adjourned at 8:00pm.