

Appendix
A

Community Engagement Framework

Background

Health care systems across the country are recognizing the need to engage the public¹ and the providers of health services in the planning, design, delivery and accountability of the health system. Community Engagement refers to the entire spectrum of activities that support two-way interaction between the Mississauga Halton LHIN and the public and providers. There are many reasons for those who are responsible for the delivery of health care to engage the communities they serve. The value of community engagement includes:

- **Increased Accountability:** Demonstrating that the system is providing the right services to the right people at the right time in the right way will be paramount in order to maximize effectiveness and efficiency of service delivery. Involving the community early and often will provide an important source of information, ensure a high level of accountability, increase “buy-in” of LHIN goals and possibly increase the probability of achievement of appropriate outcomes.
- **Planning that is Client/Patient/Family²-focused:** Decisions are required at multiple points in the design, implementation and evaluation of services. Planners and providers have expertise on many aspects of service delivery. It is the client/patient/family that has the best insight on their experience and satisfaction with the system. Therefore community engagement will support more informed decisions regarding service provision and delivery.
- **Innovation:** It has been demonstrated that engaged communities will often develop solutions to community issues that are more holistic, integrated and creative than those with little or no public input.
- **Improved Health Outcomes:** The health literature identifies increased control over decisions affecting communities and individuals as one of the major contributors to a healthier population.

The Mississauga Halton LHIN is committed to supplying the public and providers with quality and timely information and soliciting their views and concerns in order to make informed and sound decisions. The overarching reason for Community Engagement is to support the planning, design,

¹ Public refers to any Patient, Client, Survivor, Resident, Consumer and other individuals who may potentially use health services.

² Client/Patient/Family refers to any Patient, Client, Survivor, Resident, Consumer and other individuals who may potentially use health services and their families and/or care givers.

implementation and evaluation of health services and programs most appropriate to the Mississauga Halton LHIN. The framework outlines the various approaches and activities that the Mississauga Halton LHIN will undertake to meet its mandate.

Mandate for Community Engagement for the IHSP

- To engage the public and the providers in a process of reciprocal information sharing in order to gain wide-spread commitment to our common vision for health services delivery.
- This will be the first step in an ongoing dialogue about the improvement of our local health system for today and the future.

Objectives

- Ensure that the opinions and concerns of the public and providers are consistently understood and considered in shaping the future delivery of health care in Mississauga Halton.
- Foster provider commitment to the common vision for improving health and health service delivery in the community.
- Build momentum and enthusiasm among the public and providers to achieve results in improving health and health service delivery.
- Demonstrate that the public and providers have been heard by linking the community engagement outcomes to the priorities in the IHSP.

Guiding Principles

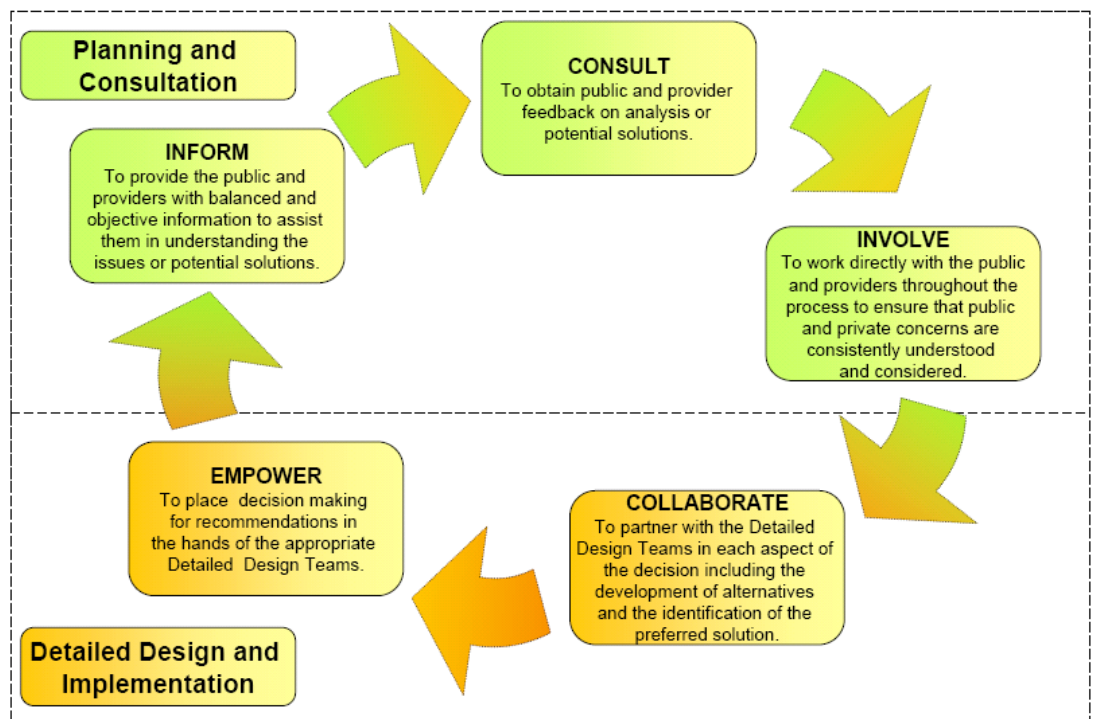
- 1) We are committed to open communication about the process and its outcomes.
- 2) Our community engagement will facilitate the development of a culture of innovation in health and health service delivery while respecting the mandate and resources of the Mississauga Halton LHIN.
- 3) We will engage the public and providers early and often.
- 4) We will model an integrated approach to community engagement by facilitating the participation of the public and providers in cross-sectoral discussion forums.
- 5) We will embrace the diversity of the Mississauga Halton LHIN by

ensuring our consultation methods are inclusive and accessible.

- 6) We will ensure that the public and providers will be heard as the Mississauga Halton LHIN plans its client/patient/family-focused health system.

Levels of Participation

The Mississauga Halton LHIN is committed to meaningful ongoing engagement of the clients/patients/families and providers in determining the local priorities for improvement in health care. We are committed to engage the patients/families and providers in a variety of ways and at multiple times in the annual planning process. The following chart illustrates how the patients/families and providers may participate as we move from planning into detailed design of the integrated system.



Adapted from International Association for Public Participation

Overview of Consultation Groups

The Mississauga Halton LHIN is committed to broad consultation with a variety of stakeholders now and in the future. Over time, it is expected that this list of Consultation Groups will be refined and will increase.

Providers (Includes both those referenced in the Local Health Integration Act 2006 and others)

- Provider organizations which receive funding directly from the Mississauga Halton LHIN
- Physicians, Nurses and Regulated Health Professionals
- Private Allied Health Service Providers (e.g.: pharmacists, nutritionists, psychologists)
- Public Health
- Emergency Medical Services
- Direct home care providers
- Alternative Health Care Providers (e.g. Chinese Herbal Medicine)
- Pharmaceutical companies
- Providers of medical supplies and equipment, laboratories
- Health care consortiums
- Health Professional Advisory Committee (future)
- Local, Regional and Provincial Networks (e.g., Children's Health Network, Cardiac Care Network, Cancer Care Ontario, Telehealth Ontario)

Clients/Patients/Families

- Clients/Patients/Families and those who have experienced the health care system including:
 - People with mental health and/or addictions service needs
 - People with physical disabilities
 - Francophones
 - Aboriginals
 - Ethnocultural groups
 - Faith-based groups
 - Homeless
 - Refugee immigrant groups
 - Client/patient/family Advisory Group – to support on going involvement

Neighbouring Communities

- Other LHINs, including Central West, Toronto Central, Waterloo-Wellington, Hamilton-Niagara-Haldimand-Brant & Burlington
- Tertiary/Quaternary/Teaching Hospitals, care providers and other services used by Mississauga Halton residents outside the LHIN boundary

Associations and Network Groups

- We will do our best to identify and work with existing networks and associations as well as encouraging the formation of new ones.

Government

- Staff of relevant provincial ministries (i.e.: Ministry of Health and Long-Term Care Regional office staff)
- School boards / Boards of Health (health units)
- Municipalities (both tiers)

- Social services
- Transportation & Transit (including the voluntary sector)
- Housing
- Law Enforcement/Courts/Corrections
- Elected Officials

Academic Community (health human resources training, health research)

- University of Toronto at Mississauga
- Sheridan College

Overview of Community Engagement Methods

There are many methods of community engagement with each fulfilling different objectives. The Mississauga Halton LHIN will align its desired objectives for a particular consultation with the most suitable engagement method and appropriate consultation group. Furthermore multiple methods will be used to gain input from as many consultation groups as possible. A number of engagement methods will be used to reduce the potential for the misrepresentation of results. Each and every community engagement exchange will be evaluated and refinements will be made to the methods and approaches as we move forward.

The summary of methods includes:

- Website(s)
- Web Survey
- Provider Forums
- Public Forums / Open Houses / “Drop-in” Centres
- Interviews
- Call for Written Submissions
- Delegation
- Regular Meetings with Consortiums
- Polling

Website

- Primary communication vehicle for introducing the public and providers to the IHSP planning process
- On the website ongoing public input will be collected on such things as:
 - issues and concerns;
 - opportunities for improvement; and
 - the criteria for evaluating the integration priorities

Web Surveys

Guiding Principles for the public:

- Easily accessible
- Will utilize strategies to maximize participation (e.g., shorter length than provider survey)

- Closed-ended questions with clear definitions
- Language assistance with questionnaires will be available upon request.
- Hard copies of the public survey questionnaire will be available to the public who do not have web access

Provider Forums

Guiding Principles:

- Provider forums will be geographically based:
 - Oakville
 - Milton
 - Halton Hills
 - Mississauga
 - Toronto – South Etobicoke
- All provider groups should be cross-sectoral and inter-disciplinary
- Providers will be invited to attend sessions relevant to the populations they serve
- Forums will be held in community settings

Public Forums

Guiding Principles:

- Public forums will be geographically based:
 - Oakville
 - Milton
 - Halton Hills
 - Mississauga
 - Toronto – South Etobicoke
- Forums will be held in community settings

Considerations to ensure accessibility and inclusiveness

Venues

- Physically accessible meeting places
- Accessible by public transit (GO transit or municipal transit and handicapped transit where available)

Ethnocultural issues

- Consulting with ethno-specific media and community organizations to identify the best way to reach their populations and to garner their support in identifying consultation participants

Participation Supports

- Financial support will be considered upon advance request for specialized transportation, attendant care, respite care and child care
- Translation into Braille upon advance request
- Signing for the hearing impaired will be available at each public meeting

- Upon advance request, specific language needs will be addressed through language-specific meetings if sufficient interest is evident.
- Use of large print

Interviews

- One-on-one or small group meetings to gain information and insight as defined by the objective for the engagement.
- Every effort will be made to conduct interviews in person however, telephone interviews will be used as appropriate to increase the number of engagements.

Written Submissions and Delegations

- Providers and the public will have an opportunity to make a written submission and/or delegate presentation to the Mississauga Halton LHIN
- This method provides an opportunity for organizations/individuals to contribute more comprehensive input and ideas than could be gathered through a close-ended survey or forums with multiple participants
- Guidelines will be available to the providers and the public to frame their written submission/presentation
- All written submissions and presentations will be requested in electronic format and will be posted on the Mississauga Halton LHIN website

Regular Meetings with Consortia

- Regular, ongoing meetings will be held with existing provider collaboratives
- A client/patient/family advisory group will be established
- These collaboratives will serve as a reference group and sounding board throughout the planning process
- They will provide expertise on the specific services they provide and the client/patient/family populations they serve
- They will provide ongoing feedback on the effectiveness of the planning process and participate in a comprehensive evaluation of the process once the plan is complete
- They will assist in disseminating information about the process and encourage their clients/families and provider colleagues to participate in the various consultation methods

Polling

- To be utilized as appropriate for gaining random samples of community opinion

Community Engagement Framework Process

