

## **HAMILTON Sub-Region Engagement Session (Dec.1, 2016) - Summary of Main Themes**

### **Background:**

During November and December 2016, the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) facilitated engagement sessions for health system partners in each of its six sub-regions: Brant, Burlington, Haldimand Norfolk, Hamilton, Niagara and Niagara North West. The purpose of these sessions was to provide a brief update on the status of provincial and local work in anticipation of the Patients First Act (prior to its passage December 7), provide initial data describing population health and health system utilization on a sub-region basis, and engage health system partners in early dialogue about expectations and opportunities at the sub-region level.

The **Hamilton Sub-Region** session was hosted on December 1, 2016, and 59 health service partners, representing 38 organizations, participated in the engagement session.

Invited participants included: Hospitals, Community Care Access Centre (CCAC) and Contracted Service Providers; Community Health Centres (CHC); Physicians; Family Health Teams (FHT); Mental Health and Addiction agencies; Health Links leads; Community Support Services; Municipalities; Public Health; French Language Service Providers; Indigenous Health Care Representatives (engagement sessions are ongoing); the Ministry of Children and Youth Services; and the Ministry of Community and Social Services.

### **Areas of Strength to build upon in Sub-Region Planning:**

- Existing structures and relationships (e.g. community mental health)
- Well-functioning programs/models
  - E.g. Family Health Team, Pharmacists, Paramedicine Program, Health Links, French Language service platform , successful pilot projects , walk in clinics
- Team approach to patient care
- Clinical Connect
- Sub-Region data used for community planning and common metrics
- Opportunity to improve service delivery with transition of CCAC to LHIN
- Patient and family focus
- Formalize communication/connections which are currently informal (hospital, CCAC, Long Term Care (LTC), primary care, community).

### **Opportunities (what needs to change) for Sub-Region TRANSFORMATION**

- Shared accountability
- Culture shift from “my patient” to “shared patients”
  - No “warm” hand offs – we are part of the same system
- Break down silos
- Equity across LHIN for care and services
  - Staff ratio in LTC compared to hospitals

- Inventory of resources –where are service and skill gaps
  - Understand what each organization does and align
  - Standardize LTC and retirement home protocols
  - Include: college and university services, high quality assistive living and supportive housing, housing options besides LTC for people with dementia, education
- Improve communication and ability to share information across providers/agencies
  - Single and shared electronic medical records (EMR)
  - Standardize communication/information system across all community services
  - Consent to share information
- Streamline referral process for community services/programs (e.g. CCAC speech language and hearing)
- Early intervention and prevention (e.g. focus on infant, early years and childhood health)
- Learn from high performing models (e.g. Patients Medical Home)
- LHIN involvement
- Integration of hospitals and community care and roles
  - Navigators that span hospital and community
- Smoothing transitions and coordination between agencies
- Improve timely access to: secondary care within the community, addiction services, specialists, palliative care, mental health
- Improve access to primary care
  - Attachment
  - Afterhours/weekend
  - What is role of walk in clinics (good/bad?)
  - Membership in a family health team (FHT) or group
  - Multidisciplinary team
- Reward and recognize programs that demonstrate quality work.

**Advice to ensure the system is welcoming to all we serve (e.g. people who speak French, Indigenous peoples, newcomers):**

- Quicker French Language Services (FLS) referral = better care, cost savings, less pressure on the health care system
- Expand translation services; potential to use Google Translation
- Services should identify their clients (e.g. language, culture, income)
- Think about LGBTQ (lesbian, gay, bi-sexual, transgender, queer)
- Determine and meet language needs (e.g. Arabic, Punjabi)
- Offer signage in different languages
- Funding entities should be required to work under an anti-racism and anti-oppression framework with an equity lens for all new policy and procedure fits in this framework and allocation of resources based on need
- Ask populations why they are not accessing your services.

**Recommendations for Sub-Region Early Wins:**

- Clear vision and focus for sub-regions
  - Local/neighborhood initiatives
  - Aligned around specific health concerns
  - Shared governance
- Develop a comprehensive list of all providers and services
- Expand the Community Paramedicine Program

- Public and Health Care Community Engagement
- Promote successful programs
- Implement a system navigator
- Bundled funding- money follows the person and not the service.

**Appendix A. Organizations represented at the HAMILTON Sub-Region Engagement Session**

1. Affiliated Services for Children and Youth
2. Alternatives for Youth
3. BANYAN
4. Brant Dedwadehsnyes Aboriginal Health Access Centre
5. Canadian Mental Health Association, Hamilton
6. Capability Support Services
7. Catholic Family Services of Hamilton
8. CBI Home Health
9. CBI-Can Care
10. Central South Regional Stroke Network
11. Centre de Santé Communautaire
12. The Dr. Bob Kemp Hospice
13. Early Words
14. Ears, Nose and Throat physician
15. Family Medicine, McMaster University
16. French Language Health Planning Entity
17. Good Shepherd
18. Hamilton Family Health Team
19. Hamilton Health Sciences
20. Hamilton Mental Health Outreach
21. HNHB CCAC
22. Joseph Brant Hospital
23. Lynwood Charlton Centre
24. March of Dimes
25. McMaster Family Health team
26. Ministry of Community and Social Services, Ministry of Child and Youth Services
27. North Hamilton CHC
28. Public Health, City of Hamilton
29. Schizophrenia Society of Ontario
30. Shalom Village
31. Six Nations
32. St. Elizabeth
33. St. Joseph's Healthcare Hamilton
34. Student Wellness Centre, McMaster University Student Centre
35. The Thrive Group
36. VON
37. Wayside House of Hamilton
38. Wesley Urban Ministries