NIAGARA North West Sub-Region Engagement Session (Dec. 5, 2016)
Summary of Main Themes

Background:

During November and December 2016, the Hamilton Niagara Haldimand Brant 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 **Niagara North West** Sub-Region session was hosted December 5, 2016, and 31 health service partners, representing 17 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:

- Well-functioning programs/models
  - E.g. Primary care model in Niagara North West, continuing education of medical students and physicians, Health Links
- Transitions in and out of Niagara North West sub-region
- Niagara North West designated as its own a sub-region.

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

- Ability to share information and communicate across providers/agencies
- Understand all factors impacting individuals (e.g. housing, supports in the homes, medications)
- Cooperation amongst providers/agencies
- Know what programs are in our community and what they do
- Shared accountability – focus on a key area from prevention to treatment
- Policy driven by patient needs.

Advice to ensure the system is welcoming to all we serve (e.g. people who speak French, Indigenous Peoples, and Newcomers):

- Expand holistic care and wellness model for Indigenous Peoples
- Actively offer services, rather than wait for a request (e.g. French Language).

Recommendations for Sub-Region Early Wins:

- Develop a comprehensive list of all providers/services
    - Include what they do and scope of services (e.g. not all day programs and respite are the same)
- Increase awareness of 'one number to call' for mental health and addiction services.
- Build on Brain Injury Community Re-entry (BICR) Niagara pilot

Appendix A. Organizations represented at the NIAGARA NORTH WEST Sub-Region Engagement

1. Brain Injury Community Re-Entry (Niagara) Inc.
2. Canadian Mental Health Association, Niagara Branch
3. CarePartners
4. CBI HOME HEALTH
5. Centre de Santé Communautaire
6. Deer Park Villa
7. Family Physician
8. French Language Health Planning Entity
9. Hamilton Health Sciences
10. HNHB CCAC
11. March of Dimes
12. McNally House Hospice
13. Public Health - Niagara Region
14. Region of Niagara
15. Six Nations
16. VON
17. West Niagara Palliative Care Services (Rose Cottage Visiting Volunteers)