

Community Conversations

Progress Report

WINTER 2016



Hamilton
Health
Sciences

PLANNING ▶▶▶▶▶
Our Healthy Future

On the road to the future

Hamilton Health Sciences is creating a bold vision for the care we will provide over the coming 20 years.

The project is called *Our Healthy Future*, and it's our biggest planning project in decades. More than 1,500 people have participated so far – including patients, community members, partners, our staff and doctors.

This document is the second progress report we have published about our ongoing conversations with the communities we serve. The first report, in August 2015, summarized the input we received online and at our public engagement events last spring. This second report summarizes what we've heard from small-group conversations with community organizations and individuals.

Starting in the fall of 2015, HHS held focus groups with community-based health and social service organizations. We also met with young professionals and adults living with disabilities, and talked about their specific healthcare experiences. These conversations allowed us to dig deeper into some of the themes we heard from the general public, and to explore how a population health approach at HHS could be implemented.

A focus on population health is one of the most exciting things coming out of our planning. It would mean people could receive HHS services without actually being in the hospital because there would be more varied and convenient options for care. It was important to test our thinking with health partners, and we heard both a strong endorsement and good advice at the focus groups.

Please let us know your thoughts on this report or any other aspect of the *Our Healthy Future* project – email to ourhealthyfuture@hhsc.ca or call 905-521-2100, ext. 73869.



Rob MacIsaac
President & CEO
Hamilton Health Sciences



Project Recap

What is *Our Healthy Future*?

We're reimagining our hospital system based on the needs of the people we serve. We're asking questions and receiving input about the care HHS provides, the growth of the population we serve and the partnerships we need to provide this care more efficiently in the future.

Why are we planning?

We want our patients and their families to have the best care - now and in the future. Change in health care takes a long time and it requires detailed planning.

What's happening now?

We've been working on this for almost one year and we're starting to draw some conclusions about the kind of hospital system we need to build. We think a population health approach, which would see more care provided by HHS in the community, will result in better health and better service to patients and their families.

What will happen next?

In June 2016 we'll complete a Master Program - a high-level document used to estimate the kind of physical space, technology and sites we will need to achieve the vision we have created. This document will go our Board of Directors first, then the Local Health Integration Network and finally to the Ministry of Health and Long-Term Care.

The latest Community Conversations

In fall 2015 and January 2016 HHS worked with community partners to organize focus groups to explore the concept of population health and what it might look like for the communities we serve.

Each focus group had six to 10 participants, with a professional facilitator leading a recorded, two-hour discussion. There were seven common themes in the focus groups, summarized here.



Common Themes

1

**Strong appreciation
for quality care**

HHS received high marks for its level of expertise and knowledge.

2

**Bring services into
the community**

We should bring our expertise to community locations – a move seen as low cost and high impact, and aligned with HHS’s population health approach.

3

Be a good partner

HHS can build on the population health work already carried out by community-based partners by collaborating, referring, involving agencies in discharge planning and being at the discussion tables.

4

Improve communication

The request for better communication varied from asking for more complete web site information to translation services for non-English-speaking patients.

Where we went

5

Be knowledgeable and open

A serious commitment to population health means HHS will need to be fully informed on the entire network of services and supports at the community level, and open to collaboration at all levels.

6

Show respect

For someone receiving care at the hospital, feeling respected can mean they are addressed by name, their privacy is honoured and care providers are empathetic. Community partners said respect means being recognized and treated as experts by HHS in their specific area of service.

7

Keep the conversation going

All groups said they hoped the conversation with HHS was not an event but the start of a more regular dialogue.

AbleLiving

(adults living with disabilities)

October 20, 2015

Catholic Family Services

(staff)

October 21, 2015

Hamilton Hive

(young professionals)

October 27, 2015

North Hamilton & Hamilton Urban Core Community Health Centres

(staff and board members)

November 4, 2015

YMCA of Hamilton/Burlington/Brantford

(staff)

December 1, 2015

Centre de Santé Communautaire

(staff)

January 8, 2016

Immigrants Working Centre

(staff)

January 11, 2016

Hamilton Roundtable for Poverty Reduction

(steering committee)

January 19, 2016

YWCA Hamilton

(staff, volunteers, clients)

January 20, 2016

What we heard

"[HHS] will have to let go of some things you've done for so long...find people who can do it better than you and do the hand-off."

"One specialist helped my client put on his shoes and socks. He felt treated with such respect."

"Remember, we [community health providers] are not competition for you!"

"Give people credible sources for information online - they are going on the web anyway, so direct them to good quality sites."



“Treat a person,
not a patient.”

“In this day and age,
why does a doctor take
hand-written notes?
Why can't my clinic
email me? Why can't
I email my doctor?”

“Collaborate,
don't duplicate!”

“Keep doing
engagement
outside the
walls of HHS”

“Communicate with
other partners at
[patient] transition
points - it would make
a world of difference.”



Framework for the future

Factors influencing our long-range planning



What people value

People have told us they value a high quality health care experience above all else. They want help with advocacy and navigation. They want care that is more respectful and inclusive of the family members and caregivers. These themes are driving our planning, as we reimagine a hospital system based on the needs of the people we serve.

More empowerment, more partnerships

Our physicians and staff members want to help the empowerment of patients and families, and more collaboration with community-based health partners.

A community role and a regional role

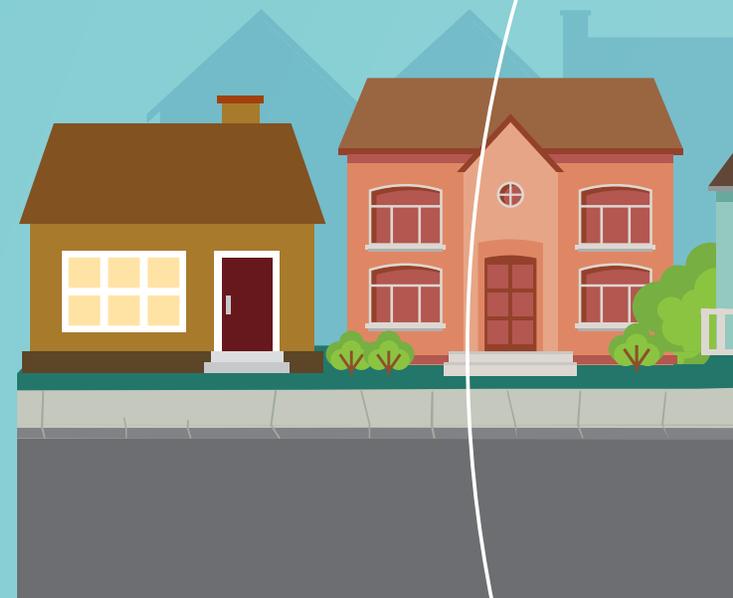
Hamilton Health Sciences is a hospital system for the greater Hamilton and West Niagara communities. But it's also a referral centre for the very sickest people from south central Ontario and in some instances, the whole province. Our future vision needs to ensure we can continue to meet both the "community" and the specialty care needs.

A hospital without walls

Using a population health approach would enable HHS to provide service beyond its walls, creating more varied and convenient care options. A stronger network of care at all stages of a person's health journey, including preventive health services, could reduce the need for hospital visits, especially for our most vulnerable citizens.

Emerging ideas

- ▶ Transform our practices, processes and systems to put the needs of patients and their families first.
- ▶ Invest hospital resources in reducing and preventing illness and disease, especially for people in Hamilton's urban core.
- ▶ Provide more services and programs out in the community, in easy-to-access locations, to reduce wait times and overcrowding at hospital sites.
- ▶ The resources of an acute care hospital should be organized to maximize patient volume, use of technology and specialized expertise, in order to achieve the best quality and efficiency.
- ▶ Global research will be applied locally, delivering evidence-based care to improve the health of the community.





Family Clinic

Get involved.

Give us your opinion and help us plan for the future.

You'll find the questions at
www.hhsc.ca (survey format)
or www.our healthy future.ca
(register and you'll be able to
engage with other individuals)

For email response, use the address
our healthy future@hhsc.ca

If you'd like to respond by phone,
please call Leslie Lamont at
905.521.2100 ext. 73869