

## BRIEFING NOTE: STAKEHOLDER ENGAGEMENT

### About Our Healthy Future

Hamilton Health Sciences (HHS) is doing long-range planning for our redevelopment over the next 20 years. The initiative is called ***Our Healthy Future*** and it requires a high degree of staff and community engagement. Redevelopment is a multi-year process for Ontario hospitals requiring approvals from the Local Health Integration Network and the Ministry of Health and Long-Term Care.

### Planning for *Our Healthy Future*: Stakeholder Engagement

Since March 2015, more than 2,000 people have been engaged so far in the *Our Healthy Future* planning initiative. Engagement initiatives undertaken to date include:

**Community listening sessions and outreach** – Members of HHS’ executive team and Board, as well as health partners, patient advisors and staff members attended community conversation events held across Hamilton and West Niagara to listen to the input and perspectives of community members on what they value most in their health care. HHS representatives also attended community events to collect input using digital and paper surveys.

**Synthesis workshop** – An invitational workshop was held by HHS and attended by community social service organizations and local health partners who helped to interpret the input received through community listening sessions and outreach. Five themes were synthesized from this input that have helped guide the work of HHS’ internal *Our Healthy Future* planning groups.

**Presentations to Municipal Councils** – HHS President and CEO, Rob MacIsaac, presented several updates on the *Our Healthy Future* initiative to Municipal Councils in Hamilton, Grimsby, Lincoln, and West Lincoln.

**Focus groups** – Ten facilitated focus group discussions were held with community social service organizations, local health partners and civic groups. These events were attended by HHS leaders who sought recommendations on key planning themes, such as population health, barriers to people accessing care, and the opportunity for new community partnerships.

**MindMixer online discussion forum** – Patients, staff, and community members joined an online forum to share their ideas for the future of hospital care by answering questions posted by HHS. This input was also summarized and synthesized for planning themes.

**West Niagara community workshop and community information sessions** – A community workshop and two community information sessions were held in West Niagara to share updates on HHS’ planning initiative and to provide community members an opportunity to share feedback and ask questions.

**Community partner summit** – A full-day event was held to share HHS’ vision for redevelopment with leaders from community and healthcare organizations in Hamilton and West Niagara, and to explore new and innovative ways to organize health services.

**Progress reports and newsletters** – Numerous reports and newsletters on the *Our Healthy Future* initiative have been published and shared both internally and externally, including a summary progress report that was distributed in June 2016 as a supplement in The Hamilton Spectator.

**Faces of Our Healthy Future social media campaign** – More than 40 HHS staff, physicians, and community partners shared their personal vision for the future of hospital care through a social media campaign.

**Staff outreach and conversations** – Members of the project team set up a stand in high-traffic areas within the hospital to provide staff with information on HHS’ clinical visioning initiative and encouraged them to share their feedback through staff events and the MindMixer online forum. Staff focus group discussions and input from our HHS Insider Engagement Groups were also used to explore the future of hospital care with frontline and administrative staff at each HHS site.

**Patient-Centered Working Groups** – HHS administrators, frontline staff, physicians and partners, as well as representatives from St. Joseph’s Healthcare Hamilton and Niagara Health System, participated in four facilitated workshops to develop a program-based clinical services plan for HHS. A Future State Summit, attended by community and health partners, was held to review the outcomes and recommendations.

**Staff Town Halls and evening coffee talks** – HHS’ CEO and executive team members presented updates on the *Our Healthy Future* initiative at each HHS site and answered questions from staff regarding the initiative.

**Leadership engagement** – HHS leaders were engaged in updates on the planning process through presentations at monthly leadership meetings, webinars, presentations to union leaders, and through a half-day interactive workshop at HHS’ annual Leadership Forum.

**Physician engagement** – Updates on HHS’ clinical vision and planning process were provided by HHS’ CEO and Chief Medical Executive at regular meetings with medical Chiefs and staff, with opportunities to engage in a dialogue about the *Our Healthy Future* initiative.

### 3 POINTS to remember

- ▶ More than 2,000 people provided input through community conversations and information sessions, focus groups, clinical planning groups, events, surveys, and an online discussion forum
- ▶ Staff, physician, patient and community input has guided the planning of HHS' current proposal
- ▶ We will continue to engage all stakeholders in the next phases of the planning process

### How can I learn more?

Please visit our OHF web site: [www.OurHealthyFuture.ca](http://www.OurHealthyFuture.ca). You can also email us with a question or comment at [ourhealthyfuture@hhsc.ca](mailto:ourhealthyfuture@hhsc.ca).

### Who we engaged with (external):

#### By Community

Aboriginal (both on-reserve and urban)  
Academic partners  
Adults with disabilities  
Community development organizations  
Community health centres  
Community leaders  
Emergency services/first responders  
Family Health Teams/primary care  
French-speaking  
Health associations  
Hospice  
Long-term care providers  
Medical residents  
Municipal governments  
Newcomers to Canada  
Older adults  
Partner health agencies  
Partner hospitals  
Patients

People living in poverty  
Public Health  
Residents of the greater Hamilton area  
Residents of West Niagara  
Social service/shelter agencies  
Subsidized housing providers and clients  
Transit provider  
Young professionals  
Urban residents  
Suburban/rural residents

#### By Organization

AbleLiving (Thrive Group)  
Alzheimer Society of Brant, Haldimand, Norfolk and Hamilton  
Dr. Bob Kemp Hospice  
Caroline Place Retirement Centre  
Catholic Family Services  
Centre de Sante Communautaire  
Centre for Paramedic Education and Research  
City of Hamilton (staff departments, plus Mayor and Council)  
DARTS  
De dwa da dehs nye>s Aboriginal Health Centre  
The Good Shepherd Centre  
Hamilton Chamber of Commerce  
Hamilton Community Foundation  
Hamilton Fire Department  
Hamilton Hive

Hamilton Immigrant Workers' Centre  
Hamilton Police Services  
Hamilton Regional Indian Centre  
Hamilton Roundtable for Poverty Reduction  
Hamilton Spectator  
Hamilton Urban Core Community Health Centre  
HNHB CCAC  
HNHB LHIN  
Indigenous Health Network  
Indwell  
Joseph Brant Hospital  
Lynwood Charlton Health Centre  
McMaster Family Health Team  
McMaster University (Faculty of Health Sciences)  
McNally House Hospice

Mission Services  
Mohawk College  
Niagara Health System  
North Hamilton Community Health Centre  
Shalom Village  
Six Nations Health Services  
Social Planning & Research Council  
St. Joseph's Healthcare Hamilton  
St. Joseph's Homecare  
Thrive Group  
Town of Grimsby  
Town of Lincoln  
Town of West Lincoln  
Waterloo-Wellington LHIN  
YMCA Hamilton Burlington Brantford  
YMCA of Niagara  
YWCA Hamilton