

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. You can also email us with a question or comment at 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

By Organization

AbleLiving (Thrive Group)
Aboriginal Health Centre
Alzheimer Society of Brant, Haldimand, Norfolk and Hamilton
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
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
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