

Central Hospice Palliative Care Program Transition Committee Meeting

Wednesday, August 10, 2011

11:00 A.M. -1:00 P.M.

Central LHIN Boardroom

60 Renfrew Dr., Suite 300, Markham, ON

Attendees:	Dr. Nancy Merrow Chair, CHPC Program	Karen Weisberg Coordinator	Marta Krywonis St. Demetrius
	Victoria van Haemert Central LHIN	Yvonne Ashford Central CCAC	Elaine Walsh Community Representative
Guest:	Thomas O'Shaughnessy Central LHIN		

Welcome & Introductions	The meeting started at 11:15 A.M. Introductions were made since Thomas O'Shaughnessy was joining the meeting. Thomas is the Director, Communications, Stakeholder Engagement & Integration at the CLHIN.
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Issue	Agenda
Discussion	<p>There was no set agenda for the meeting. The purpose of the meeting was to discuss and "brainstorm" how the engagement sessions and the program should look. Elaine Walsh asked Thomas O'Shaughnessy what is the process to achieve an optimal outcome for families, patients, and stakeholders. Thomas explained that the best way to obtain the best outcome is to examine the outcomes that we are looking at achieving at each point in the plan. For example, what is the strategic outcome we would like when educating stakeholders?</p> <p>Thomas went on to explain that there was a Community Engagement Taskforce that was set up about and in February 2011 came out with a document "LHIN Community Engagement Guidelines and Toolkit". Thomas took us through a slide presentation of why Community Engagements are necessary, specifically, that it mandated through the Integrated Health Service Plan, and how and why it is a helpful tool.</p> <p>The key point that was recommended was to look at the overall program and then embed the Engagement process within it first. Look at where would like to be at various points and marry those areas with the engagement process.</p> <p>Nancy Merrow provided (to Thomas) an overview of where we are in the process of the program and the engagement strategy/sessions. She cited the document "Creating an Integrated HPC System in Ontario" as calling for change and integration in the system. Nancy also mentioned that there are pockets of</p>

	<p>resistance to integration where change is not welcome. Marta Krywonis said that there is vague quantifying data from the CCAC and hospitals but no other integration from any other service or source. The data is also not consistent. Elaine Walsh questioned what those barriers to integration are - why has it not yet been done as it cannot just be funding. What are the things that can be done that does not just involve money? Nancy Merrow cited the CCO and Cardiac Care Network examples - before these groups were established, there was a “mishmash” of organizations, networks, etc. much like what we currently have. Marta Krywonis also suggested that the community, in general, is still hesitant to talk about death, and the community is what drives the groups. Nancy Merrow asked if we should look at these two models (CCO and Cardiac Care Network) to examine how they put their comprehensive programs together. Victoria van Hemert strongly recommended that this be done. Nancy also asked where, strategically, do we spend our efforts in the next 1-2 years? Victoria suggested having 2-3 year goals and how to land those goals within that time frame. She also suggested having “stage step” involvement and (each time) going back to the Board (LHIN) for endorsements. This keeps everything transparent. Thomas suggested a few other things. On page 23 of the “LHIN Community Engagement Guidelines and Toolkit”, there is a <u>Community Stakeholder Assessment Worksheet</u> which helps prioritize the Stakeholder groups that should be involved in the engagement sessions. This is very helpful and should definitely be utilized. He also suggested charting “Where We Are Now” vs “Where We Want to Be”. The group also needs to communicate the problem statement to the Stakeholders so they understand why change is needed. All communication should be basic and straightforward. Additionally, there should be a Workstream document and a Communication plan that accompanies it. The Workstream plan will outline: 1) Yip Recommendations and what is being done about them; 2) Stakeholder Assessment; 3) Development of a Workplan with a timeline.</p>
Outcome	<p>The meeting was very informative (from an Engagement Strategy Planning Session). Many recommendations were made. Karen Weisberg will do the planning with these recommendations in mind for the meeting in September.</p>

The next meeting will be held September 7th 11:00 A.M. -1:00 P.M. at York Regional District Police Community Room, 171 Major Mackenzie Dr., Richmond Hill, ON .