



Hastings Prince Edward
Ontario Health Team

Patient, Client and Partners

Engagement Strategy

Prepared by:

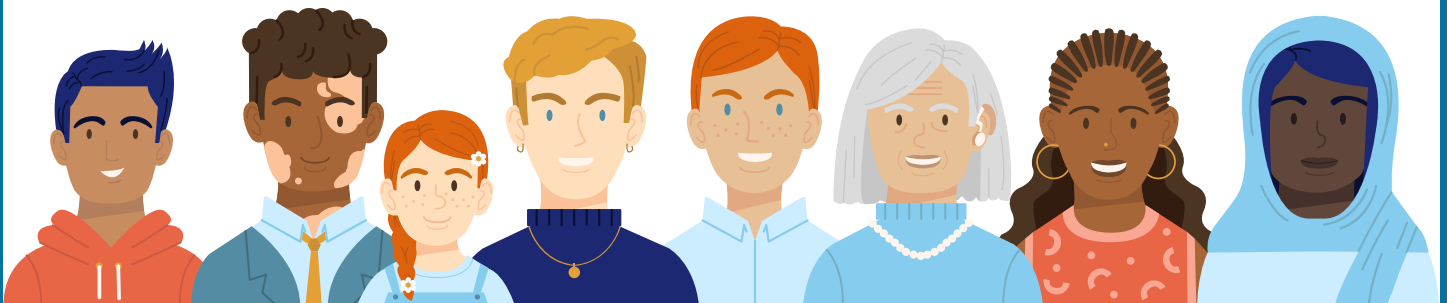
Patient, Client & Partners Council (PCPC)
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*Caring for our communities together.
Partnering for better health and wellness,
within, and across our communities.*





Hastings Prince Edward
Ontario Health Team

Why do we need this engagement strategy?

The purpose of the Patient, Client and Partners Engagement Strategy is the Hastings Prince Edward Ontario Health Team's (HPE OHT) commitment to ensuring that patients, clients and partners are at the core of what the HPE OHT does. The strategy provides the foundation for the HPE OHT to ensure that the voices of patients, clients, caregivers and those who are members of our vulnerable population are included in decision making.





About Our OHT

The Hastings Prince Edward Ontario Health Team (HPE OHT) is a partnership of health and social service care providers from the communities of Hastings and Prince Edward Counties and the Tyendinaga Mohawk Territory, working in the shared purpose of partnering for better health and wellness within, and across, our communities.

The HPE OHT provides critical health and human services for an area spanning from the shores of Lake Ontario and the Bay of Quinte to Algonquin Provincial Park. An area that consists of Hastings County, the second largest county in Ontario and Prince Edward County, an island community in Lake Ontario. Both counties are set in rural Ontario and are deeply rooted in farming, agriculture, manufacturing, hospitality as well as a prime destination to live, work, grow, visit and retire.

Hastings and Prince Edward Counties, collectively, is home to four hospitals in Quinte Health Care Corporation's network: Prince Edward County Memorial, Belleville General, Trenton Memorial and North Hastings. Other critical service providers include community support service agencies, dedicated primary care providers, family health teams, community health centres, nurse practitioner led clinics, addictions and mental health service agencies, and human services providers amongst a collaborative network of so many others. The HPE OHT catchment area serves a diverse population of more than 161, 180 people and is divided into four Community Constellations: Rural Hastings, Belleville-Tyendinaga, Prince Edward County and Quinte West. The work of the HPE OHT is collaboratively informed by various groups, councils and action teams including the Patient, Client and Partners Council, which serves as an integral voice and change agent in the transformation of health care in Hastings and Prince Edward Counties.

Our Strategic Goals

The Patient, Client and Partners Engagement Strategy is integral to the HPE OHT.

The HPE OHT's strategic goals are:

1

Co-design, co-lead and collaborate with patients, clients, partners, health service providers and social service providers.

2

Ensure that patients, clients and partners are at the centre of delivering integrated, transparent, inclusive, and equitable health care and social services which reflect the diversity and challenges of our communities.



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Principles for Working Together

Community Focused

1

- We will work in ways that empower and drive change and improvements across and within communities.
- We will stay connected, collaborative and coordinated in our efforts to ensure the biggest positive impact for the people and communities we serve.

Co-design

2

- We will co-design in equal partnership with our communities and partners.
- We commit to the principle of “nothing about them without them”.

Distributed Leadership

3

- We will ensure distributed leadership, shared responsibility & decision making across our communities and partnership.
- We acknowledge that no single person or organization can lead the transformative change we need and that we all have a part in advancing positive change.

Diversity, Equity & Inclusion

4

- We will create a safe and supportive environment where all voices are valued and can be heard, included in discussion and decision making.
- We will work together to identify and reduce barriers and inequities and power differences.

Trust & Transparency

5

- We will work hard to build and deepen relationships and trust across the collaborative and our communities.
- We will hold ourselves accountable and share responsibility for communicating effectively with one another, amongst all the collaborative partners and with our community.
- We will define common measures of success and continually track and share our progress.

Courage & Innovation

6

- We will push ourselves to be courageous, including in times of ambiguity, and shift our mindsets, behaviours, and ways of working with one another to accelerate positive change.
- We will work to find simple, creative solutions that bring real change and better outcomes for the people and communities we serve.

Engagement Domains and Approaches

Policy, Strategy and System Level Discussions



- By embedding patients, clients and partners within decision-making structures, the HPE OHT will foster a culture of inclusion and system co-design.
- This culture will enable system level change and ensure more accountability of health and social priorities.

Program Service Design



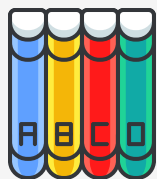
- The HPE OHT consistently engages patients, clients, and partners for the purpose of improving specific programs, services or other organization wide projects and initiatives. These activities will draw upon the diverse experiences of patients, clients, and partners. These activities may vary in length and may even be ad hoc and of short duration (situation and circumstance dependent).

Personal Care and Health Decisions



- Engaging in personal care and decision-making means that professionals and patients, clients and partners share in the process of decision making and care. This challenges the HPE OHT to make the experience of care more personalized.

Sharing Learnings



- Share learnings with all partners and stakeholders and with other OHTs and organizations across the province and beyond. These learnings are shared with partners and stakeholders to inform the discussions, decisions and recommendations related to the engagement of patients, clients and partners.
- Commit to working with all partners and stakeholders to deepen collective experiences and wisdom.

Engagement Domains and Approaches

Community Awareness, Education and Development



- Training and education for all partners and stakeholders in the HPE OHT including patients, clients and partners will strengthen capacity to be able to engage and co-design.
- Engage with the people who receive care to better understand their needs, experiences, and barriers to accessing care and services.
- Engage with people who do not receive care, reaching voices that are seldom heard.

Community Engagement



- This engagement strategy is woven into the fabric of the HPE OHT to strengthen the relationships and to build trust within the existing networks, groups, and communities, and extended to those the HPE OHT has yet to reach.
- Through this strategy, the HPE OHT will strengthen community voices and the connections with these communities. This will strengthen trust within the HPE OHT.
- The patients, clients and partners who are part of the HPE OHT are ambassadors who help the HPE OHT to understand the priorities and barriers in accessing health and social services.
- The HPE OHT will develop a detailed Community Engagement Strategy and a set of stakeholder mapping, communication, and community engagement planning templates to assist the HPE OHT in its work. The Communications and Engagement Lead will serve as a resource to each group, council, constellation, and action team.
- The HPE OHT will use the International Association for Public Participation (IAP2) Engagement Continuum to strengthen OHT planning and expansion of the various directions of OHT communications and engagement with patients, clients, partners and all communities

IAP2 FRAMEWORK FOR PUBLIC PARTICIPATION

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide stakeholders with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions.	To obtain stakeholder feedback on analysis, alternatives and/or decision.	To work directly with stakeholders throughout the process to ensure that stakeholder concerns and aspirations are consistently understood and considered.	To partner with stakeholders in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of stakeholders.
PROMISE TO STAKEHOLDERS	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Additional tactics that may be used for engagement include:

	Inform	Consult	Involve	Collaborate	Empower
Purpose	"Here's what's happening."	"Here are some options, what do you think?"	"Here's a problem, what ideas do you have?"	"Let's work together to solve this problem."	"You care about this issue and are leading an initiative, how can we support you?"
Tactics	<ul style="list-style-type: none"> • Website • Fact Sheet • Mailout 	<ul style="list-style-type: none"> • Meeting • Open House • Survey 	<ul style="list-style-type: none"> • Charrette • Workshop • Dialogue 	<ul style="list-style-type: none"> • Community Advisory Committee • Consensus Building • Co-Design 	<ul style="list-style-type: none"> • Task Force • Referendum • Delegate Decision to Community

Adapted from the IAP2 spectrum of public participation



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Enablers

Making it possible.

Additional enablers may be selected, to supplement the above, based on the needs and objectives of specific projects/initiatives and available resources, and the level and intensity of engagement required for involvement. The collective responsibility to select appropriate enablers will rest with each group, council, constellation and action team.



Commitment to Diversity

- We will create a safe and supportive environment for our diverse cultures so that all voices can be heard and included in discussion and decision making.
- We will work together to identify and reduce barriers, inequities and power differences.



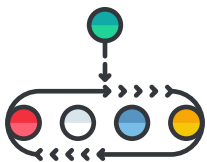
Minimizing Environmental and Technical Barriers

- We will consider and address barriers to meaningful participation and engagement with the peoples/persons who receive health and social services.



Matching Skillsets

- We will ensure that patients, clients or partners with relevant lived experience and expertise are recruited/consulted to address the diversity of the peoples and the diversity of the work with which the HPE OHT is involved.



Ongoing Orientation, Education and Communication

- We will provide ongoing orientation and education for all patients, clients, partners, health and social service providers and leaders to enable their meaningful contributions.
- We will provide continuous communications and in-service opportunities to keep our partners and stakeholders informed.



A Culture of Continuous Quality Improvement

- We will work with OHT partners and stakeholders to continuously grow and improve work using the experiences, perspectives and needs of patients, clients and partners.

Credits

The HPE OHT thanks Cohort 1 and 2 partner Ontario Health Teams for their insight and support in developing our Patient, Client and Partners Engagement Strategy. A special thank you to the HPE OHT Stewardship Group and the broader PCPC for informing this engagement strategy by taking the time to review, provide insights and feedback.

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