

Patient, Family and Community Engagement Strategy

Vision:

To evolve patient and public involvement in health service planning and decision-making to ensure members of the Mississauga community have a 'voice' in the service and policies that affect their lives.

Principles of Engagement:

Careful Planning and Preparation

Effective Communication & Information

Openness & Learning

Impact & Action

Equity, Accessibility and Inclusion

Collaboration and Shared Purposes

Mutual Trust & Respect

Evaluation & Continuous Improvement

Engagement Domains:

Personal Care & Health Decisions

Input on processes of shared decision-making and care

Approach:

- Providing tools to support conversations between patients and providers (e.g., triggers for goals of care)

Program & Service Design

Input is provided to improve specific health programs, services, or other organization-wide projects

Approach:

- Feedback Surveys
- Focus Groups
- Town Halls

Policy, Strategy & Governance

Input to identify, and help bring into creation more accountable health priorities, policies and governance models

Approach:

- Patient and Caregiver Advisors on MOHT Collaboration Council
- Community Health Advisory Network (CHAN) ***in development*

Principles of Engagement

1. **Careful planning and preparation:** Through adequate and inclusive planning, ensure the design, organization and convening of the process serve both a clearly defined purpose and the needs of participants.
2. **Equity, Accessibility and Inclusion:** Efforts will be made to assess the interest level and impacts for each initiative or decision-making process and will encourage effective representation of the public in each engagement, especially those groups that have a tendency to remain silent or reluctant to engage.
3. **Effective Communication and Information:** Provides relevant, accurate and timely information needed for meaningful participation and that provides adequate time for review and consideration.
4. **Collaboration and shared purposes:** Support and provide community members with significant roles in the planning and evaluating of services.
5. **Openness and learning:** Help everyone involved listen to one another, explore new ideas unconstrained by predetermined outcomes, learn and apply information in ways that generate new options.
6. **Mutual Trust and Respect:** Engaging the community in an equitable and respectful way that fosters understanding between diverse view, values and interests.
7. **Impact and action:** Ensure each participatory effort has real potential to make a difference, and that participants are aware of that potential.
8. **Evaluation and Continuous Improvement:** Evaluates engagement activities to ensure engagement processes are effective