KW4 OHT Community Council Design Committee (CCDC)

Community Engagement Strategy Final Draft

KW4 OHT VISION AND PURPOSE:
"A Community where everyone thrives, and no one is left behind" (*Wellbeing Waterloo Region's Community Aspiration*)
We enable collaborative health care relationships. All people are empowered to achieve health and wellbeing.

Strategic Goals for Community Engagement:
- Be guided by and honor the lived experiences and diverse ways of knowing and being of patients and recipients of care.
- Think and act in new ways to achieve equitable access to a safe, inclusive, and representative health and wellness care system.
- Focus intentionally on the historically excluded and our target populations: those homeless or precariously housed, elderly experiencing frailty and refugees

Guiding Principles:
- **Collective Visioning.** The strategy is guided by families, patients, recipients of care, and care givers representative of diverse identities in the community in partnership with health, care, or social service providers.
- **Relational Culture.** Our culture is built on trust and empathy.
- **Responsive and Representative.** We work with diverse populations and communities.
- **Learning Driven.** We will be nimble, courageous, and innovative as we strive to achieve excellence.
- **Whole Person Health.** We will incorporate the social determinants of health from infancy to end of life, to prevent illness, promote health and ensure dignity.

Engagement Domains and Approaches:

Domains are the areas of OHT work in which community engagement will occur, defined as:
Policy, Strategy, and System Level Discussions: enabling system-level changes such as driving more accountable health priorities, plans, policies, and governance models.
Program and Service Design: at the health organization level, for the purpose of improving specific health programs, services, or other organization-wide projects such as quality and safety improvement initiatives.
Personal Care and Health Decisions: health care professionals partner with patients, recipients of care and their caregivers in processes of shared decision-making

The approach to engaging community can be described along a spectrum, as follows
Inform: to share knowledge with the community to support in understanding the challenges, potential alternatives and solutions.
Feedback: to obtain community feedback on analysis, alternatives, and/or a decision.
Input: to work directly with the community throughout the process to ensure that concerns and aspirations are consistently understood and considered.
Co-design: to partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred solution.
Decision: to place final decision-making in the hands of the community

The most appropriate engagement approach depends not only on the domain, but also the specific knowledge and skill requirements for a particular task or decision as well as the time and resources available for the engagement. Regardless of the approach, two "must haves" are:
1. Clarity of expectations; being clear about the goal for engaging and the degree of influence on final decisions
2. Circling back when the work is complete so those who were engaged understand what resulted from their engagement

The following is a high - level guideline to begin the engagement planning process:
Policy/Strategy/System: Input, Feedback, Inform
Program/Service: Co-design, Feedback, Inform
Personal Care/Health Decisions: Co-design, Feedback, Inform

Enablers facilitate meaningful community partnership and co-design within the OHT. Key enablers and supporting tactics are:
- Commitment to anti-oppression, anti-racism, heath equity and care provider cultural competence
  - Health Equity Strategy
  - Measurement of Health Equity
- Accountability
  - Community Engagement Council is in place
  - A process exists that holds the Community Engagement Council, Operations Team and working groups and partners accountable to deliver on these enablers
  - Articulation of Community as 50% of Steering Committee composition in the Terms of Reference
  - Requirement for the Community (Engagement) Council is in the CDMA (Collaborative Decision Making Agreement among OHT Members)
- Continuous quality improvement
  - Quality Improvement Framework
  - Rapid Cycle Learning Approach
- Evaluation
  - build in evaluation as this work mature

Bringing This All Together to Guide our Health Equity Strategy

Tool

Advisory Board

Dimensions:
1. Governance (Identify Clear Accountability)
2. Social needs and community outreach (Include and Engage Key Voices, Contribute to Population Health, Partner to Advance Indigenous Health Equity)
3. Data collection (Collect Equity Data)
4. Data analysis (Report and Evaluate to Drive Improvement)
5. Goals (Embed in Strategic Plan)
6. Staff knowledge, skills and attitude (Invest in Implementation)
7. Culturally sensitive care delivery (Reduce Disparities, Address Racism)
8. Workforce diversity, equity and inclusion (Represent and Reflect Ontarians)

Framework

Ontario Health

Represent and Reflect Ontarians
Include and Engage Key Voices
Identify Clear Accountability
Collect Equity Data
Embed in Strategic Plan
Invest in Implementation
Report and Evaluate to Drive Improvement
Partner to Advance Indigenous Health Equity
Contribute to Population Health
Reduce Disparities

Address Racism
Focus on all equity seeking groups including Indigenous, Francophone, Black and People of Color

Approach

Health Quality Ontario

1. Multiple sectors/partnerships (Reduce Disparities, Address Racism)
2. Wide-ranging social determinants of health (Contribute to Population Health)
3. Policies, standards, practices (Identify Clear Accountability)
4. Data collection and analysis (Collect Equity Data)
5. Evidence-informed planning and decision making (Report and Evaluate to Drive Improvement)
6. Leadership (Embed in Strategic Plan)
7. Training, awareness, knowledge (Invest in Implementation, Represent and Reflect Ontarians)
8. Engagement, codesign (Include and Engage Key Voices, Partner to Advance Indigenous Health Equity)

Oversight
- Community Council
- DEI
- Anti-Racism

Planning/Priority Setting
- Strategic Planning
- Population Health Management
- COVID Planning

Informing and Enabling

Frail Elderly	Rural	Digital Health
Homeless and Precariously Housed	Community and home Supports	Data, Performance, QI & CI
Refugee Health	Mental Health and Addictions	Privacy and Information Security
COVID Response	Primary Care Council	Communications