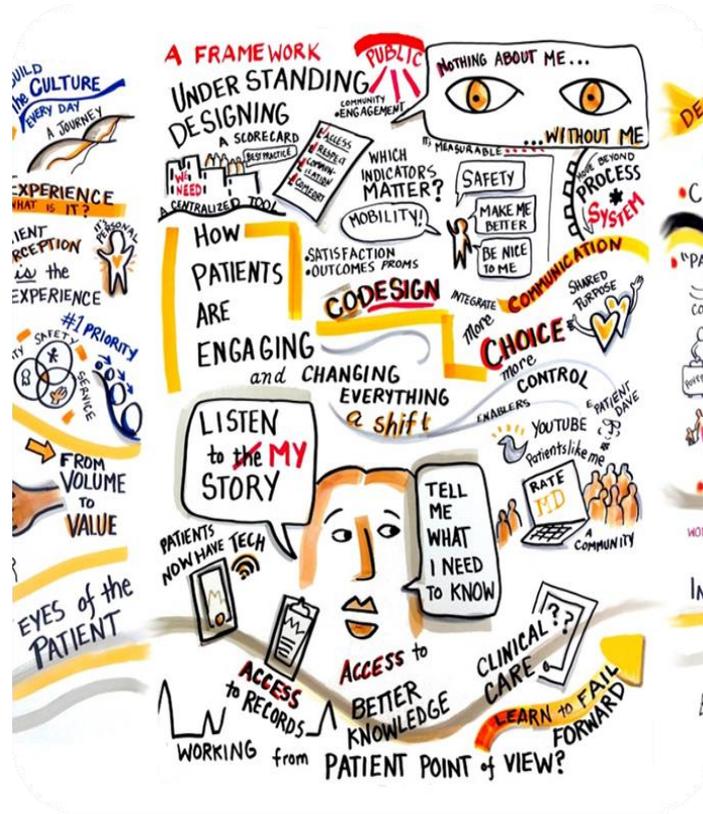


The Patient's Voice

Key findings from LHIN engagements with patients, families and caregivers

September 2015



Ontario

Local Health Integration Network

Réseau local d'intégration des services de santé



Background

- The **Integrated Health Service Plan** is a strategic roadmap that enables LHINs to move toward achieving a sustainable local health system.
- The **strategic direction** of the Integrated Health Service Plan is created through **engagement** with public and health service providers.
- LHINs are in a **unique position** to incorporate the “voice” of the patient into system level planning in support of building a more **patient-centred** health care system. LHINs continue having conversations with the public to ensure that **local residents’ needs and priorities** are aligned with the improvement work done by the LHINs.
- LHINs use diverse engagement strategies from citizens’ advisory panels and committees, to local community events and surveys.

Alignment with Provincial Priorities

- Integrated Health Service Plans address **local needs**, but are also aligned with the **provincial health care agenda** and the goals of Ontario's '*Patients First: Action Plan for Health Care*'.
- Some **common themes** identified through LHIN engagements are consistent with Health Quality Ontario's '*Experiencing Integrated Care*' Report.
- Likewise, **LHIN engagement themes** resonate with findings from the '**Bringing Care Home**' Report, and subsequently Ontario's '*Patients First: A Roadmap to Strengthen Home and Community Care*'.



Patients First:
Action Plan for Health Care



Common Themes from LHN Engagements

1. Most of the patients we heard from, told us they have **positive experiences with the health care system**. What we have heard validates the transformational changes underway – and provides us with valuable opportunities for improvement.
2. **Patients with poor physical health** (such as patients with complex medical needs, chronic conditions, frail elderly, etc.) require more services and coordination from various health care providers which makes optimizing their care experience more challenging.
3. **Patients with poor mental health** are a vulnerable population that requires increased focus in multidimensional service provision and integration in order to improve both patient experiences and outcomes.

Common Themes (continued)

4. Knowledge of the health care system is seen to have an effect on patients' ability to efficiently navigate a complex system, thus **those who have less knowledge** are at risk for less than optimal experiences.
5. **Aboriginal populations'** health care experiences need to be understood from a culturally sensitive perspective in order to target meaningful improvement.
6. **French-speaking patients** generally have good experiences of the health care system, but must be continually engaged to ensure that their needs are met.



Final Thoughts

What we hear from our patients, caregivers and families is **invaluable**.

- Through **various engagement efforts**, they continue to tell us what we are doing well, and where we need to **focus our efforts for the future**.
- As we act on what we have heard, **we will help to advance ‘Patients First’** – the Province’s action plan for health care.
- Patients First is committed to engage Ontarians; to provide coordinated and integrated care; and help patients understand how the system works – **goals that are passionately shared by the LHINs**.

