

**Grey-Bruce Ontario Health Team**  
**Patient, Family and Caregiver Partnership and Engagement Strategy**  
**Prepared: March 13, 2023**

## Introduction

The purpose of this document is to set out a Patient, Family and Caregiver Partnership and Engagement Strategy (“the Engagement Strategy”) for the Grey-Bruce Ontario Health Team (“GB OHT”).

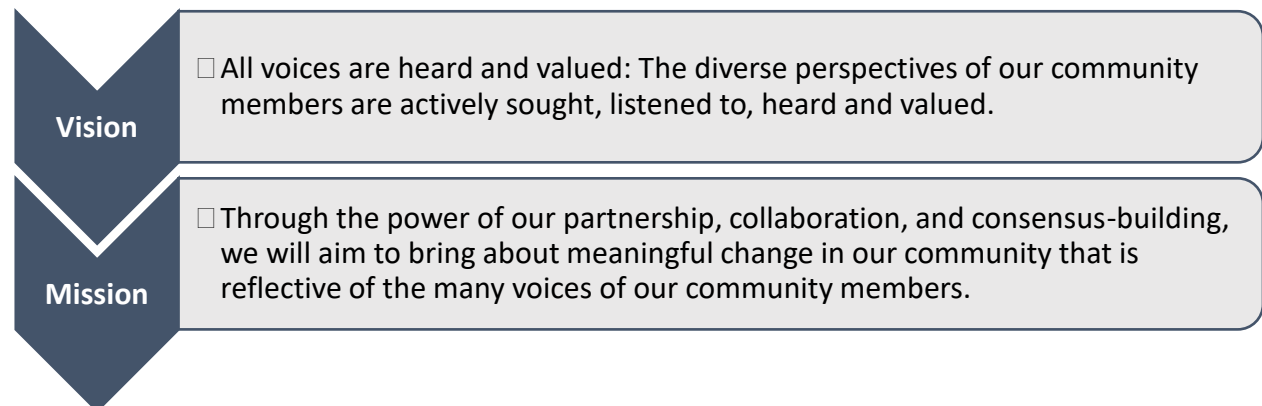
Co-developed by GB OHT’s Community Council and Engagement Subcommittee, with input from GBOHT’s Partnership Table members, the Engagement strategy will help to ensure that partnership, co-design and engagement with patients, families, caregivers, and the broader community are at the core of all the work that the OHT does.

The Engagement strategy outlines four core elements: the overarching vision and mission, guiding principles, domains of engagement, and key enablers. Together, these four elements will guide appropriate and meaningful inclusion of patients, families, and caregivers in all the work of the OHT. The strategy also demonstrates a commitment to partnership on an ongoing basis as the OHT continues to develop. This Engagement strategy will also aid in supporting the GB OHT’s overall vision that *“people and providers will experience compassionate, high quality, sustainable, seamless care driven by the needs of the community.”*

The implementation of the Engagement strategy will be regularly monitored and evaluated through the GB OHT’s existing structures and processes. Specific engagement approaches and activities will be determined and monitored at the committee level, and will be reflected within specific plans for the OHT.

## Element 1: Strategic Vision and Mission

The strategic vision and mission for the Engagement Strategy set out what the GB OHT aims to specifically achieve with respect to patient, caregiver and family engagement and partnership within its community over time:



## Element 2: Guiding Principles

The guiding principles outline the core values, principles, and commitments that will serve as the foundation for the mutually beneficial outcomes that are possible through strong patient, caregiver and family partnership. The Engagement Strategy will be supported through a focus on six guiding principles. As show in the visual below, listening and learning is a fundamental principle that serves as a building block for all the other guiding principles. By actively listening and continuously learning, the GB OHT will be better able to embody the principles of authentic engagement, equitable access, respect and integrity, responsiveness, and transparency.



## Element 3: Engagement Domains and Approaches

The engagement domains and approaches identify areas in which engagement will occur across various stages and domains of planning, implementation, and operations within the GB OHT. The GB OHT will strive to engage with patients, caregivers and families in the Grey-Bruce OHT will occur across the following three areas:



The GB OHT is also committed to conducting engagement across a spectrum of engagement approaches as set out in Ontario’s Patient Engagement Framework<sup>i</sup>. These approaches include:



### Element 4: Key Enablers

The key enablers identify the elements that will facilitate meaningful patient, family and caregiver partnership and co-design within the Grey-Bruce OHT. These include:

<b>Commitment to Diversity, Inclusion, Health Equity and Cultural Competence</b>	<ul style="list-style-type: none"> <li>• Conducting engagement through the lens of health equity, in a way that addresses unique needs, and is reflective of voices from all members of the community</li> </ul>
<b>Culture of Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Continuously using experiences, perspectives and needs of patient, families and caregivers to identify and implement continuous improvement activities.</li> </ul>
<b>Lived Experience Alignment</b>	<ul style="list-style-type: none"> <li>• Making efforts to match lived experience with the engagement opportunities taking place.</li> </ul>
<b>Ongoing Orientation &amp; Education</b>	<ul style="list-style-type: none"> <li>• Providing training, support, tools and resources to providers, patients, families and caregivers to enable meaningful contribution and processes.</li> </ul>
<b>Removing Barriers</b>	<ul style="list-style-type: none"> <li>• Asking about barriers to participating and making efforts to remove them to enable engagement from the many diverse perspectives across Grey-Bruce.</li> </ul>
<b>Rigorous Evaluation</b>	<ul style="list-style-type: none"> <li>• Regularly evaluating the process, outputs and impacts of engagement activities that are taking place across Grey-Bruce.</li> </ul>

The GB OHT’s Engagement Strategy will be further enabled through the adoption of the core values set out in the *Patient, Family and Caregiver Declaration of Values for Ontario*. These values, which articulate patient, caregiver and family expectations of Ontario’s Healthcare System, are outlined in Appendix 1.<sup>ii</sup>

# GB OHT's Patient, Caregiver and Family Partnership and Engagement Strategy

## VISION

All voices are heard and valued: The diverse perspectives of our community members are actively sought, listened to, heard and valued.

## MISSION

Through the power of our partnerships, collaboration and consensus-building, we will be able to bring about meaningful change in our community.

## GUIDING PRINCIPLES

Active Partnership – Authentic Engagement – Equitable Access – Listening and Learning – Responsiveness – Respect and Integrity – Transparency

## ENGAGEMENT DOMAINS AND APPROACHES

Policy, Strategy and  
System-Level  
Discussions

Program and Service  
Design

Personal Care and  
Health Decisions

*Across a spectrum of approaches: Sharing, Consulting, Deliberating and Collaborating*

## ENABLERS

Commitment to Diversity, Inclusion, Health Equity and Cultural Competence – Culture of Continuous Quality Improvement – Lived Experience Alignment  
Ongoing Orientation and Education – Removing Barriers– Rigorous Evaluation

*...AND FURTHER ENABLED BY ONTARIO'S PATIENT, FAMILY AND CAREGIVER DECLARATION OF VALUES*

## Appendix 1: Ontario's Patient, Family and Caregiver Declaration of Values

### Accountability

- We expect open and seamless communication about our care.
- We expect that everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- We expect a health care culture that demonstrates that it values the experiences of patients, families and caregivers and incorporates this knowledge into policy, planning and decision making.
- We expect that patient, family and caregiver experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
- We expect that health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- We expect health care providers to comply with their professional responsibilities and to deliver safe care.

### Empathy and Compassion

- We expect that health care providers will act with empathy, kindness, and compassion.
- We expect individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
- We expect that we will be treated in a manner free from stigma, assumptions, bias and blame.
- We expect health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and caregivers.

### Equity and Engagement

- We expect equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education, or location within Ontario. We further expect equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
- We expect that we will have opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
- We expect an awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

## Respect and Dignity

- We expect that our individual identity, beliefs, history, culture and ability will be respected in our care.
- We expect health care providers will introduce themselves and identify their role in our care.
- We expect that we will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- We expect that patients, families and caregivers be treated with respect and considered valuable partners on the care team.
- We expect that our personal health information belongs to us, and that it remain private, respected and protected.

## Transparency

- We expect that we will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- We expect that our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- We expect a transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.

## References

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<sup>i</sup> Health Quality Ontario. Ontario's Patient Engagement Framework. 2017. ISBN 978-1-4606-9801-3. Available online from: <https://www.hqontario.ca/Portals/0/documents/pe/ontario-patient-engagement-framework-en.pdf>.

<sup>ii</sup> Government of Ontario. 2019. Patient, Family and Caregiver Declaration of Values for Ontario. Available online from: <https://www.ontario.ca/page/patient-family-caregiver-declaration-values-ontario>