COMMUNITY ENGAGEMENT

Report to the Board

May 2016

Background

Engaging our stakeholders – elected officials, partner agencies, clients and the public – is key to strengthening relationships and trust with external stakeholders, while increasing awareness of the health-care system and ultimately improving population health.

Stakeholder Engagement Framework

- Three Communciations Officers are attending International Association of Public *Participation Foundations in Effective Public Participation* course from May 30-June 3. These individuals, supported by the Director – Public Engagement and Stakeholder Relations, will be responsible for enhancing engagement skills across IH for leaders involved in formal and informal stakeholder engagement.

Stakeholder Engagement by Community Liaisons:

- Community Health Service Administrator for Kootenay Boundary involved in ongoing work with the Trail Health and Environment Committee (City of Trail, Interior Health, Ministry of Environment and Teck), which is supporting expansion by the Office of the Medical Health Officer on this work with the BC Centre of Disease Control; also attended a Community Paramedicine meeting with BC Ambulance Service on May 30.
- Acute Health Service Administrator, Kootenay Boundary held individual meetings with Trail Mayor Mike Martin, and Nelson Mayor Deb Kozak, as part of ongoing stakeholder engagement; attended Connected Communities meeting on April 20; attended a presentation by Doctors of BC to specialists from Kootenay Boundary Regional Hospital on forming a Medical Staff Association; and participated in the Street Culture Collaborative, which looked at establishing a coordinated, caring community response to the needs of people who rely on Nelson's "street culture" to live and survive.
- Acute Health Service Administrator, South Okanagan met with community leaders and the medical planning team on March 30 for The Challenge triathlon 2016 to understand their risk assessment, medical plan and anticipated interface with Penticton Regional Hospital. Discussions are ongoing.
- Health Services Manager, Queen Victoria Hospital attended the first stakeholder meeting on May 17 of the fundraising committee for the helipad to be located at the hospital, which was chaired by the District Health Foundation.
- Acute Health Service Director, Cariboo attended the "Who's Who in the Cariboo" event March 8 sponsored by the Central Interior Rural Division of Family Practice – Shared Care funding. This was a networking event for Substance Use Collaborative service providers; also attended an Integrated Community Safety Initiative meeting held at City Hall with Cariboo Memorial Hospital ER manager. A steering committee will be formed to address some of the public's local safety concerns; attended the Ulkatcho LOU at Anahim Lake with Community Health Services Manager.
- Acute Health Services Administrator, Thompson Cariboo Shuswap met with Shuswap MLA for half yearly review and health update.

Stakeholder Engagement by Community Health Facilitators (CHF):

- CHF, Central Okanagan participated in signing of Kelowna Healthy City Strategy on March 1, which commits the City of Kelowna and Interior Health to a set of principles and processes related to creating built environments that will enhance the health, well-being, and quality of life for all residents in Kelowna. The collaboration agreement was signed by Dr. Trevor Corneil, Chief Medical Health Officer, Dr. Sue Pollock, Medical Health Officer, Ron Mattiussi, City Manager, and Doug Gilchrist, Divisional Director of Real Estate and Planning for City of Kelowna.
- CHF, IH East organized and facilitated a teleconference held on March 24 for poverty reduction work around the Columbia Basin. Attendees came from Nelson, Trail, Cranbrook, Nakusp, Revelstoke and Nelson; participated in the first meeting of the Official Community Plan Advisory Committee for the Town of Creston on April 15; and met with Cranbrook mayor to provide an update on a summit to reduce poverty and discuss the City's priorities and economic development.
- CHF, IH West helped plan and facilitate a forum titled "Walking and Wheeling in the Puddle: Active Transportation for All" on April 9. The forum brought area residents and elected officials together to identify community needs, barriers and opportunities for active transportation in Williams Lake. The CHF also presented with Healthy Built Environment staff to the Chief and Council of the Lower Nicola Indian Band on April 19 to explore interest and opportunities in active transportation partnerships in the area; and engaged elected officials attending the

Southern Interior Local Government Association's convention April 21-22 at a booth with information promoting sustainable drinking water systems, healthy built environments, and healthy communities.

Healthier You magazine:

- Distribution of Healthier You magazine's spring edition in April 2016.
- Hard copies are distributed to hospitals, health centres, doctors' offices, community centres, libraries, and other businesses across Interior Health.
- A link to the latest issue is also sent to elected officials (MLAs, mayors, and RHD directors) and Divisions of Family Practice leads.
- Articles in the spring edition continued to build on Interior Health's focus on the five key strategies, with icons for each strategy tied to each story throughout. They include: the partnership with Divisions of Family Practice in primary care; the importance of Aboriginal people pursuing health-care careers and IH's Aboriginal Self-Identification Initiative; how the Assertive Community Treatment (ACT) teams in Kelowna and Kamloops are helping mental health clients stabilize and connect with social and health-care supports; how the quality initiative Enhanced Recovery After Surgery (ERAS) is helping patients recover from major surgery quicker and more safely; how a winter surge project in Kamloops helped deliver the right care to keep seniors at home; and the story of a kidney transplant patient in Cranbrook who was able to receive post-transplant follow-up in her home community, thanks to a new telehealth service.