COMMUNITY ENGAGEMENT

Report to the Board

March 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.

Communications and Public Engagement staff provided support and attended all or portions of the following:

- Enderby Council, presentation on physician recruitment – Nov. 16/15
- Ashcroft Health Services Update Open House, hosted by MLA Tegart – Nov. 25/15
- Kaslo community health forum – Dec. 9/15
- CEO/Board Chair tours, South Okanagan/Similkameen and IH East – November/December 2015

Stakeholder Engagement by Community Liaisons:

- Acute Health Service Administrator for North Okanagan joined the Okanagan Indian Band Chief and elders at an unveiling of Aboriginal art at Vernon Jubilee Hospital to commemorate the Letter of Understanding between the Okanagan Indian Band and Interior Health.
- Acute Health Service Administrator for Kootenay Boundary met with Mayor of Trail (Dec. 9), IH Board member, Patricia Dooley (Dec. 15), Mayor of Nelson (Jan. 20), and attended Regional Hospital District board meeting (Jan. 27).
- Acute Health Services/Site Manager for Revelstoke attended the City of Revelstoke's Advisory Committee on Healthcare on Jan. 18 to discuss health-related preparations for two Syrian refugee families that will be moving to the community.
- Acute Health Service Director for Cariboo is working with Residential Services' leads following a request from the Cariboo-Chilcotin MLA that patients waiting in hospital for residential care placement be given access to activity programs at local residential care facilities; also joined members from the First Nations Health Authority, community health workers and RNs at a community discharge meeting held in Williams Lake to address patient discharge concerns between IH and its First Nations' partners.
- Acute Health Service Administrator for South Okanagan met with Boundary-Similkameen MLA Jan. 20 to discuss rural health care and community care initiatives; met community leaders and medical planning team to discuss medical plan and assess potential risks for BC Winter Games held in Penticton in February; and met with community leaders and medical planning team to discuss potential health-care needs and associated risks related to The Challenge triathlon event to be held in Penticton in summer 2016.

Stakeholder Engagement by Community Health Facilitators (CHF):

- CHF, City of Kamloops Social and Community Development Supervisor, and Thompson Rivers University's Manager of Research Services and Associate Vice-President met three times in January to discuss a Healthy Community Partnership based on research, action, and learning. A Letter of Commitment is being drafted between the three parties, with the intention of working towards a Memorandum of Understanding.
- CHF met with the City of Merritt's Chief Administrative Officer (CAO), Economic Development Manager and Planner on Jan. 15 to discuss formalizing a partnership agreement and ongoing engagement with Age-Friendly Action Planning, Scw'exmx Community Gardens Plan, and active transportation from Lower Nicola Indian Band throughout city boundaries.
- CHF facilitated at the Community to Community Forum alongside CAO and a District Councillor in Clearwater on Jan. 29 on food security, focusing on next steps for the North Thompson. The forum included elected officials from Simpcw First Nations, Districts of Clearwater and Barriere, Sun Peaks Municipality, and Electoral Areas A, B, O and P and the Thompson Nicola Regional District.
- CHF facilitated a telephone meeting on Jan. 8 regarding poverty reduction work around the Columbia Basin with representatives on the call from the Columbia Basin Trust and community work in Revelstoke, Cranbrook, Trail, and Nelson.
- A conference was held in Creston to launch an innovative local food partnership to strengthen local agriculture and the food system.
- CHF met with City of Nelson councillor Valerie Warmington on Jan. 27 about poverty reduction work in Nelson.

- A Healthy Community Assessment for the City of Enderby is being done with IH, UBCO nursing students, and the Canadian Cancer Society.
- Continued involvement with Medical Health Officer and IH Community Administrator on Healthy City Strategy—presentation to City of Kelowna council on Feb. 1 to provide an update on activities.
- CHF co-presented to Penticton council on Feb. 1 with the coordinator for the Okanagan Similkameen Healthy Living Coalition to provide an update on the coalition's activities to improve health and wellness for the communities within the Regional District of Okanagan Similkameen.

Patient Voices Network:

- As of January 2016, the BC Patient Safety Quality Council now oversees management of the Patient Voices Network. Requests for patient partner involvement have been received for:
    - IH Research Ethics Board
    - Health Service Guide
    - MHSU Eating Disorder Strategy

Healthier You magazine:

- Distribution of Healthier You magazine's winter edition in January 2016.
- Over 20,000 hard copies are distributed to hospitals, health centres, doctors' offices, community centres, libraries, and other businesses across Interior Health. This issue was also sent to important stakeholder groups, elected officials (MLAs, mayors, and RHD directors) as a complimentary introduction to the magazine. Links to find Healthier You on IH's website will be sent to this stakeholder group in future.
- Articles in the winter edition centred on IH's five key strategies - shifting the focus from acute and hospital care to finding innovative ways to deliver patient-centred care in the community or at home. For example: the partnerships with Divisions of Family Practice in primary care clinics for mental health and substance use clients; shared care initiative to provide access to specialist services for Princeton-area residents; and a home exercise program that provides videos for Chronic Obstructive Pulmonary Disease patients.