



## **Access & Flow Follow-Up: Northern Zone**

Report from Spring Forum Large Group Engagement

November 7, 2018

## Spring Forum Access & Flow Follow-Up

- June 2018, a series of table top group activities were conducted during the Spring Forums.
- Interdisciplinary groups were tasked with reflecting on the day's presentations, and sharing:
  - what they personally could *start* doing,
  - what they should *stop* doing, and
  - what they should *continue* doing...... in order to improve care to individuals who transition across the continuum of care.
- Participants were also asked what they would take away from the presentations, and what they felt they still needed to know.

## Spring Forum Access & Flow Follow-Up

Major province-wide themes:

### Respondents want: **Communication**

- Better communication among the different players in the care team.
- Everyone to take responsibility for their work, and to stop assuming they know the realities of each other's roles.
- Shared language and tools to aid communication.
- Clear information and direction, and data-informed decision-making.



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### Respondents want: **Collaboration**

- Cooperation and collaboration between roles must be facilitated and enhanced at the provincial, zone, and local levels.
- Better communication and information sharing with clients/families and the public on expectations of care.
- Information sharing and collaboration between roles across the continuum of care.
- Information sharing at transitions.

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## Northern Zone

### START

- *Commit to improving communication and information sharing across sectors/between partners in care*
- *Restart CC Zone meetings*

### STOP

- *Making assumptions about client/patient/resident preferences and roles of other professional/sector (and talking about it)*
- *Making assumptions that others we are communicating with know and understand our programs*

### CONTINUE

- *Continue to have CC networking meetings that had been held bi-weekly but have been discontinued for at least 2 years for Cumberland – these were wonderful networking opportunities*
- *This type of forum – DHW/DCS/Acute/Continuing Care/Home Care*



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## Northern Zone

### What We Need to Know:

- *More about the roles of each team*
- *More about accountability and responsibilities*
- *System metrics – they better tell the whole picture*

### Next Steps:

- *Provincial working group to identify barriers/silos and figure out how to take them down – timelines/actions*
  - *Health authority*
  - *Govt – DCS/DHW*
  - *Employers*
  - *Patient/family reps*
  - *Clinicians*



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**How do we turn these ideas into action in our zone/areas?**

**Proposed Action:**

Create an intersectoral committee with representation from all points in the care journey with the purpose of improving care to individuals who transition across the continuum.

**Discussion:**

1. Mandate, Membership, Additional Considerations
2. Next Steps