



Access & Flow Follow-Up: Western Zone

Report from Spring Forum Large Group Engagement

October 29, 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.



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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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START

- *Have more multiservice provider discussions.*
- *Develop a collaborative council of all sectors. CC, acute care, DCS, DHW, mental health to work on initiatives.*

STOP

- *Making assumptions about other areas of the sector. Best practice is to pick up the phone and ask questions.*
- *Working in silos.*

CONTINUE

- *Talking with each other - share contact information.*
- *Communicating, making connections and building relationships.*



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What We Need to Know:

- *How all aspects of healthcare system can communicate better with one another.*

Next Steps:

- *Increased/regular opportunities to connect + collaborate with stakeholders.*



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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