

# GHHN ENGAGEMENT TOOLKIT

Greater  
Hamilton  
Health  
Network



*Building community  
health together.*

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Thank you

**NO  
ON  
NOW**

# Foreward



## Vision

- A healthier community that provides an equitable and seamless continuum of care that actively improves population health and meets the individual needs of our community.
- A population that is:
  - Healthier, with lower rates of chronic illness
  - Activated, informed, and empowered to navigate the system
  - Treated equitably

## Our Mission

Building Community Health Together

## Acknowledgement

The Greater Hamilton Health Network (GHHN) co-designed the Engagement Toolkit with our Patient, Family, CarePartner Advisors, and our community partners.

The toolkit was developed to provide tools and resources to help shape engagement practices that aid us in creating a seamless and consistent healthcare experience and to develop common engagement practices regionally.

This project was inspired by the work of the Algoma Ontario Health Team and their [Community Partnership Toolkit](#). Thank you for your permission to use your work as a foundation in developing our own.

A special thank you to Bonnie Pataran, the patient advisors, and our community partners for your support, guidance and contributions to this project. We hope that this toolkit will be a great resource to help shape and align engagement practices regionally.



# MESSAGE TO OUR PARTNERS AND THE COMMUNITY

## Who we are

The Greater Hamilton Health Network is one of over 50 Ontario Health Teams across the province with a purpose of transforming healthcare in partnership with patients, families, care partners, primary care, local organizations and the community.

The Greater Hamilton Health Network is a collaboration of local patients, families, care partners, and health and human service partners from across Hamilton, Haldimand and Niagara Northwest. The GHHN includes representation from more than 40 organizations, reflecting primary care, home care, hospitals, community agencies, long-term care, mental health, Indigenous health, post-secondary education, and the City of Hamilton, Haldimand County and Haldimand Health.

As a dedicated group of professionals, organizations and people with lived experience, we are working to co-design a patient centred health system grounded in engagement, health equity and the local needs of the communities we serve.

We look forward to building community health together.

## Engagement at the GHHN

The GHHN is committed to engaging patients, families, carepartners, organizations, our communities, and primary care in co-designing and transforming the healthcare system at the personal, program, and system levels in the greater Hamilton area.

Engagement is foundational to successful healthcare transformation and invites people in as partners in their health care. We invite you to review our toolkit and hope it will serve as a roadmap to developing informed and aligned engagement practices across the GHHN.

This toolkit displays our 'Made with LUVE' logo to signify that the project was co-designed with patients, families and carepartners.

If you are interested in learning more please reach out to us at [info@ghhn.ca](mailto:info@ghhn.ca)




Sarah Precious  
Manager of  
Engagement and  
Communications




Listen.  
Understand.  
Validate.  
Empower.

# Engagement Roadmap

Engagement is embedded in the foundation and everyday actions of the GHHN. This roadmap shares the visual steps we have taken on our journey. Engagement is a two way street, with a flow between steps, back and forth, as we grow and learn together. Continue reading to learn more and find resources for each step on the roadmap.

 Commitment

 Capacity Building

 Planning

Implement 

 Evaluation/Sustain

# Getting Started and Formalizing your Commitment



# Getting Started and Formalizing your Commitment

Congratulations on starting or continuing your engagement journey! The first step is to formally commit to embedding engagement practices, principles and values into the foundation of the organization and practicing it through daily actions. It is important to meaningfully engage people with lived and living experience, stakeholders and the community as equal partners in co-designing healthcare at the individual, organization and system levels.



## Assessing Readiness to work with Community Partners

"Meaningful engagement stems from a commitment to honour perspectives and experiences of others in order to co-design improvements."

**Created by:** Algoma Ontario Health Team  
**[Link](#)**



## Engagement Roadmap

When developing a plan to embed engagement practices and values into your organization, a roadmap may be a helpful visualization of the journey.

**Created by:** Greater Hamilton Health Network  
**See Page 5**



## Patient, Family, CarePartner Declaration of Values

The purpose of the Patient Family CarePartner Declaration of Values (PFCDV) is to articulate patient, family and carepartner expectations of Ontario's health care system. The declaration is intended to serve as a compass for individuals and organizations who are involved in healthcare and social service delivery and reflects a summary of the principles and values that patients, families and carepartners note as important to them.

**Created by:** Greater Hamilton Health Network  
**[Link](#)**



# Building Capacity internally and externally





# Building Capacity

Once the commitment to engagement is in place and a strategy has been developed, it is important to prepare staff, patients, families, carepartners and stakeholders for engagement through capacity building (learning) opportunities.



## GHHN Core Training

The GHHN Health Equity Council has recommended three core external training programs to support the development and capacity of our staff, board of directors, and patient advisors to better support the populations we serve.

**Active Offer:** Promote the important role individuals can play in ensuring ongoing improvement of the active offer of French language health services.

**Rainbow Health Ontario Foundations (RHO) 101:** 2SLGBTQ communities face specific health challenges and barriers to accessing care. RHO offers training for healthcare and social service providers to increase their clinical and cultural competency in caring for their 2SLGBTQ service users.

**San'yas Anti-Racism Indigenous Cultural Safety Training Program:** Indigenous leaders and educators in Ontario partnered with San'yas to develop Ontario-specific online training courses.



## Engagement 101

The GHHN developed an internal training that provides a high-level overview of engagement, including core concepts, terminology and strategies. Although this resource is not currently publicly available, we included this as an important step for organizations to consider. Internal trainings help to build common language and awareness of engagement principles and practices.



## Mentor Program

The GHHN implemented a mentorship program. All new Patient Advisors are matched with an experienced patient advisor (who have been in a patient advisor role for 1 year or longer) to support new advisors in their new role, provide guidance, and share learnings. We have received feedback from advisors that this has been fundamental in supporting a positive onboarding experience.

# Building Capacity



## Staff and Patient Onboarding



Developing onboarding practices (processes of integrating and preparing new staff members for their role) for new staff, board members and Patient Advisors is an integral step in engagement preparation. Onboarding best practice that we include are:

- 1:1 meeting with Engagement Staff to Welcome
- Streamline the onboarding paperwork
- Onboarding presentation and welcome package
- Mentor Program
- Shadowing
- Check-ins
- Introduce work gradually



## Staff and Patient Advisor Roles



The GHHN Engagement Strategy clearly outlines patient advisor and staff roles and responsibilities to ensure that expectations and supports are clear and accessible.

**Created by:** Greater Hamilton Health Network

**Link:** Page 26-29



## Patient Storytelling Toolkit



Storytelling can help others on their healthcare journey. Sharing stories can create a ripple effect by bringing awareness and understanding to providers and offer hope to individuals on their healthcare journey. It is important that people with lived and living experience are supported and prepared to share their story in a way that is safe for them and others, pointing the conversation towards hope.

**Created by:** Greater Hamilton Health Network

**Link**

# Planning



# Planning

Once the commitment to engagement is in place and a strategy has been developed, it is important to prepare staff, patients, families, carepartners and stakeholders for engagement through capacity building (learning) opportunities.



## Developing an Engagement Strategy

An engagement strategy outlines the commitment, principles, strategies, and the actions an organization will take to create a meaningful opportunity for patients, families, carepartners, stakeholders and the community to engage in healthcare transformation.

**Created by:** Greater Hamilton Health Network  
[Link](#)



## Staff Recruitment

The GHHN Patient Advisors have identified that working with a dedicated staff person is a fundamental need to provide the support, time and effort to moving engagement practices forward.

**Created by:** Greater Hamilton Health Network  
[Sample Job Description Link](#)



## Patient Advisor Recruitment

The GHHN consulted with our Health Equity council to develop our recruitment practices. When searching for new patient advisors, the GHHN will post an open call through social media, our website and/or other media outlets as well as reaching out to our partners to share our recruitment posting. This will help to ensure we have a broader reach to our communities.

**Created by:** Greater Hamilton Health Network  
[Patient Advisor Application Form Link](#)  
[Patient Advisor Expression of Interest Link](#)

# Planning



## Terms of Reference

The GHHN Patient Family CarePartner Leadership Network developed a Terms of Reference which provides an outline of the ways in which our group agrees to work together to successfully and respectfully accomplish our work.

**Created by:** Greater Hamilton Health Network

**[Terms of Reference Example Link](#)**



## Remuneration Model

Remuneration is providing monetary compensation for the work of people with lived and living experience. It is important to honour their time, expertise and contributions of people with lived and living experience.

**Link:** Page 7-8



## Engagement Model

The GHHN incorporates various models of engagement to best support the needs of the Greater Hamilton area. This ensures that engagement is inclusive, equitable, and accessible, and takes place at the personal, organizational, and system levels.

**Created by:** Greater Hamilton Health Network

**Models of Engagement Link:** Pages 23-24



## Supporting Equity-Centred Engagement: A Step-by-Step Guide with Tailored Resources

This interactive, step-by-step guide supports individuals and organizations seeking to bring a stronger equity focus to their engagement work. The guide highlights the key steps involved with taking an equity-centred approach to engagement with links to key resources that will provide focused supports for each step. The guide is available in French and English.

**Created by:** Public and Patient Engagement Collaborative and Public Engagement in Health Policy Project (Moizza Ul Haq, Roma Dhamanaskar, Laura Tripp, Julia Rodgers, Julia Abelson)

**Resource Link**

# Implementation



# Implementation

In this section we invite you to use the previous roadmap steps to support you in taking good ideas or plans and turning them into actions. It is important to consider the mix of short, medium and long term goals and the need for quick wins. This provides opportunities for new relationships and partnerships to begin working together and see outcomes. See examples of our implemented co-designed work below.



## GHHN Health Equity Report

The vision of the GHHN is “to provide an equitable and seamless continuum of care that actively improves population health while meeting the individual needs of the community.” The reports capture the experiences and population-specific recommendations.

**Created by:** Greater Hamilton Health Network

**[GHHN Health Equity Report Link](#)**

**[GHHN Health Equity Supplementary Report Link](#)**



## Women's Health Days

The GHHN, in partnership with local health and social service agencies, offer free drop-in health and wellness services to women, trans, and gender diverse persons experiencing homelessness in Hamilton. There is a strong need for accessible health services for this population.

**Created by:** Greater Hamilton Health Network

**[Program Evaluation of Women's Health Days Link](#)**

**[Women's Health Days Playbook Link](#)**



## Caring for Me: Patient Handbook

The Greater Hamilton Health Network and the GHHN Patient Family CarePartner Leadership Network co-designed this handbook as an educational guide (tool) to help support patients, families and carepartners in their healthcare journey.

**Created by:** Greater Hamilton Health Network

**[Caring for Me: Patient Handbook Link](#)**

# Evaluation





# Evaluation

It is important to evaluate the impact of patient, family and caregiver engagement in programs and activities. Consider using the tools below to develop or as part of your evaluation framework.



## Engage with Impact Toolkit

The Engage with Impact Toolkit is a comprehensive, online tool developed to support organizations with the evaluation of their patient engagement efforts, with a focus on impact measurement. The Toolkit includes five modules that walk users through the process of developing, planning and implementing an evaluation. The Toolkit is available in French and English.

**Created by:** Public and Patient Engagement Collaborative (PPEC), McMaster University

**[Engage with Impact Toolkit Link](#)**



## Public and Patient Engagement Evaluation Tool (PPEET)

The PPEET is a series of surveys to evaluate patient engagement, with a focus on process evaluation. The PPEET includes surveys for different respondent groups (engagement participants, engagement staff, organizational leadership) and lengths of engagement (short-term, ongoing). The surveys are available through our website in French and English. Other languages (Dutch, German, Italian, Norwegian) are available upon request.

**Created by:** Public and Patient Engagement Collaborative (PPEC), McMaster University

**[Public and Patient Engagement Evaluation Tool Link](#)**

# References

Algoma Ontario Health Team. Assessing Readiness to work with Community Partners. (n.d.). Retrieved May 2, 2023, from [https://www.algomaohht.ca/\\_files/ugd/8cfcf4\\_3828364383584162b056115a58088221.pdf](https://www.algomaohht.ca/_files/ugd/8cfcf4_3828364383584162b056115a58088221.pdf)

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McMaster University. (2018). Public and patient engagement evaluation tool. Public and Patient Engagement Evaluation Tool. Retrieved May 3, 2023, from <https://ppe.mcmaster.ca/resources/public-and-patient-engagement-evaluation-tool/>

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# Thank you

On behalf of the Greater Hamilton Health Network, our partners, contributors and patient advisors, thank you for reviewing our engagement toolkit.

We hope you found some new resources and insights on how to engage people with lived experience in co-designing healthcare at the individual, organizational and system levels.

We are on this journey too and are constantly learning, relearning, and unlearning ways to engage.

Let us continue to come together from multiple sectors and find new ways to engage people with lived experience to co-design and reimagine how our healthcare system can better serve people.

We thank you for your continued support in Building Community Health Together.

## **Sarah Precious**

GHHN Manager of Engagement and Communications

## Stay Connected

### **Greater Hamilton Health Network**

123 James St. N., #300  
Hamilton, ON

[www.greaterhamiltonhealthnetwork.ca](http://www.greaterhamiltonhealthnetwork.ca) 

[www.EngageGHHN.ca](http://www.EngageGHHN.ca) 

[info@ghhn.ca](mailto:info@ghhn.ca) 

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