



TRANSFORMATIVE PUBLIC
ENGAGEMENT: PITFALLS, POSSIBILITIES & ...



Greater
Hamilton
Health
Network



STRATEGIC
PRIORITIES



2024/25

Welcome

“The system will perform how we design it, we have a unique opportunity to transform it together”



Melissa McCallum
Executive Director

We are pleased to present our GHHN strategic plan refresh! This year has brought new light and direction for Ontario Health Teams (OHTs).

In September, it was announced that the Greater Hamilton Health Network (GHHN) is one of 12 OHTs chosen to implement an advanced workplan and work towards OHT designation at a rapid rate. With this advancement comes the introduction of new work priorities like home care and integrated clinical pathways and continuation of important focused areas such as primary care, system navigation, integrated population health and governance. The GHHN remains committed to supporting locally important initiatives as well as provincial priorities and we will do so with a lens of creating an equitable care system with the person at the center.

We look forward to continuing to engage with patients and partners as we move this work along. Thank you for helping us lead the way provincially!





GHHN Priorities

**"Co-designing
healthcare.
Good things are
up ahead."**



STRATEGIC PRIORITIES 2024/25



PRINCIPLES

The three overarching principles are key to all of the work we do across the GHHN. We will be making decisions on care pathways based on these core principles over the next year but will remain nimble enough to respond to ongoing system and community pressures.

Equitable Healthcare Approaches

Commit to using a health equity-informed approach to care with a focus on those who experience the greatest barriers to health.

Patient & Community Engagement

Engage patients, families, carepartners, and the community to co-design an equitable and culturally safe health care system.

Environmentally Sustainable Healthcare

Embed sustainable and green care into the work of the GHHN.



STRATEGIC PRIORITIES



Patient Navigation/ Digital Care

Co-design and align digital and navigation services to improve patient and provider movement throughout the system.



Home Care

Plan, prepare and engage to modernize home care within the OHT model.



Governance

Strengthen and expand the governance structure to support the current and future state of the GHHN.



Primary Care

Connect primary care providers to improve clinical outcomes for patients and advance integrated planning using population health approaches.



Integrated Care Pathways

Co-design integrated, sustainable, and equitable health pathways



Integrated Population Health

Collaborate with local stakeholders and patients to improve health and wellbeing for priority populations within the GHHN catchment.

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. It is meant to create a partnership between individuals interacting with the health care system including patient, family and carepartners and those who provide health services. The PFCDV should be used by providers across the health care and social service system in addition to patients, families and carepartners to inform partnership in care.

Accountability

- Open and seamless communication about our care.
- Everyone on our care team will be accountable and supported to carry out their roles and responsibilities effectively.
- A health care culture that demonstrates that it values the experiences of patients, families and care partners and incorporates this knowledge into policy, planning and decision making.
- Patient, family and care partner experiences and outcomes will drive the accountability of the health care system and those who deliver services, programs and care within it.
- Health care providers will act with integrity by acknowledging their abilities, biases and limitations.
- Health care providers will comply with their professional responsibilities and to deliver safe care.

Empathy & Compassion

- Health care providers will act with empathy, kindness and compassion.
- Individualized care plans that acknowledge our unique physical, mental, emotional, cultural and spiritual needs.
- We will be treated in a manner free from stigma, assumptions, bias and blame.
- Health care system providers and leaders will understand that their words, actions and decisions strongly impact the lives of patients, families and care partners.



VALUES

Equity & Engagement

- Equal and fair access to the health care system and services for all regardless of ability, race, ethnicity, language, background, place of origin, gender identity, sexual orientation, age, religion, socioeconomic status, education or location within Ontario.
- Equal and fair access to health care services for people with disabilities and those who have historically faced stigmatization.
- Opportunities to be included in health care policy development and program design at local, regional and provincial levels of the health care system.
- Awareness of and efforts to eliminate systemic racism and discrimination, including identification and removal of systemic barriers that contribute to inequitable health care outcomes (with particular attention to those most adversely impacted by systemic racism).

Respect & Dignity

- Our individual identity, beliefs, history, culture and ability will be respected in our care.
- Health care providers will introduce themselves and identify their role in our care.
- We will be recognized as part of the care team, to be fully informed about our condition, and have the right to make choices in our care.
- Patients, families and care partners be treated with respect and considered valuable partners on the care team.
- Our personal health information belongs to us, and that it remain private, respected and protected.

Transparency

- We will be proactively and meaningfully involved in conversations about our care, considering options for our care, and decisions about our care.
- Our health records will be accurate, complete, available and accessible across the provincial health system at our request.
- A transparent, clear and fair process to express a complaint, concern, or compliment about our care that does not impact the quality of the care we receive.



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