2024

THE GHHN ENGAGEMENT NETWORK

A NETWORK OF PATIENT ADVISOR GROUPS THAT CAN BE ENGAGED TO SUPPORT BROADER ENGAGEMENT ACTIVITIES ACROSS THE GREATER HAMILTON HEALTH NETWORK

Greater Hamilton Health Network

ACKNOWLEDGEMENT

The Network Engagement Model is part of a comprehensive Engagement Strategy co-designed by the Greater Hamilton Health Network and the GHHN Patient, Family, CarePartner Leadership Network in 2021.

This document will serve as a formalized plan for The GHHN Engagement Network model and to provide information to potential organizations who would like to be part of the network.

To learn more about the full GHHN Engagement Strategy please visit:

greaterhamiltonhealthnetwork.ca

Please direct inquiries to:
Greater Hamilton Health Network
info@ghhn.ca

This model has been endorsed and approved by the GHHN patient advisors.

Made With LUVE

Listen.
Understand.
Validate.
Empower.

Overview

> ❝ *Co-designing innovative ways to transform services and systems to better serve people.* ❞

Sarah Precious
Manager of Engagement
and Communications

The GHHN is committed to engaging patients, families, care partners, organizations, and our local communities to co-design and transform the healthcare system at the personal, program, and system levels.

To support this engagement we have researched and met with patients, families, carepartners, and community partners to devise a plan for network engagement across the GHHN as part of our larger engagement strategy.

The GHHN Engagement Network seeks to respect and acknowledge the existing engagement work that is taking place across Hamilton, Haldimand and Niagara Northwest. The purpose of the network is not to duplicate or replace this good work but to develop a formal network where members can invite other engagement/advisory groups to participate in engagement initiatives and projects across the GHHN as needed. The network will also seek to provide support, alignment and broader depth and community representation in engagement work in alignment with the GHHN Engagement Strategy and Health Equity report.

JOINING THE GHHN ENGAGEMENT NETWORK

Organizations and patient advisory groups across the GHHN will be invited to join the network and will be able to make requests to other groups as well as be invited to particiapate in engagement initiatives and activities.

Each organization and advisor will have *full* discretion to decide if they will participate in each offered engagement initiative or project.

PROCESS

Organizations that wish to engage members of the GHHN Engagement Nework will have access to an online EngageGHHN space to support the following process:

1. **Join the GHHN Engagement Network,** fill out the form below and email to info@ghhn.ca
   a. Patient Advisory Group Member Form
   b. Organization Member Form
2. **A contact list** of all Engagement Network Members will be maintained on EngageGHHN
3. **Looking to engage through The Network?** Fill out the GHHN Network Engagement Request Form (also available on EngageGHHN)
4. **Send the Form** and any relevant attachments to the Engagement Network Members to make a formal request and include info@ghhn.ca
5. **Voluntary involvement**, each organization/advisory can decide if they would like to participate in the opportunity
6. **Requests are tracked** by the GHHN to report back at the end of the year

PROCESS REVIEW

The Engagement Network process will be reviewed annually by the GHHN Engagement Community of Practice
- Survey to be sent out to Network Engagement Members and patient advisors annually to solicit feedback and input on the model.

LOOKING AHEAD

We look forward to connecting a strong network of people with lived and living experience. We know this work can't be done in silos, it will take the voices, experiences, and expertise of those across Hamilton, Haldimand and Niagara Northwest to influence sustainable healthcare transformation.

ENGAGEMENT RESOURCES

Are you looking for resources to support your engagement work?
Check out what the GHHN has to offer:
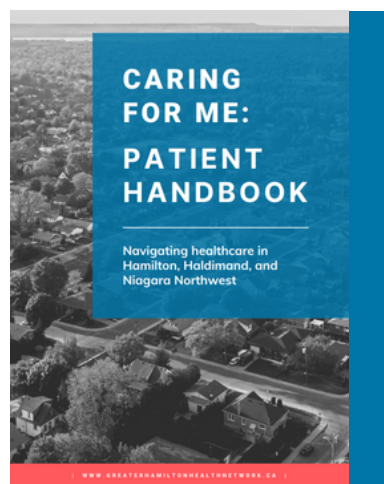
ENGAGEMENT STRATEGY
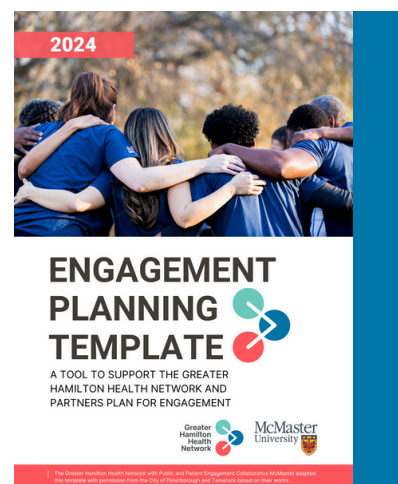
DECLARATION OF VALUES

ENGAGEMENT TOOLKIT

STORYTELLING TOOLKIT

PATIENT HANDBOOK

COMING SOON!

greaterhamiltonhealthnetwork.ca

NETWORK ENGAGEMENT MEMBER PROFILE

ORGANIZATION OVERVIEW

Organization: Email:

Location: Lead staff:

In house engagement advisory?

ADVISORY GROUP OUTLINE

TOPICS OF INTEREST

PATIENT ADVISOR AREAS OF EXPERTISE

ADDITIONAL INFORMATION TO REVIEW

FORM

Find the form here, download and send to info@ghhn.ca

NETWORK ENGAGEMENT MEMBER PROFILE

ORGANIZATION OVERVIEW

Organization: Email:

Location: Lead staff:

In house engagement advisory?

ORGANIZATION MISSION AND VISION

ENGAGEMENT SCOPE

COMPLETED ENGAGEMENT PROJECT EXAMPLES

ADDITIONAL INFORMATION TO REVIEW

FORM

Find the form here, download and send to info@ghhn.ca

NETWORK ENGAGEMENT REQUEST FORM

REQUESTING ORGANIZATION

Organization: Location:
Lead staff: Email:
In house engagement advisory?

PROJECT TITLE

PROJECT DESCRIPTION AND OVERVIEW

SPECIFIC REQUEST

LEVEL OF ENGAGEMENT

Drop down menu (Inform, Consult, Involve, Collaborate, Empower?

DOMAIN OF ENGAGEMENT

Drop down menu (Individual, Organization, System)

PROJECT TIMELINE

RESPONSE NEEDED BY

REMUNERATION FOR PARTICIPANTS

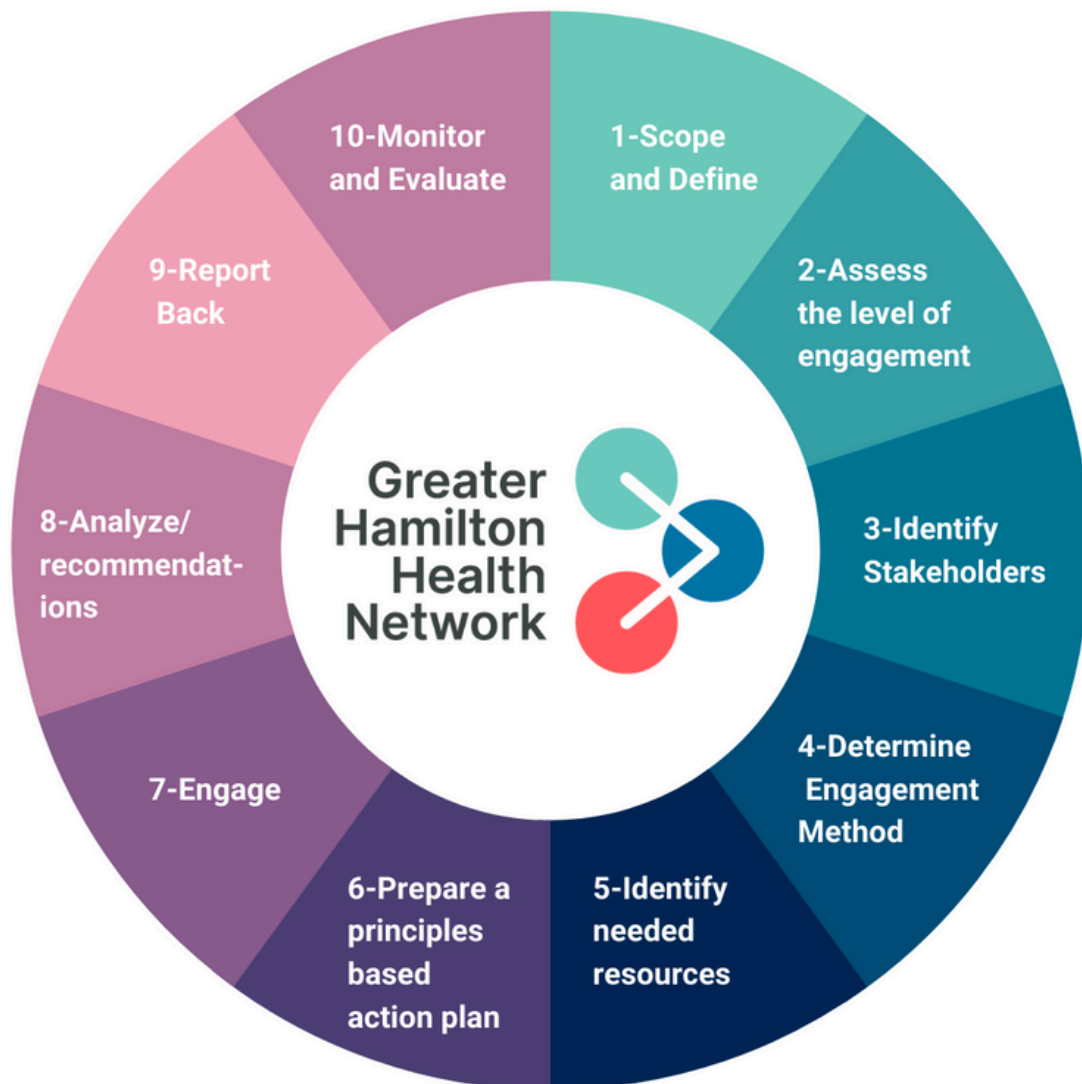yes/no

REPORTING BACK COMMITMENT
PLEASE REPORT BACK TO THOSE THAT HAVE BEEN ENGAGED IN THE WORK TO SHARE FINDINGS,
TO ASK FOR FEEDBACK AND TO PROVIDE A COPY OF THE FINISHED PRODUCT.

FORM

Find the form here, download and send to info@ghhn.ca

GHHN ENGAGEMENT PLANNING PROCESS

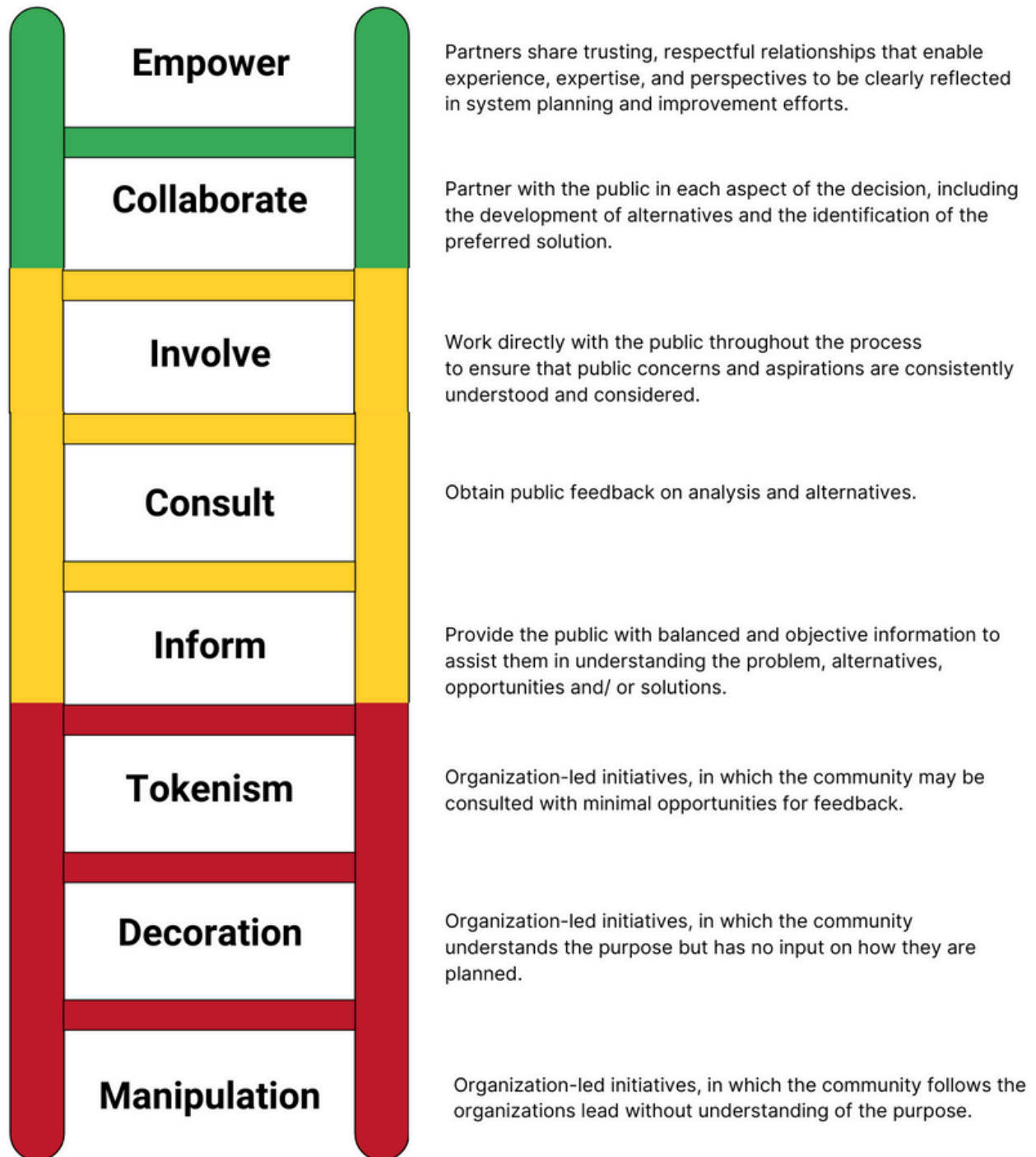The GHHN Engagement Planning Process provides a clear outline of how engagement initiatives will be developed, implemented, and evaluated.

Regardless of the level of community engagement that occurs, the GHHN's approach to community engagement will seek to follow the GHHN Engagement Planning Process.

☐ *Are you familiar with the Planning Process? Be sure to consult this when developing your implementation plan.*

LADDER OF ENGAGEMENT

Empower

Partners share trusting, respectful relationships that enable experience, expertise, and perspectives to be clearly reflected in system planning and improvement efforts.

Collaborate

Partner with the public in each aspect of the decision, including the development of alternatives and the identification of the preferred solution.

Involve

Work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

Consult

Obtain public feedback on analysis and alternatives.

Inform

Provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/ or solutions.

Tokenism

Organization-led initiatives, in which the community may be consulted with minimal opportunities for feedback.

Decoration

Organization-led initiatives, in which the community understands the purpose but has no input on how they are planned.

Manipulation

Organization-led initiatives, in which the community follows the organizations lead without understanding of the purpose.

Please note that this is an adaptation from IAP2 Spectrum of Participant Participation and Roger Harts Ladder of Participation (1) (3)

FOLLOW US ON SOCIALS!

greaterhamiltonhealthnetwork.ca

info@ghhn.ca

@greaterhamiltonhealthnetwork

@greaterhamiltonhealthnetwork

@GHHN_TheNetwork

https://www.linkedin.com/company/greater-hamilton-healthnetwork