

# GWOHT - Engagement Framework Review

---

APRIL 2022



PREPARED BY

Meghan Haughey & Jacqueline Hooper

---

# Strategic Goal

The Guelph Wellington OHT is committed to incorporating the experience, input, and insights from a wide range of diverse patients, family caregivers, and people with lived experiences. We will design and implement an innovative and transformational healthcare system that places the patient at the center of our decision-making. The Guelph Wellington OHT is committed to working with all system leaders, partners, and existing healthcare structures to ensure that a true partnership is formed with patients, family caregivers, and people with lived experience. We will do this by listening to individual lived experiences and ensuring patients are informed, involved, consulted, collaborated with, and empowered.



## Addressing EDI

When reviewing the established framework, recommendations and alternatives will be brought forward for GWOHT to focus more on embedding EDI (Equity, Diversity, and Inclusion) practices into everyday engagement with patient family caregivers and the community.

# INFORM

---

**Goal: To provide the public with balanced and objective information to assist them in understanding the problem, alternative opportunities and/or solutions.**



## 01 — Why is it Important?

Equity = Universal access to information. Information brings health, opportunity, and social interaction.

To inform GWOHT patients transparently of all health care options available to them.

Complete transparency between GWOHT and patients/stakeholders while still respecting GWOHT confidentiality policies and privacies.



## 02 — Implementing EDI

GWOHT does not withhold any information and gives their patients and caregivers access to all information they know regarding patient care.

Information from GWOHT will allow patients to raise their voices and make their healthcare decisions.

“Lack of access to information is still a leading cause of death and an inhibitor of growth. Bridging the digital divide is of paramount importance as we need to be addressing the inequality in access to information” (Michels, G., Oleinik, Y., & Chai, D., 2015).



## 03 — Recommendation

Making information available in ways that individuals can easily access. This can be done through different platforms; website, email, phone, in-person appointments, sign language translator, etc.

Language must be written or spoken in a way that is simple and easy to comprehend.

All information must be provided in both French and English as they are the 2 official languages in Canada.

Health records are always up to date, accurate, and available to provide transparency to help with decision-making.

# CONSULT

---

**Goal: To obtain public feedback on analysis and/or decisions when involving is not applicable.**



## 01 — Why is it Important?

After GWOHT's implementation plan has been set, consult with the public to acknowledge opinions and concerns.

To gain insight into public values and perceptions, which are expected to improve the outcomes, equity, and legitimacy of decisions while retaining the central role of GWOHT policymakers.

Promote citizen participation and enhance democratic engagement by enabling citizens to influence plans and policies that affect them.



## 02 — Implementing EDI

Clear expectations, goals, boundaries, and purpose will be articulated in all engagement work. Communication will be in plain-language and seek to be simple, clear, and effective. This will create transparency.

Acknowledges integrity. All individuals working together will hold each other accountable to a very high level of integrity that ensures people consistently model demonstrate and reflect these values. Integrity means we will do what we say.



## 03 — Recommendation

GWOHT will consult individuals on all decisions made to discuss critiques and concerns. They will also discuss feedback on what could have been done better and plans to implement these considerations in the future.

Be supportive of patients' wants. "Activating the person's inner assets and supporting them to make the best use of them".

# INVOLVE

---

**Goal: To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.**



## 01 — Why is it Important?

There are 3 essential parties to involve during decision-making processes. 1) Stakeholders 2) Experts 3) Citizens.

For both citizens and GWOHT decision processes, the benefits of involving each other include; learning from and informing, persuading and building trust, and possible strategic alliances.

For citizen and GWOHT outcomes the benefits of involving each other include; breaking gridlock, better policy and implementation, as well as gaining skills/control respectively.



## 02 — Implementing EDI

Promotes anti-oppression and anti-racism: "How individuals from oppressed or marginalized populations have different experiences of healthcare".

Helps people become power-informed: "Acknowledges the power imbalances between patients and professionals".

Partnerships start to form. "Patients and professionals working towards a shared vision supporting each other to bring their unique wisdom and strengths to the table and driving change in the healthcare system".



## 03 — Recommendation

Allow for public representatives to sit on board to act as public opinion, to create a strategic alliance.

Allow a neutral third party to act as an 'expert'; similar to a consultant in decision-making processes between GWOHT stakeholders and Guelph Wellington citizens.

# COLLABORATE

---

**Goal: To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.**



## 01 — Why is it Important?

Higher the perceived risk, the lower effort devoted to the alliance. This means that all members must ensure their decisions are researched to lower the risk of the outcomes.

Formal authority is essential to ensure GWOHT decisions are accurate.

Collaboration strategies, including defining roles, promoting creativity, incorporating missions and values, sharing resources, and open communication must be fostered and present to ensure collaboration amongst all.



## 02 — Implementing EDI

Recognition that patients, families, and caregivers are unique and that involvement and engagement need to offer ample flexibility and options.

Supportive culture for the patients, families, and caregivers in the form of adequate training, onboarding, and ongoing assistance as needed when involved in OHT work.



## 03 — Recommendation

Implementing more formal collaboration methods to stay having GWOHT in power and the public opinion within decision-making processes.

Have a safe and open space that all GWOHT patients and staff feel comfortable participating in when making decisions.

# EMPOWER

---

**Goal: To place final decision making in the hands of the public.**



## 01 — Why is it Important?

GWOHT must have mutual respect between patients and professionals. This relationship must be viewed as equals in decision-making and information.

Patients should have self-efficacy. Advocating for themselves will help GWOHT staff achieve their wants and control issues. "While healthcare professionals are the experts in their knowledge of a disease, patients are the experts by experience. The empowerment process is about sharing both knowledge and experience to set new goals and learn with and from each other".



## 02 — Implementing EDI

Empowering individuals to stand up for themselves.

Allows individuals to feel heard and important. "Every human being matters, everyone is born equal in dignity and rights".

Protection of human rights, letting everyone be heard no matter their background.

Empowering staff and patients allows for gender equality and empowerment of women and the LGBTQ community.



## 03 — Recommendation

Allow shared decision-making of treatment plans between GWOHT and patients. "An empowered patient is treated with respect, involved in shared decision-making, and is not patronized" (Ennis-O'Connor, M., 2022).

GWOHT must allow patients to advocate for themselves. "If you have a patient who wants to advocate for themselves and become informed, you also need a doctor that respects the patient's right to share decision making" (Ennis-O'Connor, M., 2022).

Training sessions for GWOHT will be held yearly to review patient involvement and empowerment. Both patients and GWOHT will stay informed.

## References

Empowerment, inclusion, equality - ohchr.org. United Nations Human Rights. (n.d.). Retrieved April 5, 2022, from <https://www.ohchr.org/sites/default/files/Documents/Issues/MDGs/Post2015/EIEPamphlet.pdf>

Ennis-O'Connor, M. (2022, February 7). What is patient empowerment: Benefits of patient empowerment. Patient Empowerment Network. Retrieved April 5, 2022, from <https://powerfulpatients.org/2018/05/22/what-does-it-mean-to-be-an-empowered-patient/>

Gudergan, S. P., & Gudergan, G. P. (2002). A dynamic theory of collaboration and decision-making. Proceedings of the 35th Annual Hawaii International Conference on System Sciences. <https://doi.org/10.1109/hicss.2002.994027>

Irvin, R. A., & Stansbury, J. (2004). Citizen participation in decision making: Is it worth the effort? *Public Administration Review*, 64(1), 55–65. <https://doi.org/10.1111/j.1540-6210.2004.00346.x>

Jollymore, A., McFarlane, K., & Harris, L. M. (2017). Whose input counts? evaluating the process and outcomes of public consultation through the BC Water Act Modernization. *Critical Policy Studies*, 12(4), 381–405. <https://doi.org/10.1080/19460171.2017.1282377>

Kristine Miller, P. D. (2018, December 4). Information Equity. Introduction to Design Equity. Retrieved April 5, 2022, from <https://open.lib.umn.edu/designequity/chapter/chapter-6-information-equity/>

Michels, G., Oleinik, Y., & Chai, D. (2015, November 20). Equity = Universal Access to Information. UNICEF Connect. Retrieved April 5, 2022, from <https://blogs.unicef.org/blog/equity-universal-access-to-information/>

Renn, O., Webler, T., Rakel, H., Dienel, P., & Johnson, B. (1993). Public participation in decision making: A three-step procedure. *Policy Sciences*, 26(3), 189–214. <https://doi.org/10.1007/bf00999716>

15 effective collaboration strategies for the Workplace. Indeed Career Guide. (n.d.). Retrieved April 5, 2022, from <https://www.indeed.com/career-advice/career-development/collaboration-strategy>