

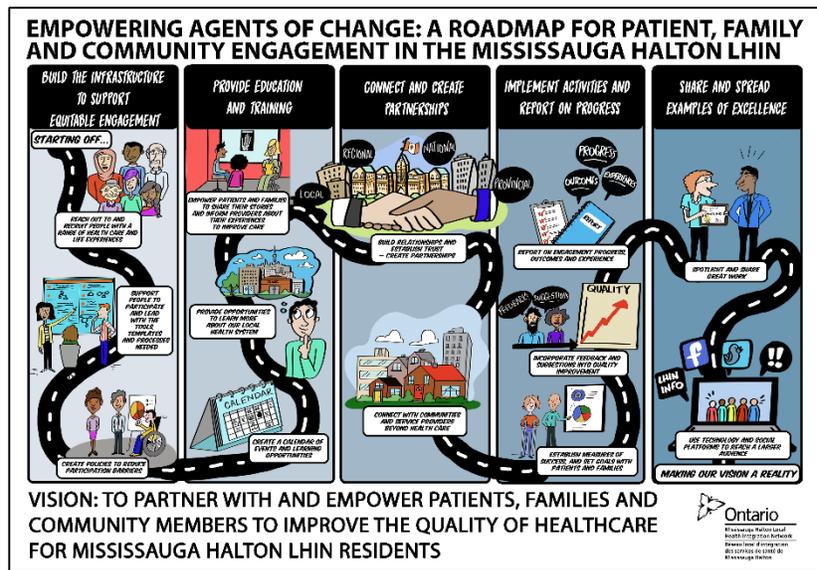
News Release

Newly launched Mississauga Halton LHIN patient and family engagement roadmap empowers community members to become agents of change

Oakville (April 1, 2018) – The Mississauga Halton Local Health Integration Network (LHIN), in partnership with its [Patient and Family Advisory Committee](#) has launched a roadmap to empower and encourage the region’s residents to participate in patient engagement activities across the local health care system. The roadmap was launched on April 3, 2018, at the Mississauga Halton LHIN’s Third Annual National Caregiver Day event, which was held to recognize the valuable role that caregivers play in our health care system.

[Empowering Agents of Change: A Roadmap for Patient, Family and Community Engagement in the Mississauga Halton LHIN](#) is the result of extensive and creative collaboration with a broad spectrum of community members. It demonstrates the Mississauga Halton LHIN’s continued commitment to embed meaningful engagement in all its activities and to embody the principles of patient and family engagement as expressed in the Patients First Act, 2016.

The roadmap is a call to action for Mississauga Halton LHIN residents to participate in shaping our health care system to improve the quality of health care throughout the region.



It offers guidance on how to support engagement across our region, builds on the evidence, knowledge and experience of existing initiatives, and is intended to serve as a catalyst to ignite other ideas and actions.

The roadmap's target destination is a health care system in which more patients, caregivers and community members are seated at decision-making tables so that the system better reflects the experiences and interests of the people who use it.

The roadmap includes the following five strategies:

- Build the infrastructure to support equitable engagement
- Provide education and training
- Connect and create partnerships
- Implement activities and report on progress
- Share and spread examples of excellence

The Mississauga Halton LHIN and its Patient and Family Advisory Committee recognize the tremendous variety of patient engagement opportunities across the regional health care system and with our roadmap, we are supporting and encouraging people in our community to explore them.

“The roadmap was co-designed with the intended purpose of tapping in on the lived experiences of individuals who have had to access and or navigate our health care system,” says Kathy Dutchak, a member of the Mississauga Halton LHIN Patient and Family Advisory Committee. “The plan speaks to the opportunities identified by individuals of lived experience, of where and how they wished to be engaged. It provides those individuals an opportunity to participate and be meaningfully engaged, leveraging their lived experience, as experts on their condition.”

Bill MacLeod, Chief Executive Officer, Mississauga Halton LHIN, agrees. “As we think about health system transformation, we know that to be successful, we need to better engage those that are affected most directly by the system,” he says. “My vision for the future is that patient involvement will be embedded into every aspect of the design and delivery of health care services. That will require not just token patient engagement, but meaningful discussion, dialogue and participation.”

To learn more and to get involved, please contact us at mh.engagement@lhins.on.ca or call Hanaa Elkalza, Regional Patient and Family Engagement Coordinator, at 905-855-9090 ext. 5776.

QUICK FACTS

- *Empowering Agents of Change: A Roadmap for Patient, Family and Community Engagement in the Mississauga Halton LHIN* provides guidance on how we can achieve a common approach to patient and family engagement across the region.
- It was co-developed by the Mississauga Halton LHIN's Patient and Family Advisory Committee and our Patient Engagement and Community Outreach team. Other patients, caregivers and community members, as well as our health system partners, leaders and service providers, also played a role in its development.

- Roadmap-related initiatives and activities will continue to be co-identified and co-developed in partnership with patients, families, health care providers and other stakeholders throughout the entire journey.

MISSISSAUGA HALTON LHIN

The Mississauga Halton LHIN plans, funds and integrates the local health system bringing together health care partners from a number of sectors including hospitals, community care and support services, mental health and addictions, community health centres, long-term care and primary care to develop innovative, collaborative solutions to improve access to health care and enhance the experience of patients and clients. As of May 31, 2017, we also deliver and coordinate home and community care.

The Mississauga Halton LHIN has a clear, achievable regional plan to improve the local health system that reflects the needs of the community and the realities of the local service environment. In 2017-2018, Mississauga Halton LHIN's budget of \$1.6 billion was allocated to the delivery and coordination of home and community care services by the LHIN and to programs and services delivered by our health service providers through 70 service accountability agreements. The Mississauga Halton LHIN is home to over 1.2 million people living in the communities of Oakville, Milton, Halton Hills, Mississauga and South Etobicoke.

MEDIA CONTACTS

For more information or to arrange interviews, please contact:

Corinne Ton That | Communications Strategist | Mississauga Halton LHIN
T: 905-855-9090 ext. 2839 | corinne.ton-that@lhins.on.ca