North Simcoe Muskoka LHIN

Spring Forum 2011 Feedback

Ontario
Local Health Integration Network

Spring Forum Results

- The Spring Forum was attended by 302 participants
- The survey was completed by 144 participants
- 48% response rate
- Response rate for the Fall Forum Survey was 46%
- Reminder to complete survey sent out Tuesday, July 5

Group Information

Role within your organization:

Board member	16.4%	21
CEO/ED/Administrator	24.2%	31
Director/Manager	**44.5%**	**57**
Communicator	3.9%	5
Physicians	4.7%	6
Nurse	1.6%	2
Other Health Professional	6.3%	8
Volunteer	0.8%	1

Other (18 responses or 14%):
Health Care Facilitator
Administrative Assistant
Public
front line Social Service Worker
Social Work Psychotherapist and Administrator
Project Assistant
Consultant
Network Coordinator/Peer Support Worker/Facilitator
Supervisor Support Care Services
Educator
President - Patient Transfer Service
Public Programs and Services Coordinator
Peer support worker
Finance

Group Information

Please identify the group(s) that you currently belong to:

NSM LHIN Board of Directors	6.1%	7
NSM LHIN Staff	12.2%	14
NSM Governance Working Group	4.3%	5
NSM Health Service Provider Board of Directors	10.4%	12
NSM LHIN Leadership Council	8.7%	10
NSM LHIN Local Leadership Council	13.0%	15
NSM Former Care Connections Design Working Group Member	**38.3%**	**44**
Non NSM LHIN funded Health Service Provider	13.9%	16
Non NSM LHIN funded Organization/Agency	14.8%	17
Public	5.2%	6

Participants were able to check more than one group

Expectations

Did the Spring Forum meet your expectations, based on the objectives of the day:

1) Progress made to date and next steps on each of the areas of focus

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
6.5% (9)	**58.7% (81)**	22.5% (31)	11.6% (16)	0.7% (1)

2) Share experiences that demonstrate collaboration and system design elements that provide better health, better care, better value

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10.1% (14)	**58.7% (81)**	17.4% (24)	10.9% (15)	2.9% (4)

3) Gather input from stakeholders to support the coordinating councils and project steering committees as they move forward with implementation

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
15.2% (21)	**60.1% (83)**	15.9% (22)	8.0% (11)	0.7% (1)

Panel Discussion

The moderator for the Panel Discussion was appropriate for the discussion.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.5% (35)	**62.0% (85)**	8.8% (12)	2.9% (4)	0.7% (1)

- The moderator did a good job
- Spoke too much as a moderator
- Terrific moderator!
- Very knowledgeable and had done his home work
- Excellent

Panel Discussion

The Panel Members for the Panel Discussion were appropriate for the discussion.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11.7% (16)	**50.4% (69)**	27.0% (37)	9.5% (13)	1.5% (2)

- Mostly hospital, not much about community except the LTC rep
- I would have liked to see Bernie participate as well.
- There was little if any critique offered.
- LHIN Board member didn't work optically
- Too few "doers", too many administrators
- Good, but more non-hospital and/or consumer representation would have been good
- Need more End Users - Our Key Stakeholder Group
- Varied representation from others than acute care would reflect true integration at a systems level.
- Reduce the size of the panel to no more than 5 people. Group was too large.
- Could have used more Chairs from the Community - those that chair Project Steering Committees
- no representation from primary care OR from Muskoka, too hospital centric
- would have preferred a more representative panel...heavily wieghted by hospital and collingwood area
- would have like to see more representation from the continuum of service providers - rather than focus on hospital, CCAC - the big fish!
- The panel members did a good job but too heavily focused on hospitals and there were no patients/consumers.
- Lack of representation from Muskoka and primary care

Panel Discussion

The moderator and panel discussion brought value to the event.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
14.7% (20)	**52.2% (71)**	21.3% (29)	11.8% (16)	0

The panel discussion answered my questions.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
3.7% (5)	35.3% (48)	**42.6% (58)**	17.6% (24)	0.7% (1)

The format of the panel discussion was effective and efficient.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5.9% (8)	**62.5% (85)**	16.2% (22)	14.7% (20)	0.7% (1)

Breakout Sessions

Which breakout sessions did you attend?

	Morning	Afternoon
Maternal and Mental Health and Addictions (M&MHA)	17.3% (23)	9.7% (12)
Complex and Chronic Needs (CCN)	15.8% (21)	17.7% (22)
Governance (GOV)	17.3% (23)	17.7% (22)
Surgery and Medicine (SM)	8.3% (11)	14.5% (18)
In Home and Community Capacity (IHCC)	**25.6% (34)**	**22.6% (28)**
System Enablers (SE)	15.8% (21)	17.7% (22)

Breakout Sessions

My comments and input were heard during the breakout session.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Morning	21.8% (29)	**57.1% (76)**	12.8% (17)	8.3% (11)	0% (0)
Afternoon	13.2% (16)	**56.2% (68)**	24.0% (29)	5.8% (7)	0.8% (1)

The information presented at the breakout session was informative.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Morning	9.1% (12)	**64.4% (85)**	19.7% (26)	6.1% (8)	0.8% (1)
Afternoon	10.0% (12)	**63.3% (76)**	20.0% (24)	5.8% (7)	0.8% (1)

The facilitation technique used was appropriate for the session.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Morning	15.7% (21)	**56.7% (76)**	15.7% (21)	7.5% (10)	4.5% (6)
Afternoon	12.3% (15)	**53.3% (65)**	18.0% (22)	13.9% (17)	2.5% (3)

Other

The event was well-organized and ran smoothly.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
25.5% (35)	**62.8% (86)**	5.8% (8)	5.1% (7)	0.7% (1)

- Did not address health/medical are issues in depth
- Invite was for 8am and it didn't start until after 9
- Timing in break-out sessions was not carefully monitored but seemed to work well.
- More time at breakout sessions, 15 min per table not enough
- A 1/2 day event would have been sufficient. I'm glad to hear that the next event isn't until the spring because there's no need to do this more than once a year. Everyone is looking for more substantive information about what exactly will be happening so it gets frustrating to hear about all the high level information being repeated when we are eager to actual system change.

Other

The venue was good for the activities of this event.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
33.1% (45)	**55.9% (76)**	3.7% (5)	5.1% (7)	2.2% (3)

- Break out rooms are difficult for small group discussions. Perhaps rethink how breakout rooms are used - change format for discussion purposes.
- I am opposed to funding gambling establishments as they create the environment for problem gambling what I consider a health concern
- I believe that the venue was inappropriate for a LHIN event. The use of gambling based venues (Casino Rama and previously Georgian Downs) is inappropriate in light of the issue of gambling addictions which are so negatively impacting on many members of our community.
- Opening comments room was good and so was lunch the break out rooms did not work well
- This was a great venue both for people to connect and the break out rooms were perfect.
- It is very difficult for any organization with an addictions focus to attend an event at a Casino. This goes against the social determinants of health
- It was nice at Rama. One drawback was being in a facility with no windows, but it wasn't unbearable.
- Again, individual break-out rooms for each group would have been better.
- Rooms were a cold, more breakout space would assist in discussion, etc
- I do no think that the Casino is an appropriate location to hold a publicly funded event for a health related event. this is a conflicting message about the importance of health

Other

What is the best way to keep you involved?

Email	**90.3%**	**121**
Website updates	37.3%	50
Face to face sessions	35.8%	48
Social media (Twitter)	6.7%	9
Connecting for Care (NSM LHIN eNewsletter)	41.8%	56
Shared Web Portal	15.7%	21

- Already have avenues to be involved
- Seeing LHIN reps at other events
- Not website updates - no time to check!
- Notified of all future events

Other

The Spring Forum was a good use of your time.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
16.3% (22)	**48.1% (65)**	19.3% (26)	11.9% (16)	4.4% (6)

- If we were looking at moving into the implementation phase we missed the boat starting with the panel discussions and the very restrictive break-out group discussions which were for the most part ineffective.
- Waiting to see implementation strategies - really didn't need to hear all the same issues again. June is too busy for community organizations for a whole day repeat of previous presentations.
- we were still talking about the same things we've heard over and over WITHOUT solutions -- it's time to start implementing instead of talking
- I would only need to apologize but the volume of work that is not getting done yet is a priority is significant.
- Too few physicians
- offer the discussions of the working groups with everyone verses breaking into smaller groups.
- It was a very effective way of engaging over 300 people to seek input into the plan.

Other

The Spring Forum was a good use of your time.

- Did not feel there was a well articulated, concrete action plan describing how initiatives are to be prioritized and moved forward.
- provide a clear purpose - was the information dissemination or confirmation of next steps
- session forum and breakout groups that would accommodate hearing impaired.
- Useful for sharing information about the status of the Care Connections implementation process. Premature engagement in terms of obtaining meaningful input into development of workplans for specific projects.
- more time on what has been achieved, seemed repetitive from previous sessions
- A 1/2 day session would have been more helpful.
- Unsure of the needs of others met at venue
- I had hoped for more of an "implementation" focus however it seemed to be more planning and gather of inputs. We should be beyond this stage and into implementation mode.
- More direction on the plans and concrete next steps and less information gathering

Additional Comments

- Thanks for all of the hard work that made this event the success it was!
- I was disappointed in the amount of action that has taken place to date. I had hoped that all committees would have been further along in implementation as a couple were.
- It is interesting, the cost generally to organizations, individually and collectively of providing information for a growing list of initiatives is not being calcuated.
- the speakers and facilitators / subject matter experts were all appropriate, knowledgeable and good presenters. But there was A LOT of payroll in that room that spanned many, many organizations, and I don't think it was a good use of all of money for those organizations as we talked in circles about the same issues without discussing how we can fix the issues.
- To be cost effective, these conferences must have as part of their deliverables the guarantee that deliverables relevant to the working groups will be moved forward
- More time for discussion in Break Out Groups

Additional Comments

- Am new to the health system and am surprised to find the work on areas I thought were already in place.
- Forum held maybe a little early because we haven't done very much implementation
- it happens at all events but why is the Air Conditioning temperature set so low -what a waste of energy
- This was a well planned day. The day was a wonderful opportunity to discuss the potential next steps regarding the Care Connections Project implementation. I look forward to participating and learning more about the next steps as they unfold.
- very good food, location and breakout rooms for this forum.
- The Forum did allow me the opportunity to make contacts
- what has been accomplished? where are the outcomes??
- It was not clear up front that the regional council for maternal and child health community of care was going to be discussed and could have been profiled more specifically on the invitation and in the summary document available at the forum. It should be added to future documents to better understand where it fits.

Additional Comments

- I would like to continue to participate through my agency representatives and linking the LHIN more formally with other Networks in the region.
- Important to recognize the diversity of understanding among the participants when planning and/or attending a large conference. Opportunity to network and independent conversations made the forum venue very good for me.
- The venue was perfect. It would have been nice to have a little more time for the break out sessions. Wonderful to hear from people in other fields of Health Care. I will definitely attend others to come.
- Not enough time was allocated to each specific recommendation - felt like same comments/information have been provided for the past 4 years - not clear what next steps will be and how this will move forward
- Venue was great - nutrition choices were excellent - rearranging the panel discussion to later in the day might have been more effective.
- I would suggest that more smaller scale outreach sessions around the LHIN would be advisable to extend the awareness and input

Additional Comments

- difficult to keep physicians engaged - would like to know if the physician LHIN leads were present - need to look at better strategies for physician engagement and input - being wooed with 4 education hours for a day that totalled 10 hours could be improved upon. hard to get consistent input from physicians and clinicians if we are expected to do so on purely volunteer basis. Maybe the physicians that are funded through the LHIN could be the ones connecting with physicians in the LHIN - ie ED lead physician - who is this person, would have been great to have that physician as part of the panel.
- Overall I felt that the day was well organized and that the venue was great for the event. The main hall was very cold, especially in the morning session. Although through past experience I had dressed in layers, many who hadn't were extremely cold.
- breakout sessions should be in different rooms, too loud, couldn't hear
- I found this forum duplicated work that was already done by the working groups and questions raised had already been working on for months.

Additional Comments

- Opening prayer - set an inclusive respectful tone. greatest advantage of forum is to network, learn of new initiatives, and potentially how to link
- I think the forum was useful for relationship building and keeping Care Connections on the front burner. I think it was a bit premature as not a lot of work has been done on content; mostly on process to date.
- I am looking forward to the next steps related to implementation
- I am very Exited to see how all of it plays out for the Mental Health & Addictions Areas because we are getting overwhelmed By the increasing demand for help by the Consumer
- Very well organized, people seemed to be working together and it was a good information session for me.
- Did not stay on time in afternoon session -- Rooms very cold--- Well done

Survey Results Summary

- Overall, accomplished the 3 objectives of the day
- Appropriate moderator for the panel discussion
- Panel brought value to the event, but did not answer everyone's questions
  - *How can we better answer your questions?*
- More consumer and patients
- Panel needs more representation and be smaller
- Show concrete information, accomplishments and plans
- More time in breakout sessions
- Good venue for the event
- Great networking opportunity

Recommendations for upcoming events

- Panel members
  - Highlight how they fit into the system
  - Smaller panel
  - Leads of programs and projects
  - All geographic areas
  - Organizations across the continuum of care
  - End users, consumers
  - Split into smaller discussions
    - Different panel members
    - Different times of the day
- Disclaimer on invite regarding choice of event space
- Pre-reading materials distributed
- Contact by email
- Smaller sessions to update HSPs
- More time for breakout sessions
- More information on progress to date
- Networking opportunity
- Focus on the consumers – how does it affect them?
  - Concrete examples from health service providers

May 30 2012 Spring Forum

- Please hold the date!
- Please give feedback on the Spring Forum so that we can add value to our next event