

Patient and Caregiver Engagement Strategy

Principles

Inclusion – To ensure efforts reflect what is meaningful and matters to our communities, patients and their caregivers must be at the table and involved in shaping and evaluating programs and services. In particular, we seek to reach out to those who have experienced inequities and solicit their advice on how we can make our health system better for all.

Partnership – Meaningful patient, client and caregiver engagement requires authentic, timely and mutually beneficial relationships forged between patients, their family members, other informal caregivers, health professionals and the organizations they work with.

Empowerment and safety – Patients, clients and their caregivers need to feel empowered to openly express their needs, perspectives and concerns without fear of reprisal, and to make informed decisions with confidence. Safety, including creating a culturally safe environment, will be a priority.

Transparency – At all times, we will be transparent and honest about the journey ahead, including potential resource limitations and feasibility as we further the work of the Ontario Health Team.

Responsiveness - We will act upon the voices of patients, clients, their caregivers and the general public in ways that demonstrate the positive impact of this input.

Respect: We show respect for patient, client and caregiver partners by actively showing signs of appreciation for their time, ideas, lived experiences, various worldviews and cultural locations. We will compensate partners fairly and appropriately.

Engagement

There are multiple opportunities for people with lived experience to participate in the MWT-OHT

- a) Become an Outreach Lead: Join the Design Project #1 Exploration Team and participate in the process of going out and talking to people about their experiences making observations. Many of these conversations will involve meeting people where they are and therefore locations will be vary. Time commitment is approximately 4hrs per week for between 3 to 4 months.
- b) Become a Design Project #1 Advisor: Join a bi-weekly check in group that will define the questions that we are asking and provide input on the design process on a regular basis.
- c) Become a Service Design Working Group Member: Join the Service Design Working Group that will meet approximately monthly and be responsible for inter-intra project and dependency management. The Service Design Working Group will also oversee project risks and implementation. Attendance can be dependent on agenda topic.
- d) Share your experience or insight: Share lived experience stories or insights by participating in one-on-ones, focus groups, phone calls, etc.
- e) Volunteer for the MWT-OHT Partner Table

- f) Volunteer for the Executive Project Advisory Committee (EPAC): EPAC is the steering committee for the MWT-OHT and serves recommendations to the Partner Table on the strategy and planning process for OHT development. EPAC meets approximately monthly.

Remuneration

There are two different payment structures depending on nature of involvement:

- 1) Peer Advisors who regularly participate in the Service Design Working Group process will be paid an hourly wage for their involvement.
- 2) Individuals and Caregivers with lived experience who participate in interviews, focus groups or any other single session will be paid a set rate in cash; will be provided with a meal; and a TTC token.

Recruitment

Individuals and Caregivers with Lived Experience will be recruited for the above opportunities in one of two ways:

- 1) Direct invitation by committee or working group
- 2) Recruited with support from partner agencies and organizations

Willing participants will be given information on the nature of their involvement as well as the remuneration available to them prior to engagement.

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