

WESTERN ONTARIO HEALTH TEAM APRIL 2021 ACTIVITIES

The WOHT Coordinating Council confirmed their commitment to the following **Value Statements**: We are Collaborative, We are Trustworthy, We are Transparent, We value Equity. See next page for an overview of the behaviours associated with each value. The Coordinating Council is thankful to everyone who helped define the behaviours for each value.

The Operations Team established the **Co-Design** and Patient/Client, Caregiver, Provider Network Recruitment processes. This strategy is guided by an engagement matrix to ensure that people from diverse backgrounds and experiences are informing improvement efforts. The team is currently recruiting for patients/clients, caregivers/care partners, and providers across the system.

The WOHT financially supported the pilot of “We Speak” scheduled and on-demand interpretation services for people accessing the AstraZeneca vaccine pilot project in primary care. Partners have expressed how helpful and essential this service is to vaccinate people with language barriers. This service supported 66 people in the first weeks, and WOHT will continue to be support this interpretation service pilot until the end of May.

NEXT STEPS FOR THE WESTERN ONTARIO HEALTH TEAM:

- Launch the “Discovery Phase” of our co-design approach, starting with interviewing patients/clients, caregivers/care partners, and providers about their experiences related to Chronic Obstructive Pulmonary Disease (COPD) and/or Congestive Heart Failure (CHF)
- Confirm our definition of “Whole Health”, as described in our Purpose Statement
- Review and approve the Operating Budget for fiscal year 21/22
- Confirm the overall WOHT Strategy
- Finalize Patient/Client, Care Partner compensation/reimbursement policy, Physician Compensation/Reimbursement policy, Signing Authority policy, and Consensus-Based Decision-Making Process
- Establish a WOHT Orientation package for new members to the Coordinating Council

GET INVOLVED

Join the “Discovery Phase” of the Co-Design approach and help improve health care in the region. This is open to people in the London-Middlesex area living with Congestive Heart Failure (CHF) or Chronic Obstructive Pulmonary Disease (COPD), as well as caregivers or providers of patients with these diseases. For more information contact Jacobi Elliott, Co-Design Lead for WOHT, at Jacobi.elliott@sjhc.london.on.ca or 226-749-4557.

WESTERN ONTARIO HEALTH TEAM VALUES & BEHAVIOURS:

We are Collaborative		We are Trustworthy	
<p>We:</p> <ul style="list-style-type: none"> • Leverage and value diverse strengths • Actively listen to all, openly engage, and ask questions when we don't understand • Respect all perspectives, contributions, ideas, opinions, and roles • Focus on solutions aligned to our purpose • Commit to a safe space for sharing • Believe that we can create something better together than we can on our own • Respond as a group to issues and opportunities • Celebrate accomplishments of the whole and each other • Actively work together 	<p>We do not:</p> <ul style="list-style-type: none"> • Blame others for failure/issues • Engage in 'side conversations' on key issues • Take a hierarchical approach to discussions/decision-making • Apply for funding opportunities in isolation • Exclude others 	<p>We:</p> <ul style="list-style-type: none"> • Act and speak respectfully at all times • Align our actions to our purpose statement • Discuss important items/engage in difficult conversations openly • Provide a safe space to share opinions, even when they are dissenting • Share resources, power, and control to empower others • Set clear expectations and fulfill our commitments to each other • Engage in authentic, open, transparent, timely, accessible communication • Honour confidentiality • Care about people and do the right thing 	<p>We do not:</p> <ul style="list-style-type: none"> • Hide information • Ignore others' perspectives • Closely monitor each other • Deliberately exclude others in discussions/ decision-making • Avoid difficult conversations • Let others down • Prioritize/make decisions based on self-interest • Approach discussions/decisions with skepticism
We are Transparent		We value Equity	
<p>We:</p> <ul style="list-style-type: none"> • Communicate openly and honestly to keep everyone "in the loop" • Remain curious with differences of opinion • Share information freely to benefit the work of the OHT and the people we serve • Share good and bad news honestly • Share our facts and assumptions • Explain decisions • Promote ease of access to information 	<p>We do not:</p> <ul style="list-style-type: none"> • Keep secrets or have hidden agendas • Say what people "want to hear" vs. the truth • Talk negatively about people, services, programs, or organizations "behind their backs" • Hide information 	<p>We:</p> <ul style="list-style-type: none"> • Recognize and value everyone's rights and identities • Listen without judgement • Work collectively to ensure that no one is left behind • Treat all with dignity and respect • Ask and listen with open ears, mind, and heart • Keep principles of equity at the forefront of our discussions • Design services for those most at risk or impacted by an issue, especially those not accessing care • Measure the degree to which our programs/services reduce disparities • Deepen our understanding of how we contribute to stigmatizing, marginalizing, and oppressing various groups • Celebrate and foster diversity, as evidenced by the inclusion of individuals from diverse backgrounds in our organizations and our OHT population • Continuously learn about the history of diverse groups • Honour and amplify the voices of others (e.g., smaller organizations, those not at the table) 	<p>We do not:</p> <ul style="list-style-type: none"> • Design services to meet the needs of people from powerful groups who are often least impacted by illness • Design services that are not welcoming for people from diverse backgrounds

WESTERN ONTARIO HEALTH TEAM COORDINATING COUNCIL & OPERATIONS TEAM MEMBERS:

Coordinating Council	Operations Team
Amber Alpaugh-Bishop – WOHT Lead	Katey Young – Executive Support
Linda Crossley–Hauch – Co-Chair Michael McMahon – Co-Chair	Kathlene Campbell-Conlon Nancy DoolKontio
Linda Sibley, Addictions Alternate: Beth Mitchell, Mental Health	Janet Dang Jacobi Elliott
Judi Fisher, CSS Alternate: Carol Walters, CSS	Vala Gylfadottir Glen Kearns
Vineet Nair, Primary Care Alternate: Cathy Faulds, Primary Care	Matthew Meyer Daniel Pepe
Gord Schacter, Primary Care Alternate: Daniel Pepe, Primary Care	Alexander Smith
Scott Courtice, Primary Care Organization Alternate: Gail McMahon	
Daryl Nancekivell, Home & Community Care Alternate: Will Lomas, Home & Community Care	
Gillian Kernaghan, Hospital Alternate: Jodi Younger, Hospital	
Todd Stepanuik, Hospital Alternate: Stephane Ouellet, Hospital	
Jackie Schleifer Taylor, Hospital	
Neal Roberts, EMS	
Gary Jazey, Patient/Caregiver Alternate: Aindrea Cramp, Patient/Caregiver	
Louise Milligan, Patient/Caregiver	
Tanya Pol, Long Term Care Alternate: Lisa Maynard, Long Term Care	
Chris Mackie, Public Health	
TBD, Indigenous Health	
Craig Cooper, City of London	
Warden Cathy Burghardt-Jesson, County of Middlesex	