

Ministry of Health

# Ontario Health Teams Virtual Engagement Series

## Patient, Family and Caregiver Declaration of Values Webinar

September 27, 2021

# 1. Welcome and Land Acknowledgment

- *Betty-Lou Kristy (MPFAC Chair) & Shannon McGavin (MPFAC Member)*

# Land Acknowledgement

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We acknowledge that this meeting is taking place virtually on the traditional territory of many nations including the Mississaugas of the Credit First Nation, the Anishinaabe, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Metis peoples.

Long before today, Indigenous peoples have been the stewards of these lands. We also acknowledge the Dish with One Spoon Treaty, an agreement to peaceably share and care for the resources around the Great Lakes. Ontario's Indigenous Peoples continue to care for this land and shape the province we live in.

We recognize that these lands, both historically and currently, have been the home and gathering place of many Indigenous people from various Nations from across Turtle Island. We are grateful for the opportunity to also live, work and meet in this territory. We show our respect to the Indigenous Peoples of this land, today and all days.

We stand in solidarity of murdered and missing women, girls, Transgender and 2 Spirited people.



## 2. Participant Instructions and Agenda Overview

- *Betty-Lou Kristy (MPFAC Chair)*

# OHT Virtual Engagement Series - Webinar Participant Instructions

The *OHT Virtual Engagement Series* is an opportunity for teams to learn and ask questions about areas of common interest. We encourage active participation throughout the webinar.

Ministry of Health

## Ontario Health Teams Virtual Engagement Series

Recording...

Ontario

### Webinar Controls

#### Desktop Device

- click meeting controls at the top/bottom of your screen

#### Mobile Device

- Tap your screen for controls to appear

Chat Participants

## Chat Box

From Me to

Everyone

Great representation from all regions here today!

I would be very interested to hear how other OHTs have managed during Covid-19; any lessons learned from others would be valuable

From Me

Host

I am having trouble hearing the current presenter.

Is there a number I can use to dial in?

# Today's Discussion

## Webinar Objectives – Patient, Family and Caregiver Declaration of Values (PFCDV)

- Inspire OHTs to continue to take bold action to make patient partnership and co-design with patient, families and caregivers (PFCs) in the implementation of integrated care across partners.
- Expand awareness of the work of the Minister's Patient and Family Advisory Council that supports the implementation of the OHT model and development of partnerships between service providers and patients, families and caregivers.
- Provide clarity on expectations for PFC engagement Transfer Payment Agreement deliverables, specifically on the adoption of the updated provincial PFCDV.

## AGENDA

01

Remarks:  
Minister of Health

02

Remarks:  
MPFAC Chair

03

Overview:  
TPA Deliverable for  
OHTs – PFCDV

04

OHT Case  
Studies:  
MPFAC Member  
Panelists

05

Q&A Session

06

Close-out and  
Key Takeaways

## 2. Remarks: Deputy Premier and Minister of Health

- *Hon. Christine Elliott (Deputy Premier and Minister of Health)*

### **3. Remarks: Minister's Patient and Family Advisory Council Chair**

- *Betty-Lou Kristy (MPFAC Chair)*



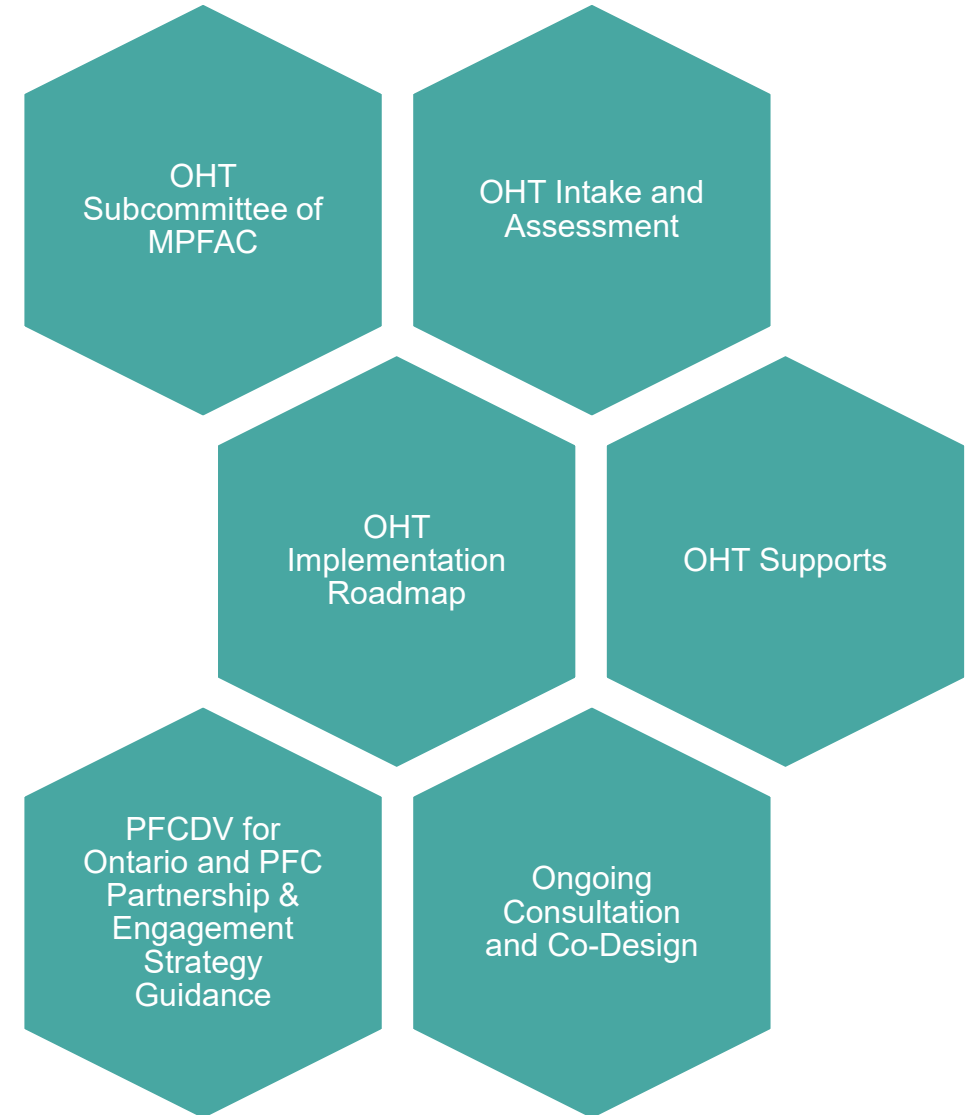
# Minister's Patient and Family Advisory Council (MPFAC)

The Minister's Patient and Family Advisory Council (MPFAC) is a provincial advisory body comprised of patient, family and caregiver advisory leaders. The Council provides expert advice to the Minister and Ministry of Health regarding the patient, family and caregiver experience and perspective on health system transformation in Ontario. The MPFAC has a number of key priority areas:

- **Ontario Health Teams**
- **Ontario Health**
- **Home and Community Care**
- **Digital Health**
- **Mental Health and Addictions**

## Council Members

Betty-Lou Kristy, <i>Chair</i>	Joan Duke
Amandeep Kaur,	Sandi Bell
David Bell	Sandra Holdsworth
Dean Valentine	Shannon McGavin

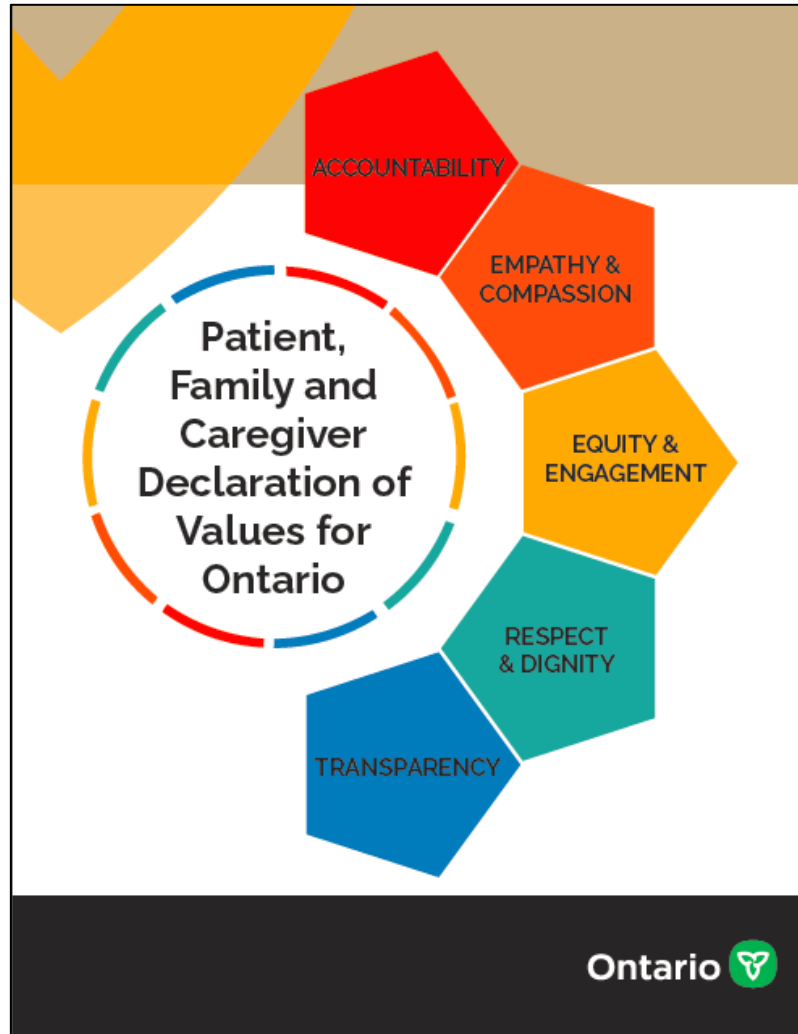


# Examples of Early Wins and Learnings in Partnership and Engagement

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- Teams are meaningfully partnering and engaging with Patients, Families and Caregivers by involving them in key OHT planning and implementation tables, committees and working groups.
- Most teams have implemented or are in the process of launching specific PFACs/PFC advisory groups, and many highlight a focus on partnership and inclusion with local patient populations.
- Several teams demonstrate principles of co-design by embedding Co-Chairs or members of their PFACs/PFC groups at the primary leadership council or steering committee for the OHT.
- There has already been significant progress in improving PFC engagement, but there is always more to do to reduce engagement barriers and encourage participation.

# Patient, Family and Caregiver Declaration of Values for Ontario



The PFCDV for Ontario outlines patient, family and caregiver expectations for the health care system

- Authored by the MPFAC, the document sets a provincial standard which OHTs will seek to embody in their work.
- Key themes are grouped under five key values-based umbrellas:
  - Accountability
  - Empathy and Compassion
  - Equity and Engagement
  - Respect and Dignity
  - Transparency
- Recent amendments to the PFCDV highlight the importance of anti-racism, accessibility, equitable care delivery, and partnering with patients, families and caregivers.

## 4. Transfer Payment Agreement Requirements

- **TPA deliverables, timelines and requirements**
- **Requirements for adoption of PFCDV for Ontario, including attestation**
- **Patient, Family, Caregiver partnership supports available to OHTs**

- *Allison Costello (Director, OHT Implementation and Supports Branch, MOH)*

# Overview of Transfer Payment Agreement (TPA) Requirements

Approved OHTs are supported with implementation funding with the purpose of developing foundational components of the OHT model including for meaningful partnership and engagement with patients, families and caregivers.

## Deliverables:

- (1) A patient, family and caregiver engagement, consultation and partnership strategy or framework is in place
- (2) Adoption of the Ontario Patient, Family and Caregiver Declaration of Values

The Ministry of Health and MPFAC has heard from OHTs and patient, family and caregivers that a single provincial PFCDV is needed to support a common set of values and principles for what patients, families and caregivers can expect from the care they receive.

## Patient, Family and Caregiver Declaration of Values (PFCDV)

In adopting the PFCDV for Ontario, OHTs will align with the provincial standard set out by patient/family/caregiver leaders on the Minister's Patient and Family Advisory Council.

## Requirements

- **Engage OHT Collaborative Decision Making Structures:** Work through established OHT CDMA frameworks to appropriately communicate and inform all partners within the OHT of the requirement to adopt the Ontario PFCDV.
  - This process should focus on building awareness and support among all partners within the OHT, not only patients, families and caregivers
  - OHTs should consider engagement approaches that share responsibility for promotion and adoption across all partners within an OHT
- **Attestation:** Teams are required to submit an attestation to the Ministry of Health by the applicable TPA deliverable date, confirming the OHT's commitment to **adopt-in-principle** the PFCDV across all partners within the OHT.
  - **A standard attestation template will be provided to all teams following the webinar**
- **Quarterly and Year End Reporting:** OHTs will report on their patient, family and caregiver partnerships and engagement activities and outcomes in alignment with the TPA reporting schedule. Regular reporting should consider continued alignment with the PFCDV.

# Attestation

## Ontario Health Team Patient, Family and Caregiver Declaration of Values (PFCDV) Attestation

On behalf of *name of OHT*, we attest that:

- The members of *name of OHT* commit to adopting the Patient, Family, and Caregiver Declaration of Values (PFCDV) in alignment with our requirements under the Transfer Payment Agreement with the Ministry of Health.
- We recognize the importance of the PFCDV as an enabler to patient, family, and caregiver partnership and co-design and we will continue to advance work towards meeting patient, family, caregiver expectations to improve their experience of care.

We understand that the PFCDV is not intended to establish, alter or affect any legal rights or obligations, and must be interpreted in a manner that is consistent with applicable law.

In making this attestation, we have exercised care and diligence that would reasonably be expected in these circumstances, including by making due inquiries of persons that have knowledge of these matters.

Dated at *City*, Ontario this *day*, day of *Month* 2021.

In alignment with the Transfer Payment Agreement requirements of Ontario Health Teams to adopt the PFCDV, the attestation template is provided to teams as a first step in demonstrating adoption.

Ontario Health Teams are asked to confirm their attestation using their established collaborative decision making structures and Transfer Payment Recipient.

Teams are required to provide this signed attestation to the ministry in accordance with their transfer payment deliverable due dates for cohorts 1, 2, and 3. The attestation should be emailed to the OHT's Ministry of Health point of contact.

# Considerations for Adopting the PFCDV

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Some OHTs have identified that work to develop and adopt local Patient, Family Caregiver Declaration of Values (PFCDV) has already begun within their OHT partnership.

The requirement to adopt the Ontario PFCDV is intended to clarify and standardize the expectations of patients, families and caregivers across Ontario while providing OHTs the flexibility to develop local approaches of how to implement and embody the principles of the Declaration of Values in their care delivery.

In addition to OHT requirements to meet transfer payment deliverables, OHTs are expected to continue to demonstrate commitment to adoption through innovative implementation of the PFCDV.

Supports are available to OHTs as they develop and implement their patient, family and caregiver partnership and engagement plans and adopt the PFCDV.

# 5. OHT Case Studies: MPFAC Member Panelists

**Overview of leading practices, successes, and advice on how OHTs can excel in partnering and co-designing with patients, families and caregivers**

- *Dean Valentine, Sandra Holdsworth, and Shannon McGavin (MPFAC Members)*
- *Jodeme Goldhar (Strategic Advisor – OHT Supports, Ontario Health)*



# Patient Advisor Panelists



**Dean Valentine**  
Downtown East Toronto OHT

- Ensuring lived experience partners are represented in the overall vision of the OHT
- Lived experience at all levels of OHT development (planning, co-design and leadership) and opportunities for capacity building



**Sandra Holdsworth**  
Muskoka and Area OHT

- Leveraging OHT collaborative decision making structures to approve and adopt the PFC Declaration of Values and Partnership Strategy
- Building on local OHT successes with a goal of moving towards system-wide adoption of the PFCDV



**Shannon McGavin**  
Huron Perth and Area OHT

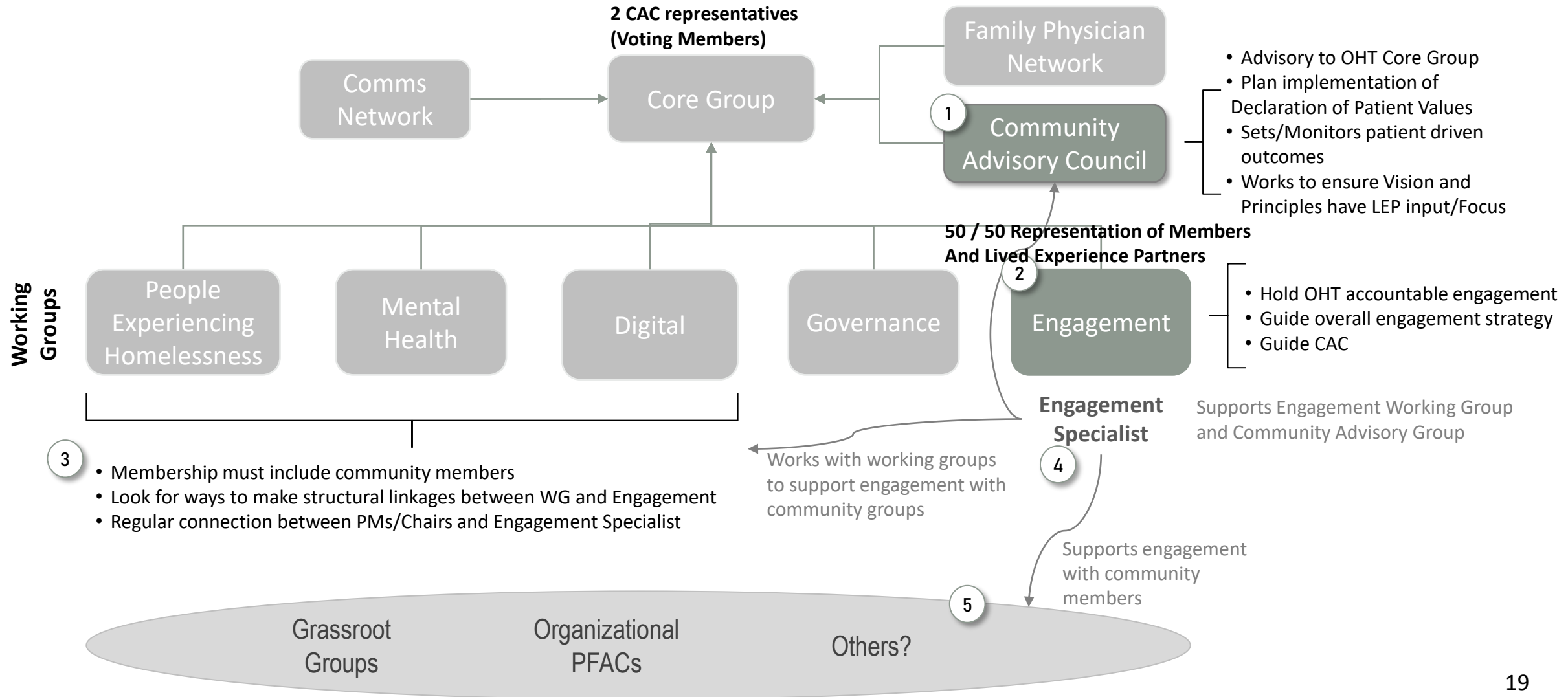
- Engaging partners across an OHT in a rural context
- Leveraging tested frameworks for engaging youth to support PFC partnership

## Vision – Downtown East Toronto OHT

Our vision is to provide our community with seamless access to inclusive, inspired and responsive care through one connected system of diverse providers who enthusiastically embody a holistic approach to improving health and health outcomes.

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# Engagement Model



# DET OHT Engagement Milestones & Plan Ahead

- Co-designed with Toronto East OHT “Community Engagement Framework”
- Representation at Core Group, and all sub-working groups
- Design/Co-lead Engagement Working Group
  - Co-design Model of Community Advisory Council (PFAC)
  - Model for Engagement
  - Co-design Recognition Framework
  - Participate in the selection of an Engagement Specialist
  - Lead CAC selection
  - Lead in Engagement Strategy that is in line and has similar structure to Ministry PFC Guidance Document
- Implementation Plan of Patient Declaration of Values
- Development and Track Performance Measurement

## 6. Q & A Session

- **Facilitated question and answer session with all webinar panelists**
  - *Facilitator: Jodeme Goldhar (Strategic Advisor – OHT Supports, Ontario Health)*

 Questions?



## 6. Close-Out and Key Takeaways

- **Upcoming plans for MPFAC Chair to visit OHTs**

- *Betty-Lou Kristy (MPFAC Chair) & Jodeme Goldhar (Strategic Advisor – OHT Supports, Ontario Health)*

# Key Take-Aways

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Patient, family and caregiver engagement is foundational to the OHT model. To support improved patient, family and caregiver experience with the health system, OHTs must demonstrate that partnership is key to how OHT's develop and implement integrated care.

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Through their implementation funding requirements, OHTs are expected to deliver on Transfer Payment Agreement deliverables related to patient, family and caregiver partnership and engagement. Two upcoming deliverables: development of a Patient, Family and Caregiver Partnership and Engagement Strategy & adoption of the provincial Patient, Family and Caregiver Declaration of Values.

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Supports are available to Teams as they learn and progress in this domain, including through the Central Program of Supports, OHT Virtual Engagement Series, RISE resources, RISE Patient Engagement Community of Practice, work with Public and Patient Engagement Collaborative (PPEC). In completing their Transfer Payment Requirements, OHTs are encouraged to leverage early learnings and leading practices in co-designing with patient, family, and caregiver partners.

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The road to effectively partnering, engaging, and co-designing with patients, families, and caregivers is ongoing. The Minister's Patient and Family Advisory Council looks forward to continued partnership with teams as they embark on this journey. Betty-Lou Kristy (MPFAC Chair) plans to undertake a **OHT Roadshow** to visit all OHTs in future to further discuss and explore this important work with teams.

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## Wrap up and Next Steps

# Survey

Please take a few moments to complete the survey that follows. Your feedback will help inform how best the ministry and partners can support you in your OHT work.

**Thank you for joining us today!**