

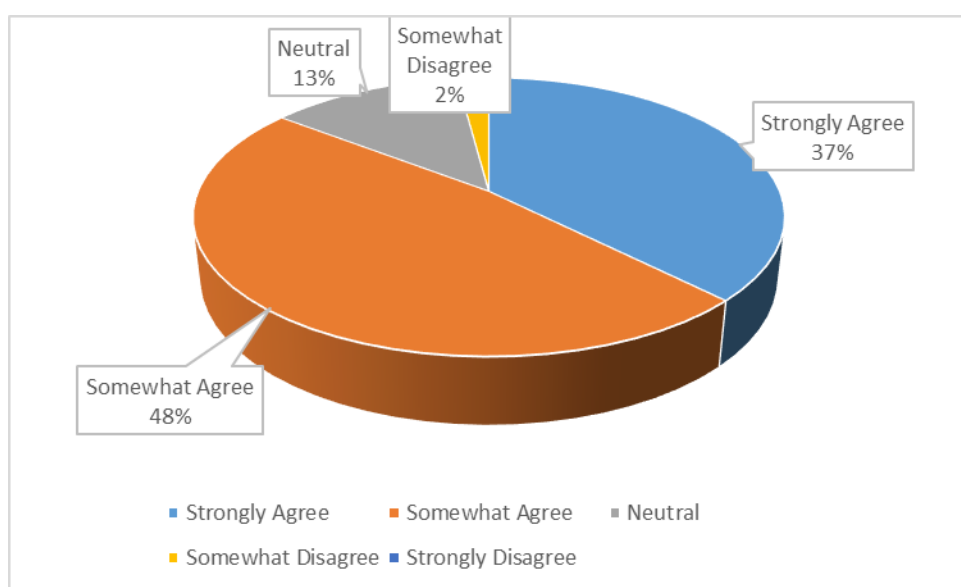
## Central West LHIN Governance and Leadership Forum

### Creating a Culture of High Performance Evaluation Summary



\*48 survey responses received

- **Q1...** As a result of this session, I have greater insight into the strategies being used by organizations across the Central West LHIN to improve upon the five Pillars, and a want to leverage these strategies to create a culture of high performance within my own organization and across the broader.



#### COMMENTS (Highlights)

##### re: Framework

- Perhaps try to measure patient/client experience in each HSP.

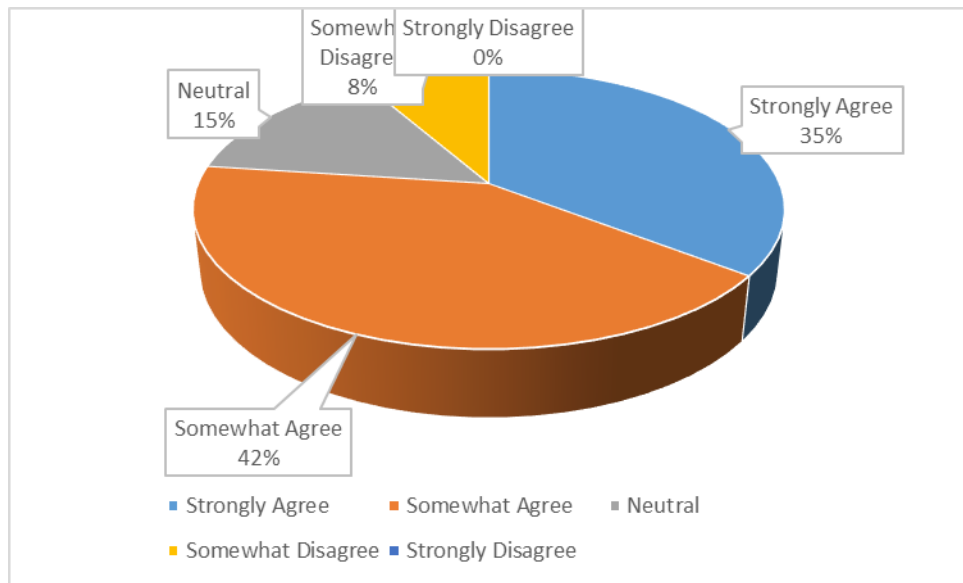
##### re: Format

- Good round robin process
- A lot of great information
- By sharing common goals and meeting/connecting with other community organizations and providers, it becomes easier to collaborate and reach consensus. Putting faces to organizations is important.
- Not certain how the framework would apply or be relevant to smaller organizations in particular
- More time needed for discussions to share experiences and learn what worked and why.

##### re: Moving Forward

- Looking forward to receiving summary of ideas/strategies used by other organizations. Knowledge sharing is key.

- **Q2...** The context session led by Mitch Hagins and Bonnie Cochrane of the Studer Group on the 5 Pillars of Evidence-Based Leadership, provided a good overview and helped frame the evening's broader group discussions.



#### COMMENTS (Highlights)

##### re: Tone and Feel

- A majority of comments indicated the presentation by Studer Group came across as a sales pitch.

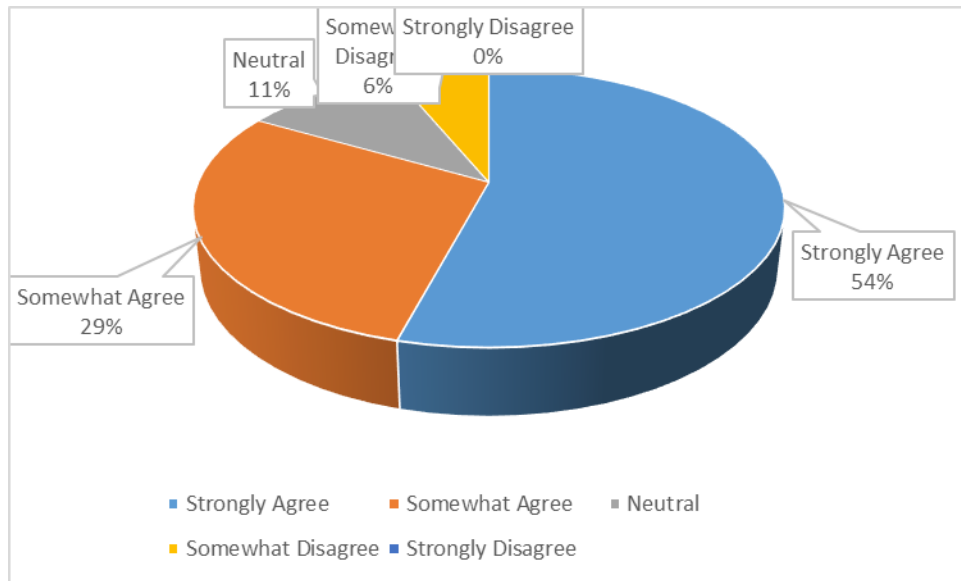
##### re: Materials

- Pre-read material proved very useful.

##### re: Content

- It would be good to have more information on what specific strategies are most effective in managing pillars
- How the Pillars are inter-connected?
- The concepts seem well suited to larger organizations... how do they apply to smaller grassroots organizations
- Please be mindful of an ethno/cultural lens as it relates to diversity within the framework.

■ Q3... The session allowed me to participate in discussions and express my views.



### COMMENTS (Highlights)

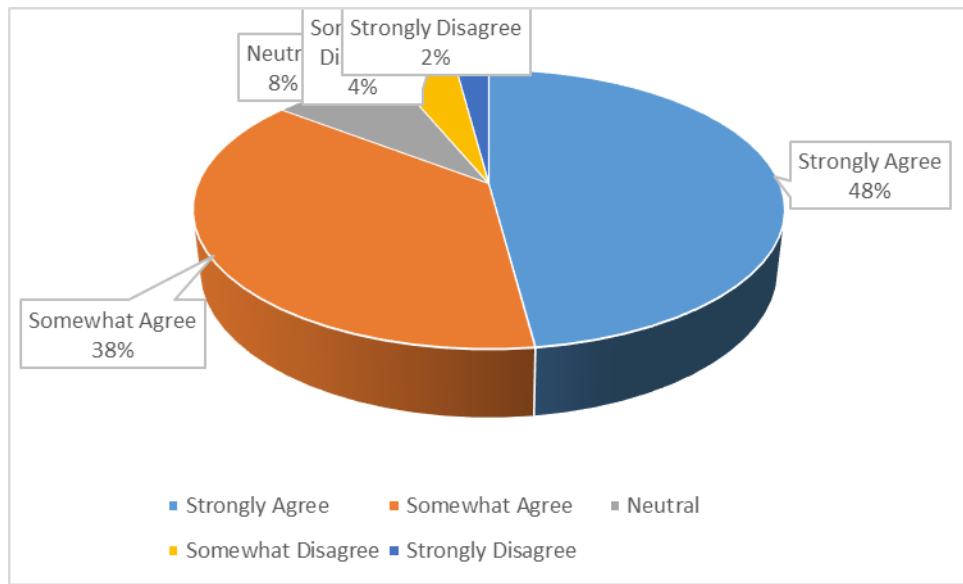
#### re: Pro's

- The session allowed for plenty of discussion amongst participants
- The exercise solidified a better understanding of the pillars/framework
- Great session, group work was very helpful
- Great balance of theory and exercise
- Excellent presentations.

#### re: Con's

- Small groups were beneficial but the overall outcome of them was unclear
- Glad to listen to others?
- Some references to acute care, specialty and success may be overwhelming to others
- Not enough time
- The focus, in part, on 'patient' and 'physician' was outside both the semantics and the services envelope of many in the room, but connections to experience were made.

■ **Q4...** The session was well organized and executed.



**COMMENTS (Highlights)**

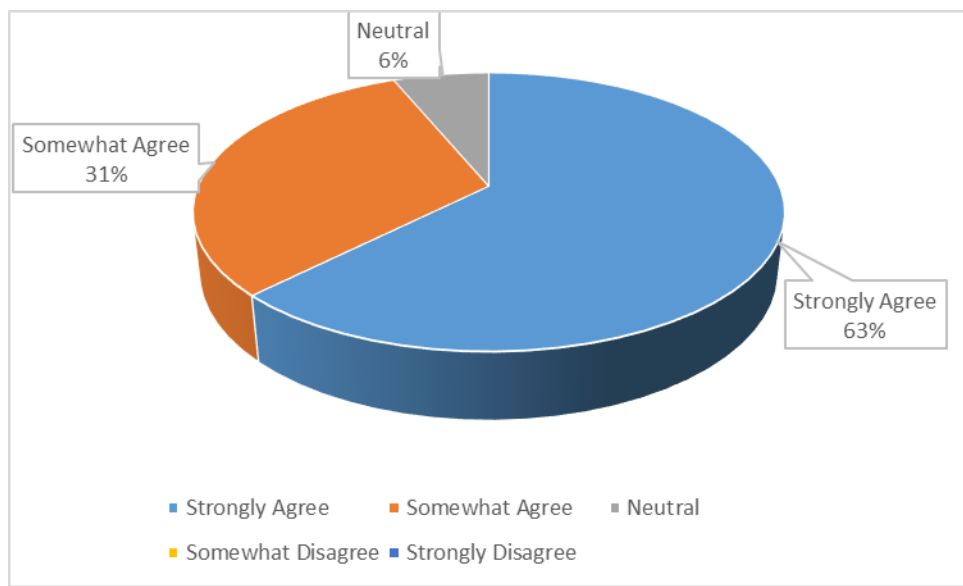
**re: Pro's**

- More time for interactive discussions/exercise than theory.
- The numbers of people who are coming out to these events is going up!
- As always, organization was excellent
- Appreciated the two screens and a good microphone
- The table work allows for a robust and rich dialogue and sharing of differing ideas, approaches and perspectives
- Enjoyed the diverse mix at our table
- Liked the idea of moving the Scribe and Spokespersons.

**re: Con's**

- The structure of the evening was fine. Main presentation was too much of a sales pitch
- The sixty second elevator speech works well in certain situations, not all i.e., good for IHSP planning, not applicable for this session
- No mention or integration of French Language Services in the session
- If you are going to do the 60second speech, it needs to be timed
- I would have preferred the HSPs to have given a concrete example of how they implemented the Studer framework..

- Q5... I am likely to attend the next Governance & Leadership forum hosted by the Central West LHIN.



- Q6... Are there other topics that you would like to see featured at future Governance & Leadership Forums?

#### COMMENTS (Highlights)

- **Safety**... while this meeting talked about clinical quality and patient experience, there wasn't anything about what happened with adverse/unexpected events and how to report them and to use this to improve care. Moving from generalities to more specifics would be helpful
- **Volunteers**... how to recruit and retain, and a recognition of the role they play
- **Caregiver Supports**... addressing resources for caregivers
- **Transportation**... accessibility to transportation
- **Partnership opportunities**... with community support services
- **LHIN ABP**... socializing the LHIN's ABP
- **Change Management** ... times are changing and it would be good to understand how we can all move through this together
- **Human Resources – Performance**... strategies for dealing with high, medium and low performers, union and non-union environments
- **Priority Setting**... funding is not limitless
- **Governance Policies**... elaboration on governance best practice would be helpful
- **Physician Assisted Death**... how does this impact the Central West LHIN
- **Equality**... strategies that help to apply an equality lens on health care
- **French Language Services**... How could we be more engaged in providing French Services to the French population

- Q7... Are there any other general comments you would like to make?

\*\* All responses to question 7 were able to be integrated into those of other questions.