Central West **LHIN** | **RLISS** du Centre-Ouest

Governance & Leadership Forum

Bridging the Gaps... Improving the Health Care System by Integrating the Patient Experience

Agenda

Monday, November 21, 2016 | 5:00 to 8:00 pm
Brampton Courtyard Marriott, (Windsor A & B)
90 Biscayne Crescent, Brampton, ON

Integration of the patient experience is recognized as being integral to improving quality and value within the health care system. Central West LHIN residents report high levels of satisfaction with their local health care system. However, they also report that interactions are sometimes more confusing or stressful than need be, in part due to difficulties in accessing and navigating services, how information is communicated, or confusion about what the next step in their care process should be. Find out how the Office of Ontario's new Patient Ombudsman is helping to improve the patient experience by bridging the gap, bringing forward the voice of patients and families in areas where their voices might not have been heard and where change is needed.

5:00 – 5:30 Dinner and Networking

	Agenda Item	To be Accomplished	Lead	Time
1.0	Welcome	Welcome, and setting the context.	Maria Britto, Chair Central West LHIN Board of Directors	5:30 – 5:35 pm
2.0	Sharing	An opportunity for those present to share news, events and successes… come prepared to share!	Maria Britto, Chair Central West LHIN Board of Directors	5:35 – 5:50 pm
3.0	The Patient Experience	Setting the context… experiencing the health care system from the perspectives of local patients/family members.	Mary Jane McNally Chief Patient Experience Officer CW CCAC/HHCC/Osler Guests: Tony Schettini and Mandy Grewal	5:50 – 6:00 pm
4.0	Bridging the Gap	The Office of Ontario's Patient Ombudsman... influencing positive change in Ontario's Health Care System by bringing forward the voices of patients and families.	Christine Elliott Ontario's Patient Ombudsman	6:00 – 6:30 pm
5.0	Fireside Chat	An interactive panel discussion with Ontario's Patient Ombudsman, and local patients and family members. Questions to be fielded from Forum participants.	John McDermid, Vice Chair Central West LHIN Board of Directors Panel Members: Christine Elliott, Mary Jane McNally, Tony Schettini and Mandy Grewal	6:30 – 7:45 pm
6.0	Wrap Up	Summary… Next Steps… Action Items… Adjournment.	John McDermid, Vice Chair Central West LHIN Board of Directors	7:45 – 8:00 pm

Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé