Shared Commitment to Patient, Family and Caregiver Partnership and Engagement

OHT-N Patient, Family & Caregiver Partnership & Community Engagement Framework

Definition:

"Direct or indirect process of involving communities in decision-making and/or in the planning, design, governance or delivery." – RISE Brief 5

Value-based:

- **Respect & Dignity**
- **Empathy & Compassion**
- **Accountability**
- **Transparency**
- **Equity & Engagement**

Aligned with Patient, Family and Caregiver Declaration of Values for Ontario, and IAP2 spectrum

Along a spectrum of participation:

Inform

- Joint internal/external information sharing (on-going)
- Community information sessions
- OHT-N website, social media presence, "Contact Us" service
- Community newsletter
- Community consultations

Consult | **Involve** | **Collaborate**

- Experience-based co-design on core projects
- Regional Northumberland PFAC**,** the **Experience Partner Council**
  - Recruit via open call and targeted to project stakeholders
  - To advise OHT-N both collectively and as individuals across the **spectrum**

Empower

- Patient, family, & caregiver representation on the Collaboration Council, the Facilitation Council, and the Governance Advisory Council.

Enabled by:

- Local Northumberland experience, continuous evaluation, Ombudsman
- Linkages with communities of practice (RISE, Minister's PFAC, etc.,)
- Local culture of creativity/innovation