

Spring Board Retreat

Visioning Day Evaluation & Reflections Survey Results

**Dufferin-Area Health Link
Lead: Headwaters' Health**

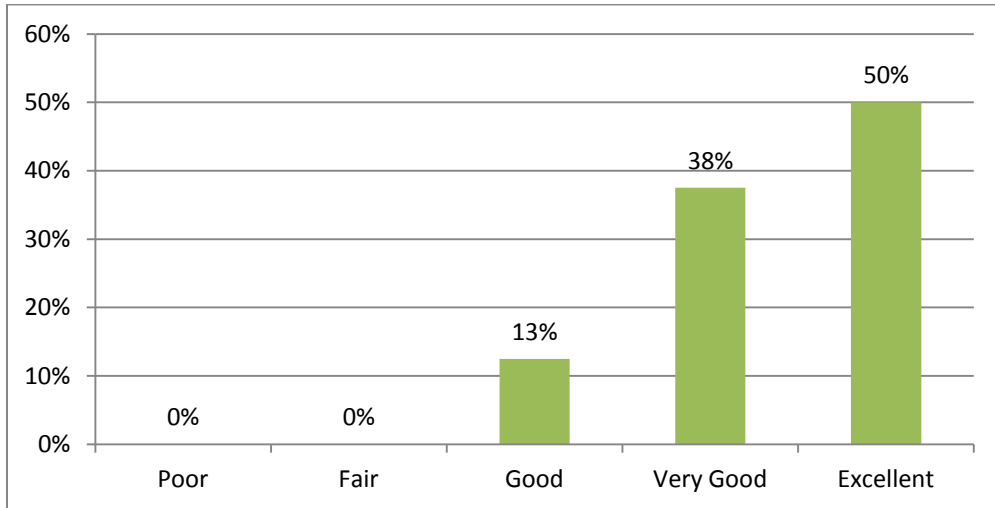
May 8, 2013



Quantum Transformation Technologies

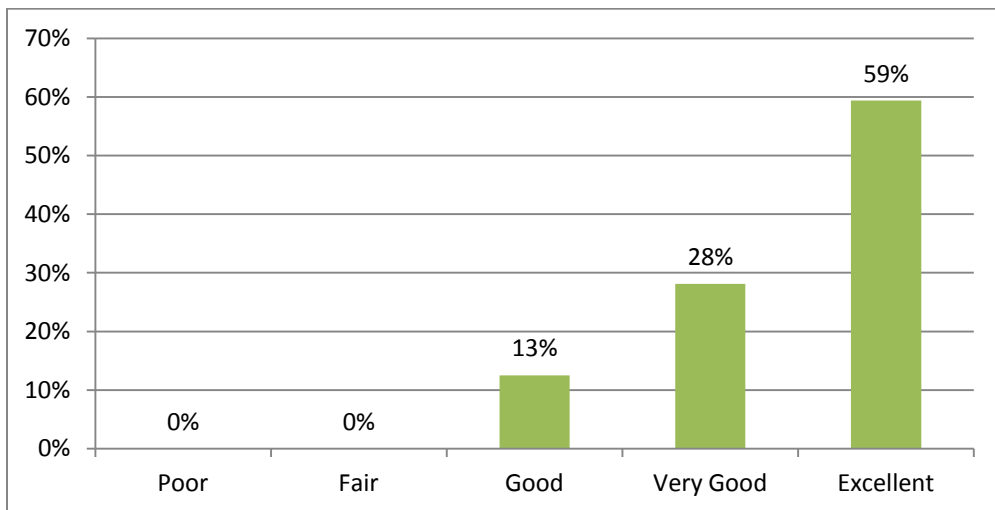
1. Overall, I would Rate today's Visioning Day Retreat as:

0	0	4	12	16
Poor	Fair	Good	Very Good	Excellent



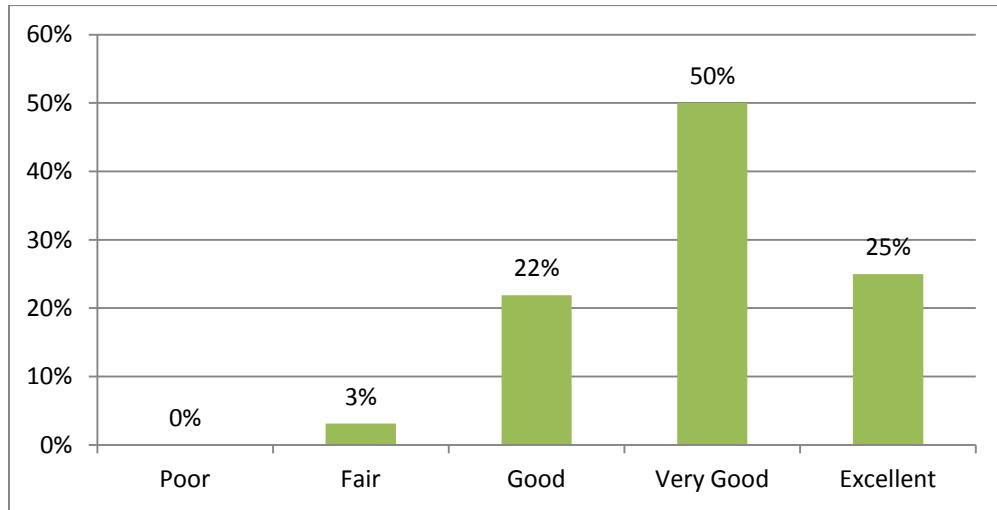
2. Rate how well you feel we met the following objectives for today's Retreat: Bring our community of health service provider boards and leaders together to begin thinking in new, innovative and collaborative ways about how to build a "system" around the patient.

0	0	4	9	19
Poor	Fair	Good	Very Good	Excellent



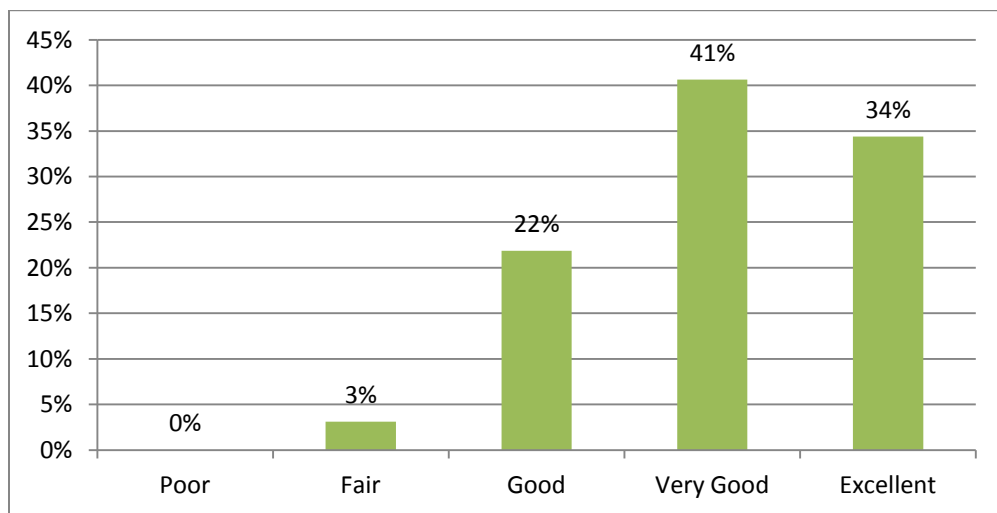
3. Rate how well you feel we met the following objectives for today’s Retreat: Challenge our current way of providing care to improve the patient/client experience?

0	1	7	16	8
Poor	Fair	Good	Very Good	Excellent



4. Rate how well you feel we met the following objectives for today’s Retreat: work together to learn more about one another, to build trust, and to discover why & how we are more synergistic together.

0	1	7	13	11
Poor	Fair	Good	Very Good	Excellent

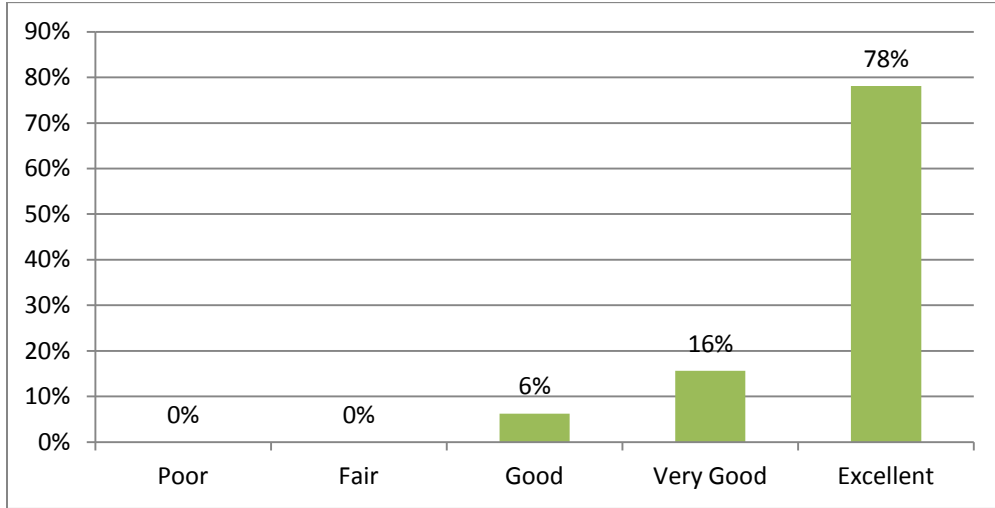


Comment:

- open forum, Good listeners, encouraging environment.

5. Rate how well you feel we met the following objectives for today's Retreat: Provider-Patient Journey: Nicole Moore

0	0	2	5	25
Poor	Fair	Good	Very Good	Excellent

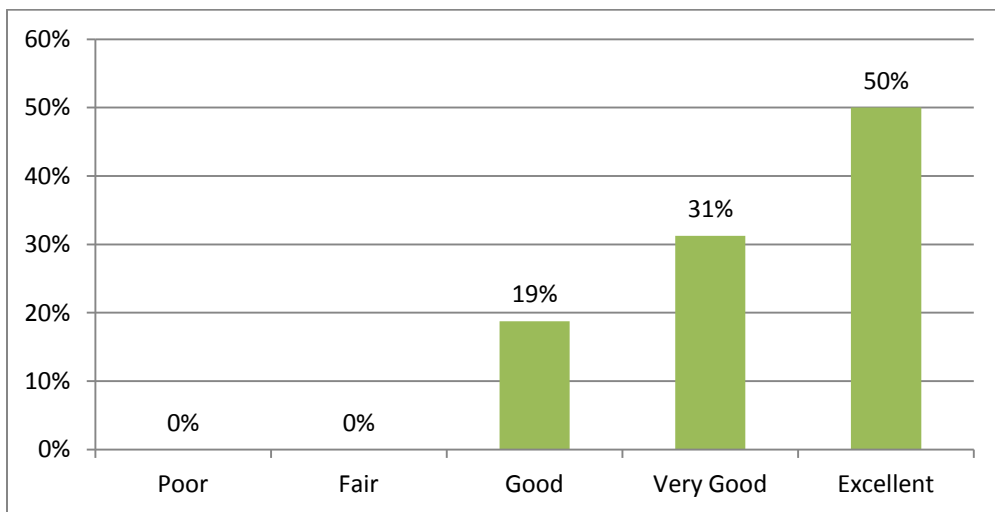


Comment:

- Excellent +++++
- Motivating "incredible life story"
- Filled with passion for the Good/bad issues

6. Rate presentation on the Environmental Scan: Ted Ball

0	0	6	10	16
Poor	Fair	Good	Very Good	Excellent

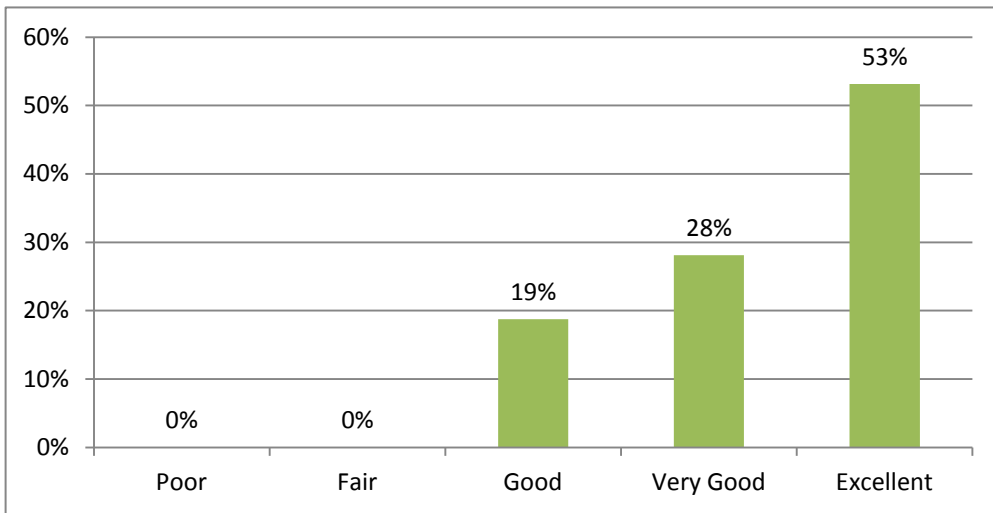


Comments:

- Great speaker, listener, motivator
- Very Sobering

7. Rate presentation on Health Links: Mary Wheelwright/Lianne Davies

0	0	6	9	17
Poor	Fair	Good	Very Good	Excellent

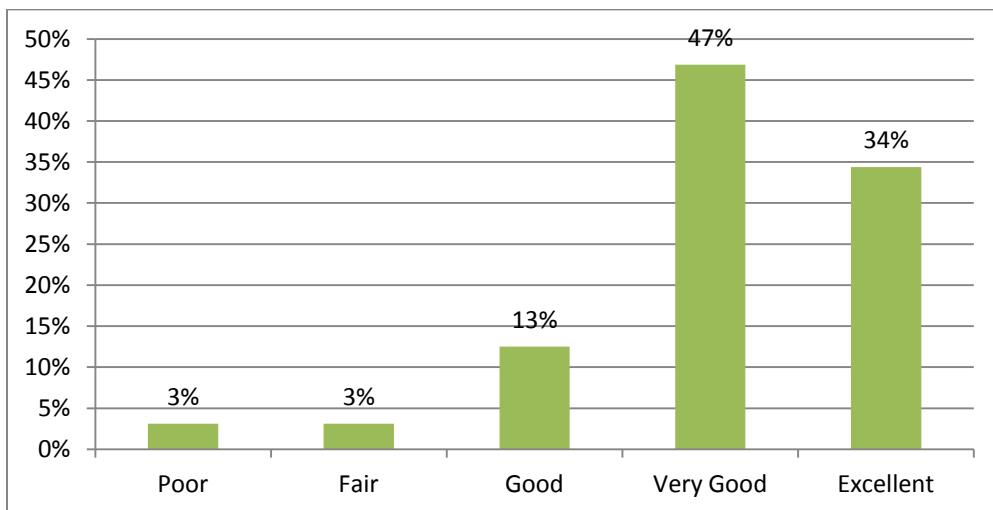


Comment:

- lots of material - maybe too much
- great to hear from home-base and realize accomplishments from this perspective

8. Rate presentation on Mindmapping Exercises: Ted Ball

1	1	4	15	11
Poor	Fair	Good	Very Good	Excellent

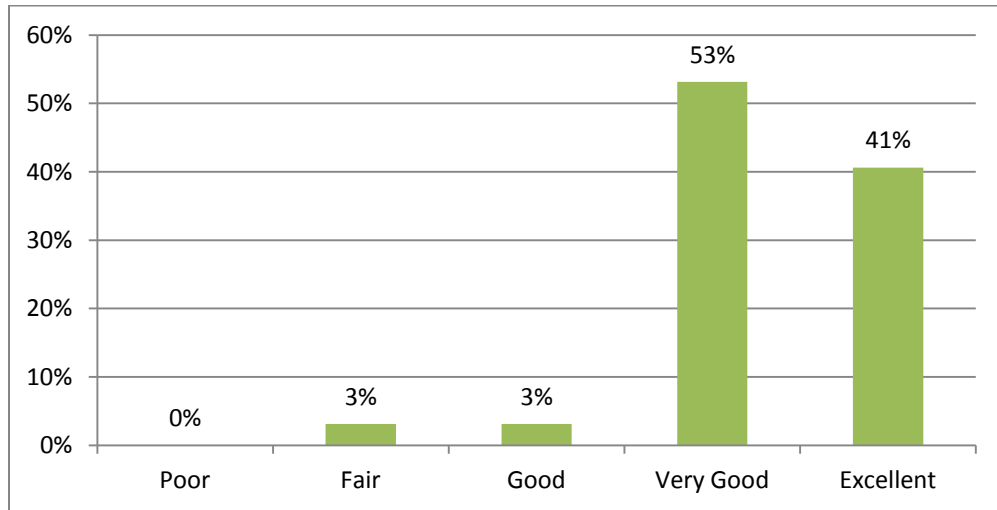


Comment:

- mindmapping meets everyone's way of thinking - not intimidating

9. Rate value/quality of Group Discussions

0	1	1	17	13
Poor	Fair	Good	Very Good	Excellent



Comments:

- Open, friendly, accepting
- Great!

10. Reflecting on our SPRING BOARD RETREAT DIALOGUE WORKSHOP, name three feelings you have about your experience.

<ol style="list-style-type: none"> 1) Overwhelmed (work that has to be done) 2) Optimistic 3) Hopeful given this discussion
<ol style="list-style-type: none"> 1) Felt engaged 2) Felt that I experienced community 3) Learned new things
<ol style="list-style-type: none"> 1) Relieved that action being taken 2) Optimistic about a genuine improvement for patients 3) Concerned that we need to expand the audience to include more patients.
<ol style="list-style-type: none"> 1) Excited 2) Pumped 3) Relief that we are going in the right direction
<p>Hopeful but concerned we are not going to be successful - Do we have the right tools, abilities, and capacity?</p>
<ol style="list-style-type: none"> 1) Collaborative 2) Enthusiastic 3) Positive
<ol style="list-style-type: none"> 1) Optimistic 2) Intrigued 3) Frustrated

<ul style="list-style-type: none"> 1) Overwhelming 2) Happy 3) Optimistic
<ul style="list-style-type: none"> 1) Hopeful 2) More Aware 3) Excited
<ul style="list-style-type: none"> 1) Time well spent 2) True learning experience 3) We are all enthused about our future
<ul style="list-style-type: none"> 1) Hopeful 2) Enlightened 3) Excited
<ul style="list-style-type: none"> 1) Optimism 2) Confident 3) Excited
<ul style="list-style-type: none"> 1) Positive 2) Inclusive 3) Learning
<ul style="list-style-type: none"> 1) Excitement 2) Hopeful 3) Part of the big picture
<ul style="list-style-type: none"> 1) Time well spent 2) I learned things 3) Positive about our partners and ability to lead
<ul style="list-style-type: none"> 1) Enthusiasm 2) Challenged 3) Committed
<ul style="list-style-type: none"> 1) Optimistic 2) Excited
<ul style="list-style-type: none"> 1) Optimism 2) Possibility 3) Hope
<p>Enlightening - pleased to see a common vision for Health Links</p>
<ul style="list-style-type: none"> 1) Optimism 2) Overwhelmed 3) Valued
<ul style="list-style-type: none"> 1) Engaged 2) Optimistic 3) Confident
<ul style="list-style-type: none"> 1) Optimism that we are moving in the right direction 2) Great to have participation of many Boards 3) good to see alignment of vision
<ul style="list-style-type: none"> 1) Engaged 2) Collaborative 3) Happy
<ul style="list-style-type: none"> 1) Hope 2) Cynicism 3) Concern

<ul style="list-style-type: none"> 1) Hopeful 2) Little nervous
<ul style="list-style-type: none"> 1) Educational 2) Bending 3) Fresh realizations
<ul style="list-style-type: none"> 1) Positive 2) Learnfull 3) Interesting journey
<ul style="list-style-type: none"> 1) Spirit of collaboration 2) Optimism 3) Pride
<ul style="list-style-type: none"> 1) Good learning experience 2) Viable experience expertise 3) Wealth of useful info
<ul style="list-style-type: none"> 1) Fun 2) Interesting 3) Learning
<ul style="list-style-type: none"> 1) Positive 2) Excited 3) Confidence

11. When we meet following today's retreat, what do you think are the 3 Top Priorities for Action?

<ul style="list-style-type: none"> 1) Having this discussion on a wider sector level. 2) Engaging governments to shift their thinking. 3) Advocate & plan for next steps.
<ul style="list-style-type: none"> 1) Engagement of health care providers. 2) Creation of new models of delivery which cross traditional boundaries.
<ul style="list-style-type: none"> 1) Education back to Board members not here. 2) Communication of what is being done (ongoing) is feedback opportunity. 3) Establishing goals for measuring progress.
<ul style="list-style-type: none"> 1) Plan how to implement solution or missing pieces to gaps already identified. 2) have action and person responsible and timelines at each meeting. 3) Have fun doing it - knowing the good that will come of it before the clients.
<p>Written vision of Health Links to share.</p>
<ul style="list-style-type: none"> 1) Learn/Know the "other" providers (seek understanding). 2) Meet/Dialogue with "other" providers (seek to be understood).
<ul style="list-style-type: none"> 1) Communication. 2) Action Plan to synthesize a plan to implement a coordinated strategy -- with measureable deadlines/goals.
<ul style="list-style-type: none"> 1) Improve communication towards patients. 2) improve communication between departments/partners. 3) don't be afraid of change.

<ol style="list-style-type: none"> 1) Understanding our shared vision. 2) Getting common commitment. 3) Clarifying next steps.
Need further consideration.
Continue to get all the health care providers and organizations to collaborate.
<ol style="list-style-type: none"> 1) Physician involvement is essential. 2) Governance support.
<ol style="list-style-type: none"> 1) Map out existing organizations and their links. 2) Map out the goal. 3) Talk.
<ol style="list-style-type: none"> 1) Develop access point for an integrated community health system. 2) Develop communication lines with community health services. 3) IT openness (i.e. privacy health records charting).
<ol style="list-style-type: none"> 1) A clear roadmap. 2) Milestones to measure "wins". 3) Communication mechanisms to maintain momentum.
<ol style="list-style-type: none"> 1) Integration of a system. 2) patient-centered approach. 3) Collaboration.
<ol style="list-style-type: none"> 1) Cultivate relationships. 2) Communication. 3) Follow VP.
How are those attending today engaged/involved in supporting Health Links succeed?
Getting to How and What - update on progress of Health Links.
<ol style="list-style-type: none"> 1) Governance consideration. 2) Patient/client involvement. 3) Action planning.
<ol style="list-style-type: none"> 1) Action step identified 2) Input from patients 3) Decide on Governance structure
<ol style="list-style-type: none"> 1) Develop inventory of all service providers in our area 2) system navigation facilitation
<ol style="list-style-type: none"> 1) Health Links success 2) More collaboration 3) Positive Leadership
Define priorities, barriers and commonalities
Continuing the work as begun
<ol style="list-style-type: none"> 1) Continuous dialogue 2) Schedule baby step implementations 3) Tailor our governance structure

<ul style="list-style-type: none"> 1) Follow up measurements 2) Feedback of progress 3) What's next (actions, strategy, governance)
<ul style="list-style-type: none"> 1) Focus on key priorities 2) Keeping all stakeholders engaged 3) Engaging client
<ul style="list-style-type: none"> 1) Steering committee 2) Structure 3) Communication
<ul style="list-style-type: none"> 1) Continued momentum 2) Involvement of primary care providers 3) Support of the leadership

12. How could the various community health care providers and their Boards "add value" and support to our vision & strategy?

By sharing a common vision that is client-centred.
Each could view 4-6 case scenarios and contribute to the Management Plan.
By understanding it, embracing it, contributing to it.
By keeping the goals of Health Links front and center each time they meet.
Participate and communicate.
By being open, sharing, seeking the best for the community.
Ongoing input through a strategy that supports dialogue.
Through proper and relentless execution of the shared vision.
They have just be/being here.
Each should provide input about ongoing issues or challenges they face and what services they provide.
More cross-Board involvement.
Collaboration.
Be involved, Share in Vision, Develop Strategies Collaboratively. Encourage. Be Enthusiastic.
They need to understand the Vision, and then they can determine how they can best support the initiative.
<ul style="list-style-type: none"> 1) Ongoing communication. 2) Board-to-Board relationship need to continue.
Support the initiative, breakdown silos.

1) Align their vision to the broader vision. 2) Link what they see as priorities to the effort.
Be courageous to make "hard" / "difficult" but necessary decisions that will lead to.
Work collaboratively - communicate regularly.
1) Be open to assist by clearing way through policy or procedure. 2) Establish a governance model.
Coming to a common vision of where we need to go.
dedicate 2% of funding to defining a new unobstructed model.
More opportunities to bring Board and Management together.
Review and assess whether the governance structure helps or binds and then adjust.
Committed to the course; resources.
Ensure we do not prop up silos or build new one.
Continual feedback, evaluation and change as we progress though next three years.
Join.
By co-operating with the Leadership.

13. What would you say are the critical success factors/what must we do differently -- if we are to succeed?

Shifting paradigms in thinking.
Each scenario - therefore casting a broader picture as to what collaboration might look like in the future.
Focus on what we need to make happen and find a way to make it so.
ACT - take a step right away toward the goal. LEAD - don't wait.
Look outside of health care for best practices, tools.
Think community - not our organizations!
1) Clarity in communication 2) Effective infrastructure to continue to innovate to deliver on the ...
1) Be committed to Shared Vision 2) Improve Communication Get help from local businesses and volunteers
1) Keep an open mind. 2) Ask ourselves "why not?"

3) Learn to be comfortable with change.
Commitment expressed - everyone on the same page?
Include physicians in decisions.
Work collaboratively. Share the vision. Keep on it. Take a survival mode.
<ol style="list-style-type: none"> 1) Break down silos 2) Think differently 3) Be creative, Resourceful 4) Don't be territorial
Increased access with community primary care.
Collaboration, open dialogue, resource allocation.
Identify, implement and learn from "safe fail" innovation experiments.
Identify, implement and learn from "safe fail" innovation experiments.
Involve patients and clients. Communicate often with ALL care providers/stakeholders.
<ol style="list-style-type: none"> 1) Set a plan 2) More quickly and decisively 3) Work hard to engage all stakeholders
Overcome privacy issues
Integration. Break down silos, Admit we are not perfect.
Patient focus. Engage primary care physicians. Engage community support services.
Be prepared to collaborate and relinquish "ownership" of each mandate. Look at collective vision for community.
Clear process and procedures
If we run into road blocks - openly discuss and address them quickly.
<ol style="list-style-type: none"> 1) Leadership. 2) Win/Win attitudes from all participants. 3) Clients believe it works and that their health care is better served because of it.
Think big!
Leadership must be supported.

14. At our next Retreat, I would like to learn more about/discuss/explore the following issues or topics.

Progress - what we are actually doing differently?
1) Update on Health Links progress. 2) Continued "provider" collaboration/team building/silo breakdown.
Technology as a tool to communicate, strategies and execution.
Working together for the Shared Vision.
How can we work at continuing to break down barriers?
Measures of success. Physician involvement (Board of FHT?)
Talk about what services each organization provides, and could provide.
Keep on track. Develop vision and goals. What will it look like in three years? Develop strategies to get there. Develop indicators of success/failure. Monitor progress. Adjust to keep on track.
FHT/FHO structure repetition etc. how they apply to Health Link and care providers within Health Links.
Health Links follow-up/status reports.
Structure for working collaboratively - with complexity better.
Very Good..
An analysis of how health links works from patient point of view. Use of technology by patients. Update on what systems/processes have been implemented and eliminated.
Health Links update.
Governance in the terms of Health Links.
Implementation.