



WE LIP Summary of the Listening to You: a Look at Local Health Care Event Care - Share - Aware

DATE: October 9, 2014

TIME: 9:30 a.m. - 11:30 a.m.

LOCATION: Caboto Club, Windsor, ON

Working in partnership with the Erie St. Clair Local Health Integration Network (ESC LHIN), WELIP members supported the ***Listening to You: a Look at Local Health Care event*** on October 9th, 2014. Over 120 participants came together with a common goal of improving the patient experience for newcomer/immigrants access the local health care system. In addition to language specific tables and small group interpretation, there were tables assigned for health services providers who wanted to be a part of this important conversation. This was a welcome addition to the patient focus group, and is a good beginning to more formalized conversations to take place in the near future. Twenty four designated notes takers captured the conversations at the tables. This feedback was compiled into a jointly authored report. The report is available on the Erie St. Clair LHIN website at <http://www.eriestclairhin.on.ca/Resources.aspx> and the WE LIP page on the City of Windsor website. The ESC LHIN Communications team also conducted video interviews with newcomer/immigrant participants who wanted to share their health care journey at the event. The final report and videos will be shared with the WE LIP Council, community stakeholders, residents, the ESC LHIN Board of Directors and health care providers to help educate and influence system change.

We look forward to future opportunities to work together in improving health care access and patient experience for the whole community-from point of arrival to settlement and across the care continuum. As this was a patient focus group with limited time for meaningful and personal discussions, a formal evaluation form was not provided to participants. However, comments that were received by email have been compiled below:

YMCA staff and volunteers received a variety of feedback regarding the event, *Listening to You: a Look at Local Health Care*. Overall, many of the participants took the time to let Table Facilitators know that they were grateful for the opportunity to share their experiences with such an important and integral healthcare body as the LHIN. Whether their experience with the healthcare system in Erie St. Clair was positive or negative, there was a sense of appreciation from the newcomer community that they were able to share their stories with individuals who were open to understanding their situations and committed to pursuing change or support in the sector.

- Hugo Vega, Coordinator of Settlement and Integration, YMCA

Great job organizing an important event and it was our pleasure to help out.

- Dr. Tyceer Abouhassan, ESC LHIN Endocrinologist Lead

It was wonderful to see so many people out today to share their stories about immigrant health. I was able to share some of the challenges that refugee claimants face when accessing healthcare but feel that there is much more to share. Thank you so much for the work you both went to, to make this day a possibility. - Heather Mantle, Ministry Director, Matthew House Windsor

Great event, we are looking forward to the outcome ☺ - Cristina

Listening to You: a Look at Local Health Care went really well. The client at my table had a positive healthcare experience; she spoke English well and had family in Windsor, so was able to be connected to a family doctor quickly. The discussion at our table was very productive in that if our client had not had those support systems, she may have not received information she needed. I think it was great that the LHIN and LIP could have an event that really allowed the newcomer community to voice their feedback. The event was well organized, with a ton of support from partners and providers. I look forward to the results! - Chelsie

Listening to You: a Look at Local Health Care was very informative and a great way for all participants to discuss common issues that our newcomer/immigrant clients face when accessing the Canadian Health Care system. I not only enjoyed sharing stories with others at my table but also hearing what other agencies are dealing with when assisting newcomers. This is an issue that many of our clients face and I was glad that I was able to voice their concerns so that we can hopefully move forward in improving our health services for newcomers. Thanks again for planning such a great event!

- Goldie, Program Leader, Settlement Services, South Essex Community Council



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