



As a follow up to the first patient engagement event held in 2014, the Erie St. Clair Local Health Integration Network (ESC LHIN), in partnership with Windsor Essex Local Immigration Partnership, hosted CHAT: Changing Health Access Together on March 5, 2018. Thanks to the efforts of WE LIP member organizations, 145 individuals made up of newcomer patients, service providers, community partners and volunteers were in attendance.

The purpose of this second consultation was to share some of the changes affected in the system since the last engagement and to empower patients and families to share their further recommendations as important community members and owners of their health care. It was also an opportunity to engage with a greater number of health service providers and community partners to discuss collaborative approaches to addressing health access barriers.

Objectives of the patient engagement were to:

- Learn when and where newcomers are typically accessing health care;
- Discuss barriers that may lead newcomers to forego or delay care, leading to more serious health problems and increased future costs to the health system;
- Talk about what is working well within the system, and recommendations for improvement; and
- Learn and discuss some of the challenges service providers have when working with newcomers.

The ESC LHIN will be creating a report to incorporate the feedback and discussion points collected during the event.

