



# Capital Health

## ADMINISTRATIVE MANUAL

### Policy & Procedure

<b>TITLE:</b> Engagement Policy	<b>NUMBER:</b> CH 04-080
<b>Effective Date:</b> April 2014	<b>Page:</b> 1 of 4
<b>Applies To:</b> Holders of Administrative Manual	

#### POLICY

1. Capital Health has identified citizen engagement and person centered care as key strategic directions for the organization. Capital Health will ensure it's decisions and priorities reflect the needs of the people it serves by engaging patients and citizens.
2. **Expected outcomes** to be achieved through effective implementation of this policy include:
  - 2.1. Establishment of the expectation of participation in decisions and priorities that affect patients, citizens and stakeholders.
  - 2.2. Accountabilities and responsibilities for all leaders and staff regarding engagement are clearly described.
  - 2.3. Establishment of patient, citizen and stakeholder engagement actions as a key, transformative business process.
  - 2.4. Increased openness, transparency and public accountability.
  - 2.5. Increased responsiveness and attention to patients, clients and the public.
  - 2.6. Achievement of strategic goals and milestones.
3. **Engagement Framework**
  - 3.1. This framework is appended to the policy.
4. **Openness and Transparency**
  - 4.1. A high degree of open and transparent information sharing is a foundational requirement of good engagement practice. Information relevant to the engagement topic and not protected from release by law (Hospitals Act, FOIPOP Act, etc.) will be considered eligible for sharing in the context of any engagement initiative.

## 5. Responsiveness

5.1. All engagement activities require a report back to the public and participants in a timely manner to ensure accountability.

## 6. Compliance

6.1. Compliance with this policy will be tracked and reported.

## DEFINITIONS

*(Note: for a full glossary of terms, see the framework)*

**Engagement:** Engagement creates sustainable trust based relationships by involving a wide range of interests and opinions in making decisions and setting priorities.

**Accountability:** Being open to diverse opinions and ideas, transparent with information, actions and decisions; acting as responsible stewards of the public purse to ensure value for money, and compliance with legislative requirements.

## GUIDING PRINCIPLES AND VALUES

*(Note: For more detail, see framework.)*

1. **Our vision for citizen engagement** - Each person has the right to access health services in a timely, safe and sustainable manner and exercises his or her responsibility to achieve an optimal state of health and contribute to building a healthier community.
2. Specific principles and values informing this policy include:
  - 2.1. Public involvement
  - 2.2. Participatory decision-making
  - 2.3. Clarity of purpose and intent
  - 2.4. Citizen and community capacity building
  - 2.5. Commitment and accountability
  - 2.6. Equity and inclusion

## PROCEDURE

*See framework for more details.*

### 1. Roles, responsibilities, and accountabilities

1.1. All leaders and staff encourage participation of patients, citizens and stakeholders in order to improve or transform daily operations, projects, and program and service delivery.

## **1.2. Leadershift Enabling Team**

- 1.2.1. Under the leadership of the vice president, Citizen Engagement and Accountability, support and promote broad participation of patients, citizens and stakeholders in the work of all portfolio areas, and create the necessary conditions to achieve the strategic outcomes associated with the Citizen Engagement strategic direction.

## **1.3. Directors and managers, Division chiefs and department heads, Physicians and health professionals**

- 1.3.1. Ensure meaningful patient, citizen and stakeholder engagement is undertaken within areas of accountability.
- 1.3.2. Provide opportunities to participate in making decisions and setting priorities where patients, citizens and stakeholders are impacted or have an interest, consistent with person centered care. This includes opportunities for patients and their families to be involved in their individual care to the extent possible, and to participate in district planning initiatives (e.g.: strategic planning, business planning, accreditation, etc.)

## **1.4. Staff, Learners, Volunteers, District boards and committees, Foundations and Auxiliaries**

- 1.4.1. Staff and district boards and committees participate in planning initiatives and decisions that impact them.
- 1.4.2. Learners, volunteers, foundations and auxiliaries are invited to participate in planning initiatives and decisions that impact them.

## **1.5. Community Health Boards (CHBs)**

- 1.5.1. As per the *Health Authorities Act* assess community health needs and make recommendations to the district health authority.
- 1.5.2. Partner with Capital Health and other community stakeholders to ensure that the values, views and aspirations of citizens are presented with clarity, relevance, and in a timely fashion to Capital Health's Board of Directors.

## **1.6. Citizen Engagement and Accountability portfolio**

- 1.6.1. Provide advisory service, support corporate-level initiatives, build engagement capacity, and coordinate engagement across the district.
- 1.6.2. Report back to the public and participants in a timely manner on all engagement activities.
- 1.6.3. Track and report compliance with this policy.

## **2. Standards of Practice**

### **2.1. Physicians**

- 2.1.1. Adhere to the CanMEDS Framework Roles (Royal College of Physicians and Surgeons of Canada) which outlines professional standards and expectations of physicians related to patient-centred care and their engagement as part of care teams and within health care organizations.

## 2.2. Health Professionals

- 2.2.1. Adhere to the provincial *Position Statement on Interprofessional Collaborative Practice* which describes principles of interprofessional collaborative practice requiring all health professionals to focus on “engaging clients as integral members of the health care team.”

## 2.3. Engagement Initiatives

- 2.3.1. All engagement activity undertaken by Capital Health conforms to recognized standards of best practice by organizations such as the International Association for Public Participation (IAP2).

## 2.4. Education, training and development

- 2.4.1. Professional development, education and training supports a high standard of practice of patient, citizen and stakeholder engagement activities.

## 3. Implementation

- 3.1. To the extent possible and where analysis deems appropriate, use engagement practices to develop plans and priorities, evolve programs and services, foster patient/family involvement in care, and entertain public-system discourse about significant health and health care issues and concerns.
- 3.2. Coordinate with the Citizen Engagement and Accountability portfolio when planning and implementing engagement activities.

## REFERENCES

Health Authorities Act <http://nslegislature.ca/legc/statutes/healthau.htm>

CanMEDS Framework Roles

Position Statement on Interprofessional Collaborative Practice

## RELATED DOCUMENTS

### Other

Capital Health Declaration of Health ([http://ourpromise.ca/wp-content/uploads/2007/12/Our\\_Promise\\_Strategy.pdf](http://ourpromise.ca/wp-content/uploads/2007/12/Our_Promise_Strategy.pdf) )

Capital Health Engagement Framework

Capital Health Multi-year Business Plan

Our Healthy Future...Realizing Our Promise: A Community Health Plan 2010-2013

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