

October 1st 2025

A message from our Executive Director: Thank you to everyone who joined our engagement sessions in August and September. Nearly 100 participants shared valuable input on what the CCHOHT's operational priorities for this year should be.

As promised, we are sharing with you in this summary document what we heard.

What's next?: The CCHOHT team will host a town hall on Friday, October 3rd, from 12–1pm to present the summary and answer questions and share how you can stay involved in joining working groups. Please continue to reach us through info@cchoht.ca

Thank you again!

Zoë Dawe, Executive Director CCHOHT and Dr. Kris Martiniuk Clinical Lead, Primary Care Advancement

Summary of Feedback Themes:

1. Primary Care Access, Attachment, and Enablement

- **Better Information & Alternatives:** For the CCHOHT to provide clearer information and more helpful alternatives for people using the Emergency Department (ED), including guides in multiple languages and direct outreach to vulnerable groups
- **Timely Access:** Suggestions include centralized booking, expanded after-hours clinics, virtual care options, and embedding navigators in community health centres to connect people to both medical and social supports
- **System Navigation:** Create/expand system navigators who are accessible to family doctors and patients, and for direct referral pathways to specialists to avoid unnecessary ED visits

2. Integrated Clinical Priorities

- **Cancer Screening Promotion:** Ideas include mobile clinics, culturally tailored materials, partnerships with settlement agencies, and digital engagement (WhatsApp, SMS, radio) to reach diverse populations
- **Community Supports:** Recommendations to integrate social services into primary care offices, use shared care plans, and foster partnerships with local nonprofits and public health units
- **Supporting Frail Seniors:** Emphasis on rapid-response home care teams, transitional care programs, remote monitoring, and addressing social determinants like housing and isolation.

3. OHT Capacity Building

- **Meaningful Engagement:** Early and ongoing involvement in program planning, transparent decision-making, and regular updates on progress and challenges
 - **Training & Tools:** Requests for training on health system literacy, advocacy, data interpretation, and equity, as well as access to digital planning dashboards and resource libraries
 - **Effective Communication:** Preferred formats include quarterly newsletters, virtual town halls, partner portals, and regular two-way feedback opportunities
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Highlighted Actionable Suggestions

- **Co-design from the Start:** Involve patients, families, caregivers, and community members in early-stage planning, not just after decisions are made
 - **Transparent Feedback Loops:** Share how community input influenced decisions, with clear rationale and updates
 - **Mobile Engagement Units:** Bring planning sessions to libraries, malls, and community centres
 - **Youth Advisory Councils:** Empower younger voices in shaping mental health and digital care programs
 - **Community Health Ambassadors:** Train local leaders to gather feedback and share updates
 - **Integrated Systems:** Advocate for “one person, one record” platforms for care coordination
 - **Equity Focus:** Promote culturally safe care and targeted outreach to Indigenous, Black, Francophone, newcomer, and rural communities
 - **Recognition & Payment:** Acknowledge and compensate contributors to health system design, especially community organizations and Indigenous partners
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Next Steps & Opportunities

- Consolidate and streamline communications to reduce confusion from overlapping projects
- Maintain regular, transparent updates on achievements, delays, and challenges
- Strengthen partnerships with community agencies for transportation, outreach, and holistic care
- Ensure proper co-design on new initiatives with Patients, family member, caregivers and providers from the start