

Key themes/quotes from engagement

Some of the things we've been hearing as we engage people are:

- Focus should be to make people better from prevention to treatment (and keep them out of hospital)
- Make it easier for patients to receive care through transitions of care
- Diverse community has diverse needs
- Need connection to providers across the continuum
- Ability to access information and services quickly
- Frustration increasing with disjointed delivery of care

Key Quotes:

- “hospitals are scary and big. I think people need simple courtesy...greeting, direction, assistance, kindness”
- “Have signs and brochures in many languages. Have staff who speak different languages.”

engagement avenues

internal

external

**staff/volunteer
focus groups**
19 completed: 236 participants

street teams
772 surveys completed

**strategy and
brand survey**
487 surveys completed

**business leadership
roundtables**
25 participants

**primary care
focus group**
40 participants

**leadership
forum**
130 participants

media outlets
295,000 circulation

tele-town hall
5,648 community participants

patient experience surveys
124 completed

directors and chiefs meetings
90 participants

**strategy
storefront**
3 locations
awareness tool

stakeholder/community meetings
23 organizations

leader-led toolkits
826 toolkits returned

cvhthc.ca storefront
2,110 unique visitors

**foundation
collaborative**
10 participants

**professional staff
association meeting**
78 participants

**taking a moment
with michelle**
5 locations
200 participants

email distribution
445 organizations,
11,968 confirmed recipients

total number engaged: 2,496

total number engaged: 20,248

total engagement to date: 22,744
target engagement: 30,000