

Patient, Client, Caregiver Partner Role Description

A patient, client, caregiver partner is a passionate, strategic thinker with a vision learned from lived experience.

Background:

Ontario Health Teams are Integrated Delivery Systems that provide a new way of organizing, coordinating, managing and delivering care and services in local communities. Through Ontario Health Teams (OHT), health care providers from the partner organizations and patient, client and caregivers work together as a single integrated team to deliver care across the continuum. The OHT model will encourage partners to improve the health of an entire population, reducing disparities among different population groups. As part of this approach, OHTs are empowered to redesign care in ways that best meet the needs of the diverse communities they serve.

The Southlake Community Ontario Health Team (OHT) was one of the first OHTs approved in Ontario. Our OHT is a partnership of a number of healthcare organizations who share both a rich history of collaboration and an exciting vision for the future of healthcare in our communities. Members of our OHT include primary care, community service providers, homecare, community paramedicine, long-term care, hospital, and the mental health and addictions sector. Building on existing successful partnerships, the team has worked closely to plan and bring connected care to the communities we serve as an OHT.

The attributed population reside in Northern York Region and Southern South Simcoe Muskoka.



Overview of the role:

As a part of the Southlake Community OHT, a Patient, Client and Caregiver Partnership Council was established. This council reports directly to the Joint Executive Steering Committee.

The Patient, Client and Caregiver Partnership Council serves as the voice of patients, residents, clients, family members and caregivers through the implementation of the Southlake Community OHT. A patient, client, caregiver partner is a person who brings their lived experience along with the inclusion of all perspectives, especially the vulnerable populations, of what it is like to be a patient, client, family member or caregiver with the goals of co-design to a decision-making table or to a group working on a project with a common cause.

It is expected that the selected representatives will represent the best interest of all patients, clients and caregivers to provide important context and perspective to decision makers.

Membership:

The Patient, Client, Caregiver Partnership Council will have seven to ten members including two Co-Chairs elected by the Council.

Members should be a current patient, resident, client or caregiver partner with one of the OHT partner organizations, preferably having lived experience on an advisory group/council.

Ideally the membership of this council should include members of groups with historical and/or current barriers to equity, including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and people from the LGBTQ2S community and any others who may contribute to the further diversification of our local healthcare community.

Ideally members should represent one or more of the different sectors of the Southlake Community OHT:

- Primary Care
- Hospital Care (Acute Care)
- Long term Care
- Home Care
- Mental Health and Addictions
- Community Service Sector

Members cannot be an employee, clinician or Board member of one of the partner organizations or an immediate family member of an employee/clinician/Board member.

Terms of Membership:

The terms of the membership are outlined below:

- Members will make a minimum commitment of two years, with a yearly renewal after two years.
- Members will commit to attend 75% of meetings.
- Members may resign at any time with a request to provide as much notice as possible

- Council will elect two co-chairs, ideally representing different sectors, to serve for a one-year term, with the option for a second-year term voted by the committee. The co-chairs will sit as voting members on the Joint Executive Steering Committee. Members will commit to one two-hour council meeting plus preparation time and additional working group meetings as required to support co-design (up to 5 hours in total per month)
- Co-Chairs will commit to the two-hour meeting per month (as above) plus two 1.5-hour Joint executive Steering Committee meetings per month (for a total of 5 hours per month) + preparation time and additional working group meetings as required to support co-design (up to 10 hours in total per month)

Members must sign the Collaboration Agreement, Confidentiality Agreement and any other documentation as identified by the Council

Experience/Skills/Abilities:

- Patient, client, caregiver who has received services from an OHT partner member in the last five years is preferred
- Participated on an OHT partner patient council is preferred
- Good listening and communication skill, respectful of others and able to effectively share thoughts and opinions
- Comfortable speaking in a group setting and interacting with others
- Open to seeing beyond their own personal experiences
- Ability to communicate with technology when needed (phone, email, virtual meetings)
- Ability to be a system thinker and develop partnerships with different OHT partner agencies.

Responsibilities:

- Advise and provide feedback to support the development, implementation and evaluation of the OHT Collaborative Projects
- Advise and provide feedback in the creation and revision of the Southlake Community OHT patient information and education materials.
- Oversee the recruitment process of Patient, Client, and Caregiver Partners to serve on collaboration projects and on the Integrated Care Management Model Working Group
- Provide input into the development of deliverables, participate in co-design activities to inform program development for the purposes of grassroots collaboration, feedback and improvement
- Build awareness for the Southlake Community OHT
- Assist the Southlake Community OHT in meeting its annual deliverables from Ontario Health.

In addition, the Co-chairs will:

- Set the agenda for meetings, ensure meeting materials are distributed prior to meetings
- Lead meetings to ensure advancement of the agenda within the timelines allocated for agenda items.
- Facilitate meeting to ensure input is solicited from members and that each member has an equal voice.

- Consolidate the recommendations and action items from the Partnership Council and report progress to the Joint Executive Steering Committee for endorsement and approval as required
- information sharing from the various working groups, network tables and the Joint Executive Steering Committee to the Partnership Council
- Participate/attend various RISE collaborative events and Ontario Health webinars.

Stipend:

Each partner will receive a stipend for attending and preparing for participation in the meetings and any other committees they sit on. The stipend is intended to remunerate members for their time commitments as well as any potential costs associated with their participation.