



Brantford Brant Dementia Town Hall

NOV 13, 2019

Welcome!

Our health system is changing. As important members of our community, we want to hear about your experience in our health care system. This will help us design a new system that meets our community's needs.

This engagement is just the beginning! We will be having these sessions across Brantford/Brant with many different groups of people to get a good understanding of what our community needs.

We will also be engaging with our community through surveys, workgroups, and feedback sessions as we move through our planning and implementation stages.

Agenda

- Overview of what the Ontario Health Team work is all about
- Engagement activity (Empathy Maps)
- Group agreement on priorities
- Summarize and Next Steps

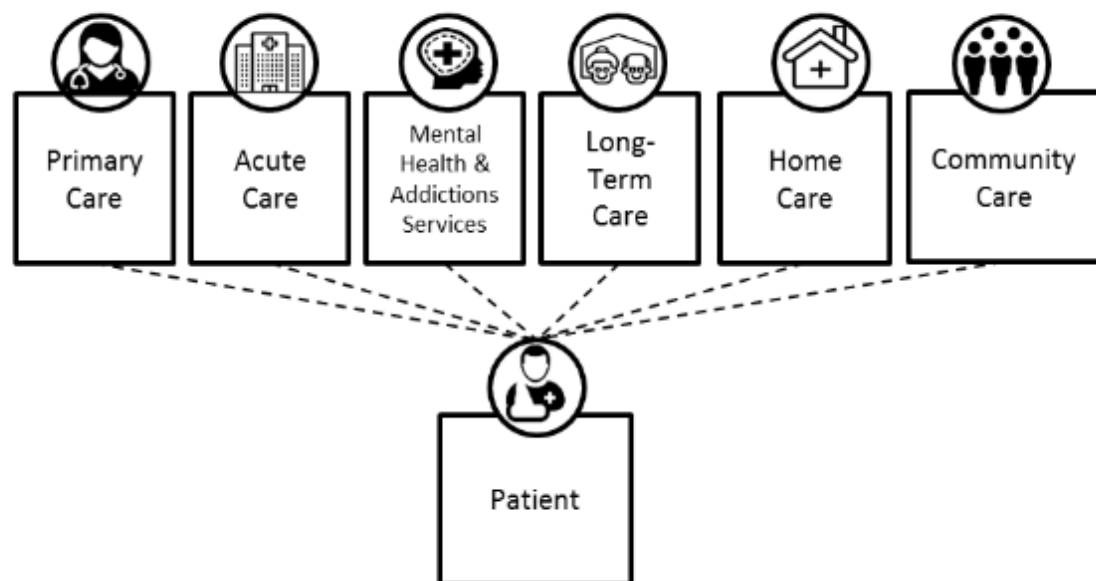


Introduction to Ontario Health Teams

What are Ontario Health Teams?

Ensure a connected patient experience, Provide 24/7 support for patients,
Offer digital access to records and virtual care, Provide care for a defined patient population

Current State



Ontario Health Teams



Our Future Health System



Brantford/Brant OHT

PARTNERS

- Adult Recreation Therapy Centre
- Alzheimer Society
- Brant Community Healthcare System
- CMHA Brant Haldimand Norfolk
- De dwa da dehs nye>s Aboriginal Health Centre
- Woodview Mental Health and Autism Services
- Brant Long Term Care Network
- Family Counselling Centre Brant
- Grand River Community Health Centre
- John Noble Day and Stay Program
- Participation Support Services
- St. Joseph's Lifecare Centre (Stedman hospice, LTC)
- St. Leonard's Community Services
- City of Brantford

Target populations: Mental health and addictions, Dementia, Homelessness

Client and caregiver experience





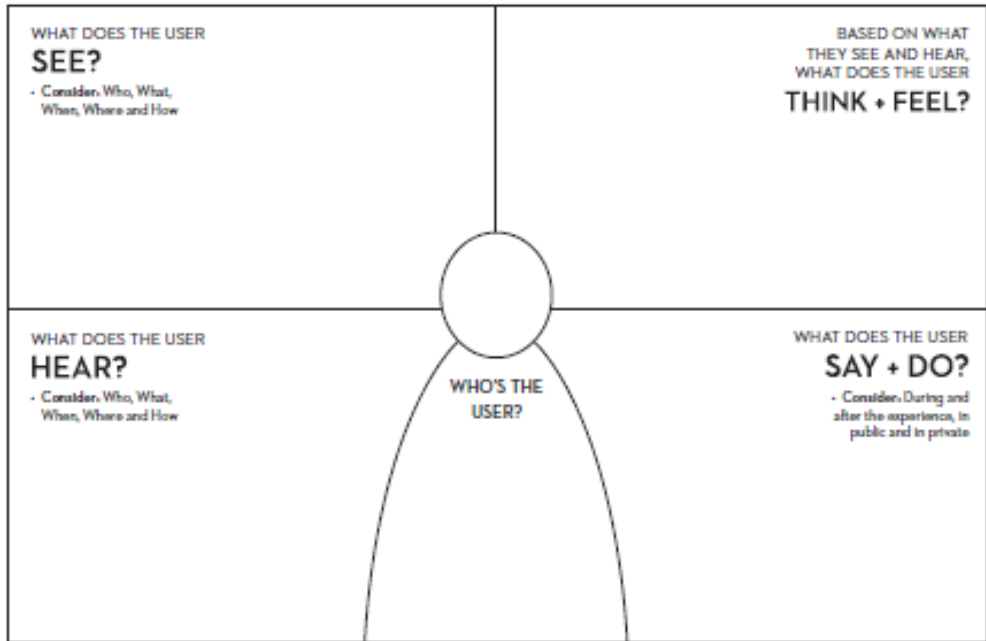
EMPATHY MAP

1. DEFINE THE CONTEXT

WHAT'S THE USER EXPERIENCE YOU'RE ASSESSING? This could be a process, product, service, interaction, etc.

2. CAPTURE THE CURRENT REALITY

- Identify the specific user or customer segment who's experience you want to understand.
- Complete the empathy map: start with **WHAT DOES THE USER SEE**, and work in a counter-clockwise direction.



3. SUMMARIZE THE NEGATIVES AND POSITIVES

NEGATIVES	POSITIVES
-	-
-	-
-	-

4. DEFINE NEEDS

WHAT ARE THE USER'S IDEAL OUTCOMES / MEASURES OF SUCCESS?

5. GENERATE IDEAS

HOW MIGHT WE ADDRESS THE USER'S NEEDS?

SL

Share back


#3 Summary of negatives and positives

#4 Your table's most important needs


#5 Your table's best ideas

Mary Burnett, Alzheimer Society 

mary.burnett@alzda.ca 

519-759-7692 

Ben Deignan (OHT questions) 

519-751-5544 ext. 4820 

ben.deignan@bchsys.org 

