The agenda for the Special Meeting of Council to be held in the Conference Room of the Municipal Hall, 8645 Stave Lake Street, Mission, British Columbia on Monday, August 18, 2014 commencing at 2:00 p.m.

1. CALL TO ORDER

2. ADOPTION OF AGENDA

3. NEW BUSINESS
   (a) Mission Integrated Community Health Plan – Presentation by and discussion with Fraser Health Authority

4. RESOLUTION TO EXCLUDE PUBLIC
   That, pursuant to Sections 90 and 92 of the Community Charter, this Special Meeting of Council be closed to the public as the subject matter being considered relates to the following:
   - Section 90(1)(a) of the Community Charter – personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality;
   - Section 90(1)(c) of the Community Charter – labour relations or other employee relations;
   - Section 90(1)(e) of the Community Charter – the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality;
   - Section 90(1)(f) of the Community Charter – law enforcement, if the council considers that disclosure could reasonably be expected to harm the conduct of an investigation under or enforcement of an enactment;
   - Section 90(1)(g) of the Community Charter – litigation or potential litigation affecting the municipality; and
   - Section 90(1)(k) of the Community Charter – negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

5. RECESS TO CLOSED COUNCIL MEETING

6. RECONVENE TO SPECIAL MEETING OF COUNCIL

7. ADJOURNMENT
Mission Integrated Community Health Plan

Presentation to the Council of the District of Mission

AUGUST 2014
AGENDA

1. Background & Overview of Project Goals
2. Approach
3. Defining Integration
4. Areas for Action
5. Next Steps
PROJECT OVERVIEW

• In November 2013, The Mission Healthy Community Council was asked to develop a comprehensive integrated community health plan.

• The plan was to provide strategies to better integrate services at the Mission Campus of Care, and to create stronger linkages with physicians and community partners.

Key inputs:

• Community Health Plan for Mission (PriceWaterhouseCooper 2009)
• Community Based System for Health (Fraser Health 2014)
• Setting Priorities for the BC Health System (Ministry of Health 2014)
Community Health Plan Recommendations

Identified Leading Practices:

• Integration
• Culture, ethnicity, inclusivity
• Case management

Completed Recommendations:

• Community Health Centre
• Community Services Directory
• Campus of Care

Recommendations that are most relevant to this work:

• Evolving service definition for MMH
• Integrated Health Network
• Navigator role
• No wrong door
• Multi purpose health centre
• Joint planning amongst non traditional partners
• Public education for health promotion / disease prevention
The Integrated Community Health Plan (ICHP or Plan) provides a local road map to more coordinated health and social services for the community of Mission.

The strategies presented in the plan are rooted in the shared vision and priorities of the community of the District of Mission, Fraser Health and the BC Ministry of Health, as well as in leading practice in the delivery of integrated health services.

Evidence suggests that approaches which focus on integration around the patient pathway are more likely to be successful.
The project team committed to:

- Find innovative ways to “work differently together”
- Identify ways to support people’s needs through integration and adaptation of services, rather than an increase in funding
- Find ways to share information about services between providers, so that effective referrals can be made
- Base the work on the lived experience of patients, clients, residents and service providers, and to centre planning around the patient journey
- Use the PWC study as the foundation (no reinventing of the wheel)
DEFINING INTEGRATION

Lessons from the literature:

• Achieving integration is a complex and long term goal
• *Integrated health services* means different things to different people
• Integration can be: functional, organizational, administrative, clinical
• Integration is best seen as a continuum rather than as two extremes of integrated/not integrated.
• A working definition of integrated or collaborative service delivery is:

  The coordination and delivery of health and social services so that clients have access to a continuum of services, according to their needs over time.
CONSULTATION STRATEGY

Multi-pronged approach to gathering information:

1. Bring the questions to citizens, clients and patients via surveys and interviews at the Connect Event, Friendship Centre, Community Health Centre
2. Seek input from physicians via the Division of Family Practice meeting
3. Tap into the expertise of the MHCC through workshops, case studies and outcome mapping
4. Refer to the PWC Report for baseline data and recommended areas of focus
5. Make use of leading practices literature to inform planning
QUESTION TO STAKEHOLDERS

WHAT CAN WE, AS A COMMUNITY, DO TO IMPROVE INTEGRATION?
Mapping the Ideas and Inputs
1. Increased awareness of, and accessibility to services for citizens and service providers

2. Increased integration on the Mission Campus of Health Care (Mission Memorial Hospital, Community Health Centre, The Residence in Mission)

3. Increased coordination around the patient and their primary care provider
## Summary of Recommended Actions 2014 - 2017

<table>
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<tr>
<th>Increased awareness of, and accessibility to services</th>
<th>Increased integration on the Mission Campus of Health Care</th>
<th>Increased coordination around the patient and their physician</th>
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<tr>
<td>Support the Division of Family Practice with the GP4Me (physician attachment) project</td>
<td>Focus on coaching and teaching throughout the Community Health Centre, to support clients to increase their wellness.</td>
<td>Expand Fraser Health’s Integrated Health Networks in Mission, so that Home Health, Mental Health and physicians work together to meet the needs of their shared clients.</td>
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<td>Establish information sessions for health and social service professionals to share information about how to access each other’s services</td>
<td>Offer more chronic disease management clinics and information sessions, in partnership with community agencies</td>
<td>Offer training on integrated case management, and offer more case conferences</td>
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<td>Begin working toward an “Every Door is the Right Door” referral strategy.</td>
<td>Begin using volunteer navigators and greeters in the CHC</td>
<td>Pilot a case management coordinator</td>
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<td>Support the “Mission Connect Events”, which bring service providers, physicians and information resources together with local residents.</td>
<td>Integrate more primary care services at the CHC</td>
<td>Develop “care pathways” for vulnerable client groups.</td>
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<td>Pilot a volunteer-based navigation service to help connect patients and clients with services.</td>
<td>Pilot an out of hours service so that citizens have access to primary care in the evenings</td>
<td>Investigate information sharing options, and make use of Release of Information tools</td>
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<td>Consolidate the outpatient clinics at Mission Memorial Hospital,</td>
<td>Develop “Mutual Expectation Agreements” between health and service providers.</td>
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<td>Coordinate booking services, and arrange client appointments for the same day wherever possible.</td>
<td>Expand the services available to homeless and vulnerable youth</td>
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NEXT STEPS

MHCC
• Develop governance and accountability model
• Implement evaluation framework
• Seek funding through Vancouver Foundation for project support

Participating Agencies
• Share report with colleagues to gather support
• Participate in planned training and networking events
• Begin implementation of short term actions

Think big, start small, and keep moving~
QUESTIONS OR COMMENTS?