



# Partnership with William Osler Health System

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# Partnership Milestones

**SUMMER  
2012**

First contact with Director, Diversity Services at William Osler Health System (Osler)

**SEPTEMBER  
2014**

Polycultural client placements at Osler's Service Excellence Call Centre extended to three year agreement

**SEPTEMBER  
2012**

Member of Community Advisory Committee of William Osler Health System's Etobicoke General Hospital (EGH)

**MARCH  
2015**

Visit by Osler's President & CEO and Regional Director, Health Equity & Inclusion. Exploring partnerships/collaboration.

**APRIL  
2014**

Polycultural client placements at Osler's Service Excellence Call Centre. Six month formal agreement

**AUGUST  
2015**

Settlement Services staff from Polycultural on-site at EGH twice per week. Formal agreement in place








# Itinerant Settlement Services at EGH

- Project developed based on the successful pilot between Brampton Civic Hospital and Brampton Multicultural Community Centre
- Settlement counsellors provide information, referral and interpretation services twice a week at EGH
- Partners agree that:
  - ✓ Newcomers require additional culturally appropriate services and support
  - ✓ Equitable access to health care
  - ✓ Osler staff need support to build their capacity to improve continuum of care
  - ✓ Leveraging external resources/partners is beneficial for organizations and community



# Starting Points

Prior to establishing the itinerant service location we needed to identify the following:

-  The need and the target group
-  Understanding and mutual acceptance of methodology
-  Potential partner and appropriate department/person to approach
-  Set priorities for both parties
-  Common goal(s)
-  Each party's interests
-  Shared values

# Partnership agreement

- Background and context
- Partnership purpose
- Impact and outcomes
- Framework
- Each party's responsibility
- Evaluation metrics
- Liability
- Termination conditions



# Benefits

## Polycultural

- Reaching out to newcomers
- Meeting the needs of immigrants through healthcare access
- Access to additional space at no cost
- Agency recognition is enhanced
- Fulfilling agency mission and funder expectations

## EGH

- Fulfilling Osler's key organizational priorities
- Patients and families new to Canada receive additional settlement support
- Contribute to decreasing health disparities
- Stress factors related to settlement, language barrier and navigating the system are addressed
- Capacity of Osler staff is enhanced to better serve vulnerable populations

# Contribution

## Polycultural

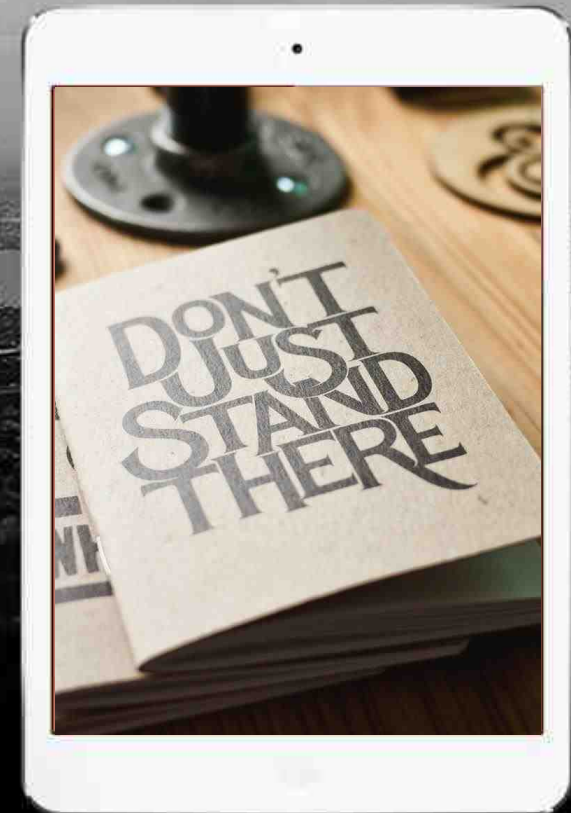
- Management and front line staff time
- Resources
- Skills and expertise
- Follow medical and other requirements of the hospital
- Service tracking, monitoring and evaluation

## EGH

- Management and front line staff time
- Space and resources
- Promotion and communication within the hospital
- Organizing and liaising with other departments
- Evaluation

# Lessons learned

- Discuss the issue openly and jointly look for solutions
- Take challenges faced by similar projects into consideration
- Establish strong relationship with the right person who would move the project internally (champion)
- Consider the size of the partners as well as how long it would take to obtain approvals, make decisions and implement changes







- High interest from hospital staff and support from senior management for the project
- Clients are supported beyond medical services and in difficult situations obtain support and connections to community resources

### Projected results:

- Decreased unnecessary readmissions
- Enhanced hospital staff capacity to serve patients new to Canada with a culturally meaningful approach

# End Notes

- Allow time to know your partner
- Effective communication
- Good fit and buy in
- Joint problem solving and solutions finding



Thank you