

Deliberative Forum Follow-up

IMPACT: Innovative Models Promoting Access-to-Care Transformation

On November 28th, 2014 we held a Deliberative Forum with community stakeholders in Lethbridge, AB to discuss the access-to-care needs of vulnerable populations and potential interventions that would improve access to care.

What We Heard – Access to Care Issues

Morning Session

The access-to-care issues identified through previous meetings with community leaders included approachability, availability & accommodation, ability to engage, affordability, ability to perceive, and ability to reach. At the Deliberative

Forum, we discussed all of these access issues and what they meant for specific vulnerable populations. After the discussion, participants were asked to think about vulnerability more generally and then vote on the access issues

they felt strongly about addressing more broadly. The voting very clearly gravitated to **Approachability** and **Ability to Engage**. These two access issues became the focus of discussion for the afternoon.

What We Heard – Potential Interventions

Afternoon Session

A general conversation about interventions that address approachability and ability to engage brought forward several points for discussion, including many potential areas to focus the intervention. The group narrowed the list to six possible interventions, and

participants voted on these six. The interventions with the most votes were **outreach & physical building/space, colocation opportunities, and public transportation**. Other interventions considered were peer leaders and translation/interpretation services.

Next Steps



The IMPACT team will be developing specific strategies to engage community stakeholders (you and others) in designing the intervention for North Lethbridge to address the priorities identified at the Deliberative Forum. Our focus will remain on vulnerable populations in general, rather than on a single population.