

Deliberative Forum Summary

IMPACT: Innovative Models Promoting Access-to-Care Transformation

On November 19th and 20th, 2015 the IMPACT team held a Deliberative Forum with community stakeholders in Lethbridge, AB to discuss the format and design of an intervention to improve primary healthcare access for vulnerable populations in North Lethbridge.

Intervention Overview

Thursday, November 19th

Based on previous community conversations, the intervention will focus on a mobile/pop-up primary healthcare service that would enhance service access for vulnerable populations in North Lethbridge. Participants at the forum participated in a Blue Sky session to

brainstorm many ways this type of intervention could look. Representatives from a variety of organizations took part in the discussion to think about how we can make primary healthcare services more mobile and responsive. Key themes included **working together differently, meeting**

people where they already are, providing transportation solutions, and building relationships. Through the discussion, a list of principles for implementation was developed (see page 2).

Intervention Details (What & How)

Friday, November 20th

With the intervention overview from Thursday, participants engaged in more detailed discussion of what the pop-up intervention would look like. The following key pieces were identified:

- **The intervention will begin in the spring of 2016.**
- Further work will be done to explore options for transportation to pop-up locations.
- The pop-up intervention provides services, not just information.
- It will occur in regular, predictable, consistent locations, as well as events/locations that people are already attending.
- Services provided may change over time, and may change depending on the pop-up location.
- Service agency collaboration, including primary medical care, will be the foundation of a successful intervention.

Next Steps

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The IMPACT team will convene a meeting of the new Working Group, made up of those who volunteered to participate at the Forum. The working group will meet early in 2016 to finalize the design of the intervention and make decisions regarding its implementation.

Services and Groups to Engage

- Addictions
- Churches with outreach component
- City transportation
- Dental
- Dietician
- Educational (formal education (e.g., General Education Diploma), parenting skills, language and life skills, etc.)
- Employment services
- Financial (accountant, law)
- Fitness
- Food Bank
- Government agencies (social services, Service Canada, Alberta Works, etc.)
- Housing
- Immigrant services
- Massage
- Medical
- Mental health
- Mentorship
- Parenting groups
- Pharmacy
- Prenatal care
- Recreational opportunities
- Scouts Canada
- Seniors Centre
- Social work
- Support groups of a wide variety
- Translation and interpretation services
- Youth Centre

Principles of Design and Execution

The following principles were identified at the deliberative forum. Regardless of the final design, the process and the intervention will have these principles at the core.

Relationships

- Engaging community residents, students, volunteers
- Connecting people to people
- Welcoming (receptionists, not rejectionists)
- Long-term goal of an ongoing relationship that supports health
- Communications and marketing (externally)

Meet People Where They Are

- Building on strengths
- Services where people are (mobile) – hard to reach = hard to serve
- Services customized based on needs
- Childcare where parents access services
- Flexible
- Not stigmatizing

Working Together Differently

- Education and training for service providers around inclusion and diversity
- Health brokering is everybody's role
- Robust internal communication
- Coordinated and collaborative – many professionals, many sectors
- Get to know each other – sharing what is currently done
- Use existing resources (i.e., space)
- Monitoring to continuously improve

