

Department/Service Name of initiative	Key Target Audience	Reason for external engagement & timeline	Objective/Goal	Method	Risk/Mitigation	Evaluation	Key Outcomes	Follow-up
	e.g. patients, community, special interest group etc. (be specific)	Were you seeking input for a service change/ new initiative or routine engagement?	What are you trying to achieve? (e.g. educate, inform, consult, collaborate) and for what purpose?	e.g. information sharing, focus group, survey, Town Hall etc.	What are the issues of greatest concern revealed during engagement? How do you plan to address these?	How did you evaluate the success of your engagement?	What will be the result of your engagement?	How will you report back to stakeholders re: the outcome?
All Clinical units (inpatient and out-patient)	patients & families	Seeking patient experience and input on care. Validating best practices.	Consult families on care. Inform/educate on roles.	Leader Rounding Bedside shift handover In-room whiteboards Post discharge phone calls.	Improve patient and family experience/ transitions in care.	Patient satisfaction/ experience	improved patient and family experience	Service recovery done in real time to ensure that patients/ families remain engaged.
STRATEGY, COMMUNICATIONS & STAKEHOLDER RELATIONS								
Corporate Communications								
Film Festival	Public and catholic school boards and students	Validation of 2018's theme: to promote mental health and well-being; feedback sought early Fall 2017	Ensure school boards would support the theme and promote submissions; Encouraging students to break mental health stigmas and to start talking about mental health	Telephone calls, meetings and emails with school board staff	Risk of low participation. Every student or teacher that expresses interest is followed up with on going support; continual communication with school board officials; proactive promotion via schools and social media	Number of submissions, views and feedback	Breaking stigma; encouraging discussion around mental health and well-being	Follow up emails, calls and meeting with school board to discuss results; for the students - awards ceremony and participation certificates
Cardiovascular Rehabilitation Orientation Revamp	People who have experienced or who are at risk of having a heart episode or stroke	Seeking patient experience in order to make orientation more relevant - Spring and summer 2017	Goal is to provide people attending orientation with the information they want and need ; in a format that is easy to access	Focus group with members of Cardiac PFAC group who had previously attended orientation	Orientation too long; not in a video format which can be accessed at home; parking at health centre an issue; keeping stakeholders well informed throughout the process	Results of engagement: entirely new format for orientation (video) which can be accessed across the LHIN; or in person with a Q&A session	Four video to be produced which replaced power point presentations; access to be LHIN wide; funding for video received; scripting and shot list now in process	Share the final product with the stakeholders; validate with them
Simcoe Muskoka Regional Heart Program website	People coming to RVH for heart procedure who want general cardiac information; and physicians	Seeking patient input on what information should be on the webpage and navigation - Spring and summer 2017	Goal was to create a one-stop-information shop for heart patients	Multiple focus groups and individual meetings held with heart patients	Managing expectations of what was doable, using our current web platform; keeping stakeholders well informed throughout the process	Focus group was shown final design and content and approved	Website is a patient-friendly comprehensive resource for heart information at RVH and the region	Scheduled follow up meetings with website working group
Elected officials	Elected officials including mayors, MPPs, MPs, district chair and county warden	Routine engagement; spring 2017; fall 2017 and ongoing	Educate on RVH initiatives currently in place and future programs/plans for advanced cardiac care and child and youth mental health	Annual Elected Officials Breakfast Update; County of Simcoe presentation (Alliance presentation and RVH specific) ; District of Muskoka presentation; City of Barrie presentation	Elected officials always concerned about lack of services for constituents; future of healthcare in region with ageing population; ensure elected officials of RVH's commitment to accountability and transparency and maintain open dialogue; apprise them of pending issues before they hear about it in media	Feedback and support from all levels of government for RVH program plans; ongoing dialogue with elected officials; funding where appropriate/possible	Regional elected officials are informed on RVH program plans	Ongoing dialogue throughout the year with elected officials; presentations to municipal councils when possible
Media Tour	Media partners - both print and broadcast - in Barrie and area	Goal is to build relationships with media partners in order to secure ongoing media support to help inform the community re health promotion and disease prevention - July 2017	Maintain, and in some cases, develop strong partnerships with local media	Annual Media Tour to say thank you and to engage in conversation about possible upcoming projects	Greatest concern is the shrinking newsrooms; we address this by offering products to the media which are already packaged and ready to go: ie radio spots, videos, stories and photos; also concerns of issues media wants information on - i.e. parking - not the appropriate forum to address these in but promise to follow up with them to provide accurate information	Every year we produce a media ratings report which outlines media coverage from the year - from this we can see which media outlet gave RVH the most coverage	The results of of this engagement is captured in the media ratings reports but can also be connected to donor giving as we continually share the need for services and the success of existing services	Once a year we meet with media partners on a formal basis - during the Media Thank You tour - and will discuss coverage over the past year and opportunities moving forward
RVH Health Bytes	All residents of North Simcoe Muskoka	Corp Comm recognized a void in health content in the programming of local radio stations and approached Corus Entertainment (BIG FM /Fresh radio) program manager for a meeting to discuss a partnership; she included her promotion, on air and news team	Share valuable health information with the community; and to promote RVH's experts and position RVH as a healthcare leader / authority	Discussed with management team at Corus the type of health information they believe their listeners want based on analysis of demographics and created a year-long calendar of radio spots	Time for Corp Comm staff to book experts/write content/ recorded at station/ and create accompanying video; schedule time accordingly and set realistic goals	Corus Entertainment was eager to have such content; having recognized a void in health information themselves; they immediately agreed to a year of spots on air (seven - 30 second spots a week and a two-minute corresponding video to tube housed on their website)	The result was a new radio segment entitled RVH Health Bytes	Every six months we will meet with management at Corus Entertainment re success of radio spot; changes; new segments act to keep it valid and fresh

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Social Media	North Simcoe Muskoka residents, partnering hospitals, elected officials and community services	Sharing information and service updates for the health centre. Provides a platform for stakeholders to engage with us, give feedback and ask questions.	Building community relationships and becomes reliable source of information for RVH.	Posts, images and video	Negative comments and feedback. Address privately when appropriate; escalate to patient representative office when appropriate; monitor postings / media channels	Social media engagement tracking	Stronger community relationships and involvement.	Continued presence and communication; reported on annual media ratings summary
Master Planning/Programming	Health stakeholders, partners, municipal partners across the region	To see external feedback on RVH master planning / programming - site selection / services; February 2017 - ongoing	Community and partner input and feedback into future healthcare services at north and south campus as well as site selection for second campus	Surveys; polls; focus groups; one on one interviews; social media; website	General knowledge / understanding of future healthcare needs as well as managing expectations on the length of the process (15 years into future); continual dialogue and communication to mitigate; validate findings with stakeholders	Quantity of feedback received and through which channels	Information gathered will help to inform and validate RVH's master planning and programming process	Information will be shared publicly on RVH website
Governance, Policy Office, Art Committee								
Board Member attendance at LHIN and OHA conferences, regional governance sessions	NSM LHIN Board and other HSP Boards	Routine engagement	Discuss issues from a systems perspective	Semi-annual mtgs with Board Exec, other LHIN regional governance mtgs, OHA Conferences	Discuss issues from a systems perspective (e.g. ALC).	Provide attendees with update on RVH and hear about their issues and good news stories, etc.	Further understanding of issues faced by other HSP Boards	Continue to attend meetings as appropriate and provide input and updates.
Policy Review - PFAC member involvement in policy endorsement	Patient Family Advisory Council	Review new policies to obtain patient and stakeholder feedback and endorsement	Ensure voice of patient and community in appropriate policies - i.e. Dress Code, MEDAID	Policy Owner provides education session to PFAC and council has time to provide valuable input	PFAC involvement ensures voice of the patient	PFAC endorsement has been provided on several corporate policies.	Increased patient involvement ensures patient is involved in policies affecting their care.	Successful outcomes for patients.
Art Committee - Inclusion of PFAC member	Patient Family Advisory Council	Ensure patient voice and stakeholder engagement in the RVH Art Collection.	Engage PFAC member to assist Art committee with patient centred approach to Art at RVH as well as learning opportunity for PFAC member.	PFAC member joined Art @ RVH Committee.	PFAC members do not need to be art experts but should have an open mind towards contemporary art in alignment with RVH's art philosophy.	Evaluate effectiveness of PFAC member participation and attendance at meetings. Follow up with PFAC member to determine their satisfaction / thoughts on their participation	Ensure the RVH art collection contributes to enrich the experience of patients and visitors	PFAC member will be able to provide PFAC committee with update and / or annual ART @ RVH update to PFAC
Volunteer Resources								
Volunteer Deployment	Members of the Innisfil community	Addition RVH services to be delivered in Innisfil health centre.	Maintain RVH volunteer culture within all services of RVH.	Focus groups, meeting with city	Risk site delay - maintain volunteer pool of resources to ensure volunteer assistance upon opening	Volunteer resources present and on site during opening of Innisfil health centre	Maintaining strong volunteer pool of resources for Innisfil health centre	Briefing note, ongoing dialogue with SLT
Volunteer Students	High School students	Volunteer/student placement programs	Offer high school students healthcare opportunities for volunteering / future career planning	Engage with school boards to understand needs for student placement in healthcare setting		Student experience survey results positive response	Maintain relation with school boards for future high school placements and volunteer program	Successful placement of students in programs meeting the student/RVH needs.
Strategy								
Leadership Education	Leaders in community (WayPoint leadership team for Crucial Conversations)	Partnerships with healthcare organizations to enhance health education across the region	Education sharing of resources from RVH to community members to also build relationships to education share in regional expertise / revenue generation	Formal training sessions in Crucial Conversations	Risk is partner sites do not have contributing courses to offer RVH staff at reduced cost -	Survey of all participants in training at end of session	Relationship building with community partners, revenue generation	On-going dialogue with stakeholders to ensure professional development needs are met.
Employee Engagement	Community Vendors, (Food Court Vendors, Hospital Vendors, Milestones, Radio Stations, Chapple farms)	Employee engagement activities are supported through community partners to strengthen community relations and employees link to the community	Engage community partners to meet/work with Team RVH members	Donations, community engagement activities/information sharing	Partner sites not engaging with Team RVH members.	# of participants, survey of events	Relationship building with community partners	On-going dialogue with stakeholders
ACADEMIC & MEDICAL AFFAIRS								
Research								
VforCES (Volunteers for the Conduct of Experimental and Effectiveness Studies)	Simcoe County High School Students, College Students, University Students, Volunteers	The main goal of this program is to eliminate barriers to the conduct of locally relevant research	To facilitate participation in research amongst our frontline healthcare professionals who have both limited time and minimal funding to support	VforCES volunteers will be responsible for identifying potential study participants (pre-screening and screening), along	Minimal risk; research and ethics knowledge base of volunteers, as well as availability were identified as risks. To mitigate risk,	The effectiveness of the VforCES program is being evaluated through an REB-approved research project. Volunteer	RVH patients will benefit by being exposed to increased opportunities to participate in research studies that may	Peer-review publication and increased research outcomes

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Research Council	Patients	The RVH Research Council consists of members from various health disciplines and community partners. A patient representative provides guidance to the Council on behalf of patients	Advising on research strategy and infrastructure and by providing research leadership through advocacy and mentorship	Quarterly meetings; participation in research oversight	Minimal risk: Maintaining an active member. The RVH Research Office has engaged the Patient and Family Advisory Council for membership	Research Council attendance	Growth of research activities at RVH	Annual Research Activity Report
Medical Education								
Community Lecture Series	All members of the Simcoe County region	Provide a service to community and educate the public	Engage and educate the community on various medical topics	Quarterly event held at RVH in the evening featuring subject matter experts and patients/families	Minimal risk; only potential risk would be a politically charged/vocal guest who objects to the topic e.g. MAID	Number of participants, satisfaction survey	Relationship building with the community and spreading awareness	Continued presence and improvement in the process
PHARMACY PROGRAM								
Pharmacy Operations: Georgian College Pharmacy Technician Program Advisory Committee	Students, Faculty, Colleagues in local Pharmacies	Ongoing updates and review of program as related to required standards	Collaboration with college with respect to program and students (ie placements)	Semi annual meetings	Ensuring students are well prepared for placements and are graduating with most up to date knowledge	Surveys; feedback from student placements; discussions at meetings	Building good relationships with Georgian College and receiving students who are prepared for the workforce	On going dialogue; sharing of new information and updates at team meetings
Pharmacy Operations: Ontario College of Pharmacists Hospital Practice Advisory Committee	Hospital Pharmacists, Technicians and Faculty	Provides updates on new and ongoing initiatives related Pharmacy Practice	Collaboration and networking with colleagues at other organizations; understand challenges, etc	Semi annual meetings	Challenges related to meeting standards set out by OCP	OCP accreditation results; relationship building; sharing of information	Solid networking and collaboration with colleagues from other organizations	updates and feedback at team meetings
Pharmacy Oncology: Cancer Care Ontario: Take Home Cancer Drugs	Interprofessional	To determine a multi-discipline approach to patient education.	Ensure the safe self-administration of oral chemotherapy	Monthly teleconference calls	multi-stakeholder feedback	surveys & incident reports	Increase patient safety	To be determined by CCO
Pharmacy Leadership: NSM LHIN Community of Practice	Pharmacy Leaders in NSM LHIN hospitals	To ensure equitable and efficient access to care for NSM LHIN patients from the medication lens	To mitigate impact of drug shortages, external emergency responses etc, from the medication lens	Monthly teleconference calls	Drug shortages management strategies through collaboration with NSM LHIN partners	N/A	Mitigation of impact to patients	Minutes; emails; meeting updates on internal agendas
Pharmacy Leadership: NSM LHIN: Opioid Strategy	Interprofessional	To address issues as they pertain to opioid misuse	To ensure collaboration around education & approaches to the management of opioid misuse	Bi-monthly teleconference calls	Opioid Misuse will be dealt with using a multi-factorial approach	N/A	Increased awareness, education for opioid management & decreased incidence of opioid overdoses in NSM LHIN hospital ERs	To be determined by NSM LHIN
Pharmacy Leadership: Hospital Pharmacy in Canada	Pharmacy Leaders in Canadian hospitals	To ensure consistent best practices in hospital pharmacies	To consult and gather information for benchmarking all elements of Pharmacy management in hospitals	Quarterly teleconferences; semi-annual in-person meetings; bi-annual publications	Benchmarking indicators	Bi-annual statistical analysis	Ensuring RVH's alignment with best practices	Bi-annual report
Pharmacy Leadership: HealthPRO Pharmacy Advisory	Medication procurement in Canadian hospitals contracted with HealthPRO	To ensure RVH involvement in procurement strategies affecting medications	To collaborate on strategies as they pertain to procurement processes	Monthly teleconferences; semi-annual in-person meetings	Drug procurement strategies for continuity of access with the greatest fiscal benefit through multi-stakeholder engagement	RFPs	Fiscal responsibility with minimal access issues for optimal patient care	Drug Budget increases/decreases, & the number of drug shortages
Pharmacy Leadership: Ontario Hospital Pharmacy Management	Pharmacy Leaders in Ontario hospitals	To address issues as they pertain to the operations of hospital pharmacies in Ontario	To address issues that are pertinent in a timely manner	Monthly teleconference calls & annual Seminar	Current issues threatening medication management are discussed with key stakeholders throughout the province with experts to lead/facilitate	Surveys	Improved medication management processes	Accreditation Canada assessment; OCP Accreditation assessments
Pharmacy Leadership: Pharmacy Management Council	Pharmacy Leaders in hospitals in the GTA regions	To address issues as they pertain to legislation and other regulations in hospital pharmacy practice	To address issues that are pertinent in a timely manner	Quarterly meetings	Current issues threatening medication management are discussed with key stakeholders throughout the province with experts to lead/facilitate	N/A	Improved medication management processes	Accreditation Canada assessment; OCP Accreditation assessments
Pharmacy Leadership: MOHLTC Public Drug Programs: Drug Shortages	Hospital Procurement in Ontario hospitals	To address issues as they pertain to drug shortages at both the provincial & national level	To ensure awareness of drug shortages & factors affecting resupply to develop mitigation strategies for patient care	Monthly teleconferences & semi-annual meetings	Drug shortages management strategies through collaboration with individuals who are involved at the provincial & national levels	N/A	Improved management of drug shortages	To be determined by MOHLTC's PDP division
Information Technology and Clinical Informatics and Applications								

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JITSC and Regional Tech/Apps Committee meetings	Regional Partners ITS Leadership teams/JITSC, Regional Apps/Tech Apps	provide leadership for the Regional Partnership in the delivery of an electronic health record and related services; seeking input, information sharing, discuss regional strategy to leverage financial benefits and incentives, shared knowledge & resources	ensure the Regional Partnership is aligned with the strategic goals of the member organizations and all decisions are transparent and appropriate and communicated effectively, monitor key perf indicators for partnership initiatives; Tech/Apps teams goals collaboration, opportunities for shared systems and software, resource sharing, knowledge transfer, identify opportunities for improving patient and clinician experiences for consistent experience accessing systems and patient information, sharing knowledge, sharing of resources as	quarterly meetings, change management and regional Change advisory board weekly meetings, +E53	ensuring thorough communication and follow up	input/feedback from groups, rate meetings, plan to survey group with evaluation	continue to improve relationships and partnership	ongoing meetings, email communication
MEDITECH Collaborative Committee	Medication procurement in Canadian hospitals contracted with HealthPRO	Ensure all possible stakeholders are included in creating standards going forward provincially in our wihtin our MT cluster	Ensure the MT hospitals are standardized for content and processes related to MT infrastructure and applications as much as possible to save rework and create cohesion	biweekly meetings, Leadership Steering, Clinical and Technical group meetings	Ensuring full engagement and participation ensuring everyone is engaged, has contributed and a successful outcome of standards for all.	feedback/input from group, surveys	ensure agreement with standardized content and strategy for MT hospitals aligned in our cluster	ongoing meetings, email communication, ITS team huddles and JITSC sharing of the outcome of this groups work
RDIS Committee	Hospitals and community partners involved with new Renal Information System	Ensure all stakeholders are involved in creation and implementation of RDIS, and ensuring best possible patient care and outcomes throughout this process	Clinical and Technical groups collaborate to ensure cohesive partnership and shared understanding of project plan and successful implementation	weekly project meetings, clinical and technical groups	project manager and project plan includes risk mitigation, ensuring full participation by RVh staff is also key to ensuring best possible implementation and solution for RVH Dialysis patients		patient's throughout our region can have their Dialysis health information documented and reviewed from a single data source/ information system.	ongoing meetings, email communication
Health Information Management								
Release of Information customer survey	Patients/Community	Yes improvement of patient/customer service	Improved Patient/Customer experience	Survey	No high risk concerns identified/Results entered into SLS	Positive feedback on a rating scale of 1-5 avg 5	Improved Patient/Customer experience	Future survey questions with be vetted through Patient Advisory Board
Battle of BBQ with Barrie Police Services Participation	Community		Awareness for Hearts and Minds/Fundraising for RVH	Fundraising BBQ	N/A	We won the Battle/raised most funds	Fundraising/Awareness	Results shared in Royal Review/Thank you letters sent to corporate sponsors
Regional Meeting with LHIN Group	Regional Partners	Yes improved partnerships and quality assurance across the region	Collaboration	Information Sharing	No concerns identified	Engagement/high participation	Engagement/Build relationships	Suggested to continue future regional meetings
SCDSB COOP Student	Community		Educate - introduce career options	Active participation/Information Sharing	N/A		Education/Partnering with School Board	Evaluations provided to SCDSB
SMCDSB COOP Students x2 / Attended Job Fair	Community		Educate - introduce career options	Active participation/Information Sharing	N/A	1 student received award	Education/Partnering with School Board	Evaluations provided to SMCDSB
Health & Safety Fair - Family Physician (data collection from patients)	Community	Public awareness & education	Improved patient safety	Information Sharing	Patients not knowing their family provider contact information	Incident reporting	Patient education. Physicians receive reports in timely manner	On-going dialogue with patients during registration process
CTS Candadian Career College - Medical Office Admin Student Placement	Students		Educate - introduce career options	Active participation/Information Sharing			Partnership with College	Student evaluation
Patient Registration - patient experience ratings	Patients/Community	Improve patient experience	Improved patient experience. Provide staff feedback	Survey	No high risk concerns. Rating scale results shared with individual clerk.	Positive feedback on a rating scale of 1-5	Improved customer service provided by clerks. Improved patient experience.	Scorecard
EVP, PATIENT & FAMILY EXPERIENCE								

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Simcoe Muskoka Regional Cancer Program								
Cancer & Palliative Inpatient	patients and families	Seeking patient experience and input on care. Validating best practices.	Consult families on care. Inform/educate on roles and hospital services	Leader Rounding Bedside shift handover In-room whiteboards Discharge survey on unit Post discharge phone calls	Improve patient and family experience/ transitions in care.	Patient satisfaction/ experience	improved patient and family experience	Service recovery done in real time to ensure that patients/ families remain engaged.
Prevention & Screening								
Updates in Oncology	Primary Care Providers in NSM	Seeking provider feedback and providing PCPs with updates in oncology re: SMRCP process, clinical diagnostics, referral patterns, survivorship plans, etc.	Educate and collaborate with PCPs	Full day workshop	We want to reach all PCPs, but our region is vast and providers are busy, for this reason we rotate the location of the event throughout the region	Paper survey, online survey and oral feedback	improved working relationship with SMRCP and providers in our region	respond to comments and surveys and be sure to incorporate suggestions into subsequent events
BRA Day	Breast Cancer Patients and their support persons.	Support women in making informed treatment decisions that best suit their needs	Support women in making informed treatment decisions that best suit their needs	Open House for women with keynote speakers, vendors, show & tell, etc.	No enough space to accommodate all the women who wish to attend	oral feedback, surveys	Women with breast cancer will feel more knowledgeable about their treatment options and empowered to make the decision that best suits their individual needs	email and in-person committee updates. Also, positive feedback and identified opportunities for improvement shared with all involved in planning.
Patient and family Experience Survey	PFAC Members	Gather feedback from PFAC on their experience being a spokesperson for the SMRCP	Measure engagement of PFAC and monitor their self-reported experience	In person sharing circle. Also, survey created and distributed in ePREMS	ensuring SMRCP leverages responses to improve	feedback loop with PFAC (individual and group opportunities to voice their interpretation of SMRCPs response to PFA experience survey)	Improved understanding of how our Patient and Family Advisory Council rates their experience as a spokesperson for SMRCP	Ongoing
Patient Safety, Quality & Risk Management								
	HQO, other hospitals	Providing input on a provincial incident management reporting system	Aid in development of system including criteria, categories, education	Focus group	Ensuring data is captured correctly and used properly. HQO to lead roll out.	Ongoing	Ongoing	Ongoing
	Patients, hospital staff	Participated in simulated survey through Accreditation Canada	To assess readiness for survey in 2019 and to provide intern surveyors opportunity to develop skills	Survey	Opportunities identified to be addressed prior to 2019 survey	Executive report and ongoing feedback	Ability to implement lessons learned from opportunities noted	Scorecard
Cardiac Services:								
Cardiac Intervention Unit								
	Patients and families	Seeking patient experience and input on care. Validating best practices.	Bringing care closer to home meanwhile educating, consulting, and collaborating with our surgical partners at SRHC to provide surgical consultative abilities to RVH	Information sharing at PFAC, Leader rounding, Meeting with SRHC Cardiac Surgery teams	how to use information technology to our advantage., utilize data sharing agreement to fullest capacity and technology to share procedural images and consultation notes	Ongoing feedback from patients, families and staff	increase in patient satisfaction of bringing care closer to home	Ongoing updates and will report out through the CIU quality and utilization committee.
Cardiac Care Unit								
	Patients and families	seek feedback from PFAC on patient engagement scores for unit	Seek PFAC feedback on themes of areas for improvement such as bedside shift report and education	Monthly meetings	PFAC identified that bedside shift report and education around medications on discharge are the greatest themes to improve on for patient and family engagement	Shared feedback with care team during rounding and huddles.	Improved engagement scores around shift report and discharge education about medications	report future survey results
Cardiac Intervention Unit								
	Patients and families	input into real time discharge survey questions chosen from NRCPICKER to give unit specific results	Inform and consult for selections of questions to be asked for purpose of unit specific improvement	Monthly meetings	still ongoing. Risk is that we don't want the survey too long and limit questions to less than 10.	survey results	improved patient engagement scores	Report back the survey results.
FOUNDATION								
	Georgian College Marketing students.	Collaborative effort with Georgian College to assist students to develop social media campaigns.	Raising awareness for Cardiac and Youth Mental Health.	Information Sharing - presentations on donor and campaign overview, social media channels, overview of Heart of Gold.	Students queried stats, need for youth engagement, key messages to share through social media. Youth advisory panel as part of unit planning helped address youth input.	Analytics on social media shares, donations received through appeals, website traffic and comments on social media post.	Awareness raised, strategies informed for gaining youth input.	Student projects were evaluated by RVH Foundation staff and Georgian College faculty and 'winners' announced through the classes and social media.
Georgian College - Kickoff for Social Media Campaigns								
	Regional Branch Managers Lunch and Tour	Provide awareness and education to Meridian as a community partner	Enhancement of relationship and support from Meridian	Information Sharing, Presentation and Tour	Concerns raised regarding access to care throughout region and awareness of proposed services	Meridian pledged support to fundraising and to awareness raising through their branches across region.	Awareness raising events and displays thorough NSM	Continued reporting with branches on program developments.
Meridian Lunch and Tour - at Meridian								

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Base Borden Lunch and Tour - at Base Borden and follow up at RVH	RVH Ops Directors and Base Borden base clinic hospital staff and commanding officers	Information Sharing	Reciprocal tours, discussion	Tour of new medical Facility at Base Borden	Shared concerns for meeting medical needs of Forces personnel during postings to Base Borden	Follow-up meetings and processes developed to enhance timely access to diagnostics and treatment	Improved access for Forces personnel with short-term postings to Base Borden	Continued relationships with base personnel, particularly clinic leadership
Zach's Makes Tracks - Media launch at school/RVH Send-off/Arrival at Parliament Hill	Community and media	Collaboration in raising awareness of youth mental health needs	Partnership, support	Awareness raising	Campaign raised awareness of need for improved mental health funding	Media and social media coverage, advocate meetings with GG and PM	Media awareness, destigmatization	continued media and social media reports
McHappy Day	Community and media	Assist in raising funds - Partners in Caring	Visibility in the community, partnership with owners of Barrie locations - RVH supporters	Awareness raising	Stigma issues regarding youth mental health	Media and social media coverage, inquiries	Raised awareness - mental health	Media awareness
R4C Radio event and interviews - RVH	Listeners of radio stations DOCK and KICX	Partners in Caring	Partnership - advanced cardiac fundraising	Awareness raising, information sharing	Call-ins and interviews highlighted need for access to interventioal cardiac treatment	social media hits, donations made, call-ins to radio	raised awareness - cardiac	Reported back through media stories and updates with the radio stations
Kempfenfelt Rotary Hearts & Minds presentation	Service club members	Campaign update	Inform and promote continued engagement and support	Attendance at meeting, information sharing and presentation	Concerns raised regarding access to care throughout region and awareness of proposed services	Funding support through municipality and awareness of regional services	Municipal support and awareness	Annual reports to District Council
Rotary Club of Barrie Hearts & Minds presentation	Service club members	Campaign update	Inform and promote continued engagement and support	Attendance at meeting, Information Sharing and presentation	Concerns raised regarding access to care throughout region and awareness of proposed services	Financial support received from club	Ongoing support and volunteer engagement	Annual presentations and reports
District of Muskoka - Hearts and Minds presentation	District and community leaders	campaign update	Inform and promote continued engagement and support	Municipal information sharing	Concerns raised regarding access to care throughout region and awareness of proposed services	Funding support through municipality and awareness of regional services	Municipal support and awareness	Annual reports to District Council
Wasaga Beach Rotary - participation in trade show	Service club and community members	Engage and educate	Raising awareness of RVH and community needs	Information sharing - presentation	Concerns raised regarding access to care throughout region and awareness of proposed services	Financial support received from club	Ongoing support and volunteer engagement	Annual presentations and reports
Georgian Bay Township Mayors Tournament	Municipal attendees, guests, supporters of RVH	Partners in Caring	Visibility, appreciation for support, community involvement	Information sharing - presentation	Gratitude expressed regarding access to regional health programs including cancer care and cardiac care	Financial support received from club	Ongoing support and volunteer engagement	Annual presentations and reports
Township of Georgian Bay Council Meeting cheque presentation	Georgian Bay Town Council members	Interaction with Council members	Visibility, appreciation for ongoing support, fundraising	Municipal information sharing	Concerns raised regarding access to care throughout region and awareness of proposed services	Funding support through municipality and awareness of regional services	Municipal support and awareness	Annual Updates
Annual Donor Appreciation Event	Major gift donors	Philanthropy, Partners in Caring	Annual thank you donor event	Information sharing - research and teaching programs	Interest and awareness raised for research and inquiry at RVH	Funding support renewed by donors. Many inquiries regarding services and research at RVH	Raised awareness	Annual presentations and reports

Department/Service Name of initiative	Key Target Audience	Reason for external engagement & timeline	Objective/Goal	Method	Risk/Mitigation	Evaluation	Key Outcomes	Follow-up
	e.g. patients, community, special interest group etc. (be specific)	Were you seeking input for a service change/ new initiative or routine engagement?	What are you trying to achieve? (e.g. educate, inform, consult, collaborate) and for what purpose?	e.g. information sharing, focus group, survey, Town Hall etc.	What are the issues of greatest concern revealed during engagement? How do you plan to address these?	How did you evaluate the success of your engagement?	What will be the result of your engagement?	How will you report back to stakeholders re: the outcome?
Inspiring Leaders Tours at RVH	Potential donors, Partners in Caring	Philanthropy	Raising awareness on specific areas of need and assessing philanthropic interest of attendees	Tour, info sharing, discussion	Concerns raised regarding access to care throughout region and awareness of proposed services	Funding support renewed by donors. Many inquiries regarding services and research at RVH	Raised funds, awareness and support for pgorams	Relationship Updates
Donor Tours at RVH - Barrie Welding, Western Mechanical, etc	Current and potential business and individual donors	To engage and educate current and potential donors - highlight current and future needs	Inform and promote continued engagement and support	Tour, info sharing, discussion	Concerns raised regarding access to care throughout region and awareness of proposed services	Funding support renewed by donors. Many inquiries regarding services and research at RVH	Raised funds, awareness and support for pgorams	Relationship Updates
HUMAN RESOURCES								
Security & Locating	Public & Cathlic School Boards, Barrie Police, Simcoe County EMS	Preparing for Implementation of the PARTY program @ RVH	A one day injury awareness and prevention program for high school students; an effort to reduce death and injury in alcohol, drug and risk related incidents	A bi-monthly educational session that will involve EMS, Police, E.R., ICU and rehab clinical educators	N/A as first session - March 28, 2018	Evaluation sheets will be given to each student after their one day program	Knowledge to students of consequences of a bad decision that may result in brain injuries	PARTY program headquarters is located at Sunnybrook and yearly reports are required
Emergency Planning			Regional CBRN committee - practice, train and educate hospital personnell for any potential external CBRN diaster	Committee with representation from Simcoe County Emergency Planner, Barrie & Orillia Fire, Police and EMS	Training for all RVH staff	Collaborative realationship with Simcoe County for a number of years	Staff are prepared for CBRN disasters	Incident report created for Emergency Prevention and Response committee to review with quaterly report sent to SI T
Patient Food Service	Meals on Wheels, Helping Hands	Routine meet & greet, seeking input for service improvement & assessment	Learning about opportunities to improve relationship/service	Site visit, tour, and interviews	Satisfaction, contract extension, communication-plan to survey group and follow-up meetings	Input/feedback from groups, plan to survey group with evaluation component	Better community engagement with external stakeholders-improved revenue	On going meetings, email communication