



*The Timmins and District Hospital (T&DH) has developed a comprehensive, multi-faceted approach to community engagement. We do invite input and participation.*

*We are committed to working with our stakeholders to cultivate positive community relationships and create a collaborative and inclusive process leading to partnerships and best practices. Our initial Community Engagement plan is based on best practices and will be reviewed on a continual basis.*

*Our primary goal is to engage our stakeholders on an ongoing basis. We support a two-way conversation between T&DH and our stakeholders by providing channels to bring their ideas and concerns to the health care planning and decision-making processes.*

	<b>Inform &amp; Educate</b>	<b>Consult</b>	<b>Involve</b>
<b>Levels of Engagement</b>	Is a one-way flow of information initiated by the hospital to the stakeholder(s). Informing is used when a decision has already been made and the objective is to ensure that the information is transmitted clearly to those who might be affected.	Is a one-way flow of information from the stakeholders to the hospital. Consulting is used when the objective is to gather information from a variety of stakeholders that the hospital will use in making its decision.	Is a two-way flow of information between hospital and the stakeholders. Involving is used when the decision still rests with the hospital, but the intent is to have active participation from the stakeholders in developing solutions.
<b>Goal</b>	To provide accurate, timely, relevant and easy to understand information.	To seek out and receive input or analyses, alternatives and/or solutions.	To work with partners ensuring that concerns and aspirations are consistently understood and considered.
<b>Approaches</b>	<ul style="list-style-type: none"> <li>• Website (Media Releases Quality, Patient Safety)</li> <li>• Annual Report Card from T&amp;DH Board</li> <li>• Monthly Board Summary Report</li> <li>• Social Media</li> <li>• Speakers Bureau</li> <li>• Promotional Materials</li> <li>• T&amp;DH Display Monitors</li> <li>• Newsletters</li> <li>• Advertising</li> <li>• Media Relations</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Satisfaction/ Feedback Surveys</li> <li>• Community Advisory Committee</li> <li>• Focus Groups</li> <li>• Community/Stakeholder Research</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Satisfaction/ Feedback Surveys</li> <li>• Small Group workshops</li> <li>• Testimonials</li> <li>• Focus Groups</li> <li>• Open House</li> <li>• Speakers Bureau</li> </ul>