

CLIENT VOICE REPORT 2023



EMBEDDING Client Voice in All We Do



Sandra Li-James
Vice President, Quality, Best Practice
and Education, Chief Nursing
Executive and Co-Chair of Client &
Carer Advisory Council



Stacey Ryan
Client and Family Voice Specialist

VHA's client partner engagement is central to our commitment to providing spectacular care to promote health and independence. Our client partners' dedication to excellence and unwavering contribution to our mission continues to be a driving force to ensure services are client-centric with a focus on what matters most. Their involvement has not only enhanced the quality of care we provide, but has also left an indelible mark on the lives of those we serve by being involved in key initiatives such as the **One Team Design Day**, partnering in the development of the **myVHA client portal**, as well as adding their creative ideas to the refresh of our **Client Voice informational videos**. Once again in 2023, client partners, along with the Client & Carer Advisory Council, have brought their unique skills, talents, innovative ideas and lived experiences to continue to transform service experiences.

In 2023, we surveyed staff and service providers and resoundingly heard how partnering with clients and caregivers led to big impacts on committees and projects. Comments such as "I am really thankful for client partner perspectives, they keep us focused on areas that will make a difference" and "I can't stress enough how much I truly enjoy working with each and every one of the client partners" highlight the collaborative strengths of the partnership.

Looking ahead, we are excited to continue to advance engagement as VHA enters into 2024 with goals to include client partners in our strategic planning process, Accreditation survey, and many other initiatives. These ongoing partnerships are a cornerstone to VHA's success.

Sandra Li-James
Vice President, Quality, Best Practice and
Education, Chief Nursing Executive and
Co-Chair of Client & Carer Advisory Council

Stacey Ryan
Client and Family Voice Specialist

CLIENT & CARER ADVISORY COUNCIL HIGHLIGHTS



VHA's Client & Carer Advisory Council is a group of committed and dedicated clients and caregivers with lived experience and a desire to make services at VHA better. Collectively, they act as the voice of the client by making recommendations to plan, develop and evaluate services.

The council met 8 times during 2023 with a range of topics brought forward by various department leads seeking input for new and ongoing quality improvement initiatives. Examples included VHA's vision for innovative adaptation of technology for homecare settings, ethical issues with surveillance in homes using video cameras, approaches for collecting health equity information, redefining how VHA's private services are promoted to clients, and more.

Dr. Kathryn Nichol, VHA's President and CEO, participated in several Council meetings to discuss the current state of health care in Ontario and to learn about the group's lived experiences and hear their ideas for improvement. They also benefited from Board member participation & contributed ideas for improvements based on findings from our client satisfaction survey.

In 2023, we welcomed a new co-chair of the council, Sonya Lockhart, who has been a member of the Advisory Council for two years.

"The importance of partnering with clients and families to co-design care and service is foundational to VHA. The valuable insight into their lived experience, diversity of background and perspective, and deep understanding of what matters most allows us to provide better care, improve health outcomes and enhance both client/family and staff/service provider experience. I hope you enjoy reading about some of the key contributions from client partners over the past year and look forward to advancing this work together in the months ahead."

Dr. Kathryn Nichol
President and CEO



ONE TEAM DESIGN DAY

“I WAS QUITE FASCINATED
by all the different things I learned,
and just meeting all these people.
I just loved Design Day.”
—Barbara Chernin



**“ONE OF THE MOST
SIGNIFICANT THINGS**
I’ve taken away from today is that it’s
necessary to listen, to be involved,
to be open to new ideas, and to bring
care into the community.”
—Linda Lallouz

On March 22, 2023 more than 90 participants from different roles and teams across VHA gathered at St. James Cathedral Event Centre in downtown Toronto for Design Day, an event to kick start the co-design of a “One Team” interprofessional model of care at VHA.

At this interactive and informative day-long event, client partners Barbara Chernin, Linda Lallouz, and leZlie Lee Kam joined their fellow participants to learn about interprofessional care, and explore what VHA can do to enhance leadership and interprofessional competency for leaders, as well as offering their invaluable feedback from a client’s perspective.

The One Team initiative will develop and implement a new interprofessional framework, create a coordination model for interprofessional care delivery, and provide supervisors and clinical leads with education and new tools to reinforce integrated care as a core element in the scope of care for our clinical teams.

CLIENT PARTNER ENGAGEMENT at VHA

Check out all the activity and person- and family-centred contributions made by our outstanding client partners in 2023! 273 hours of lived experiences, insights, ideas, and guidance were provided by 33 active client partners.

273
hours of engagement

33
active partners engaged

3
new client partners onboarded in 2023

70%
engaged in steering committees, councils and working groups

12%
bringing client voice to life in our communications

10%
providing just-in-time consultation

5%
co-designing and shaping projects from a client & family perspective

5%
participating in interview panels to support candidate selection across roles



SONYA LOCKHART: Client Partner Journey Map

Sonya draws from a wide range of experience in her work with VHA. As a VHA client herself and primary care provider to her late husband and mother, she knows very well the kinds of struggles clients and families face every day and the types of needs they have. She also brings a rich professional skillset from her former careers working as a Human Resources Manager and Humber College Instructor.

Co-chair of Client and Carer Advisory Council

In 2023, Sonya stepped into the role of Co-Chair of the Client and Carer Advisory Council. In this role, she sees herself more as an “editor” than leader, ensuring that the Client Partner team’s views and input are heard and represented, that communication is clear, and that the council members worked together as a team.

Client and Carer Advisory Council

Since joining the council in 2021, Sonya has served on several sub-committees and working groups, lending her professional expertise and keen eye for detail on numerous initiatives and projects.

Rehab Committee

Sonya provided invaluable feedback in the planning stage of VHA’s remote rehab care program, identifying challenges and benefits clients might experience.

Interview Panels

Sonya frequently offers her expertise on interview panels for various roles at VHA, combining her unique experience as a client and carer with her professional experience. This year she helped select VHA’s three newest board members.

Looking ahead: Co-chairing Accreditation

In 2024 Sonya will co-lead the Accreditation Committee. Through this role she will help provide guidance, support, and leadership to team members in preparation for their Accreditation survey and bring a person and family centered approach to Accreditation-related activities, communication, and work plans.

In her own words

“I have always preferred to be a subject matter expert or ‘supporter with input’ with some elements of leadership as appropriate. My approach is to listen and only add something when I feel I can contribute, primarily providing input around diversity and language sensitivities, communication and culture challenges staff and clients might face, and accessibility concerns.”





We thank our client and carer partners for their time and dedication to improving client experiences alongside VHA staff and service providers.

We look forward to continuing to improve our care and services and further embed client voice in 2024.

If you are interested in learning more about participating as a **VHA client partner**, please contact clientvoice@vha.ca



www.vha.ca

@VHAHomeHealthCare

@vhacaregiving

VHA Home HealthCare

@VHACaregiving

@VHAHomeHealthCare