

Population and Public Health Voice of the Client/Community-- Framework

	Responsibility Centre	Intent	Approach	Tools for engaging the public in population health improvement planning	Tracking and reporting (how to capture and roll up)
Community Engagement: issues and priorities	All program, service and community areas.	Incorporate the voice of those we serve, in all that we do.	Driven by needs of our clients and communities. PPH respects and values shared expertise and sources of evidence including lived experience.	<ul style="list-style-type: none"> Ongoing relationships with groups and community, informal discussion with clients or community organizations, round table discussions with community Partnerships – See Practice Guideline – Clarifying and Learning from Partnerships Community level PHN and program staff work within local community area Local Health Involvement Groups Community Assessment As part of strategic planning processes Social media or input via website Other methods as appropriate – e.g. Surveys (Fraser Health, HealthChat) 	<p>Approaches and engagement efforts are summarized and shared quarterly:</p> <ul style="list-style-type: none"> Program monitoring reports PHN tracking Will be compiled and shared with public annually.
Concept phase, development, pilot phases	All program, services and community areas; client input embedded as part of development and review of program activities and services.	Services which meet the needs of clients, families and communities.	Collecting and incorporating input during program/service development stages. Methods vary based on objectives but could include online survey, telephone survey or focus groups.	<ul style="list-style-type: none"> Stakeholder consultation Focus groups (round table discussions with community) Surveys to gather input Internal stakeholder feedback Equity impact assessment Professional survey services Environmental scan (Peel Tool) 	Captured and used to inform service, program planning.
Post-service feedback for improvement	All service and community areas; each program / service area collates own results.	Facilitate ongoing improvements by incorporating client feedback on service. Consistent approach to facilitate program level roll-up.	Proposed core (consistent) questions as minimum set. Service areas may tailor wording (without changing intent) and/or may add additional questions relevant to their work.	<ul style="list-style-type: none"> Evaluation forms, standard program feedback survey Website pop-up questionnaire, analytics. Social media feedback Informal conversations with clients Clients coming back or not (FFHV decline rate) Client complaints, occurrences. 	<ul style="list-style-type: none"> Service areas, community areas collect and collate. PPH Quality Collates at program level; program level roll up to inform ongoing program and service improvements.