

Partnering with the Community: What is my Role?

Staff and clinicians often work with community partners to listen and learn from the experience of those who access health and social services. Guided by partner recommendations, staff can work to create meaningful solutions to improve the patient experience. Collaboration and co-design with community partners is an integral piece of the health system improvement process.

When it comes to community partnership and engagement, the primary role of staff is to support the partner by listening, creating opportunities for discussion, receiving and implementing feedback and recommendations, and promoting the role of community partners throughout the AOHT.

Roles and Responsibilities:

- Create opportunities and space for partner engagement
- Champion the role of the partners as part of your team
- Provide adequate background information to ensure effective participation
- Avoid the use of acronyms and complicated medical terminology
- Ensure partners have all relevant meeting materials in advance of the meeting
- Ensure partners have meeting details including date, time, and connection details in advance of the meeting
- Actively encourage partner participation through facilitation and engagement techniques
- Act as a clinical subject matter expert to answer partner questions and/or respond to feedback
- Champion and advocate for the role of partners in your daily work

Ideal Characteristics of Staff and Clinical Partners:

- Respectful of partners and their perspectives and experiences
- Demonstrates a non-judgmental and positive attitude
- Promotes and advocates for the role of partners
- Works collaboratively with partners
- Strives to co-design meaningful change