



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

Community Advisory Committee

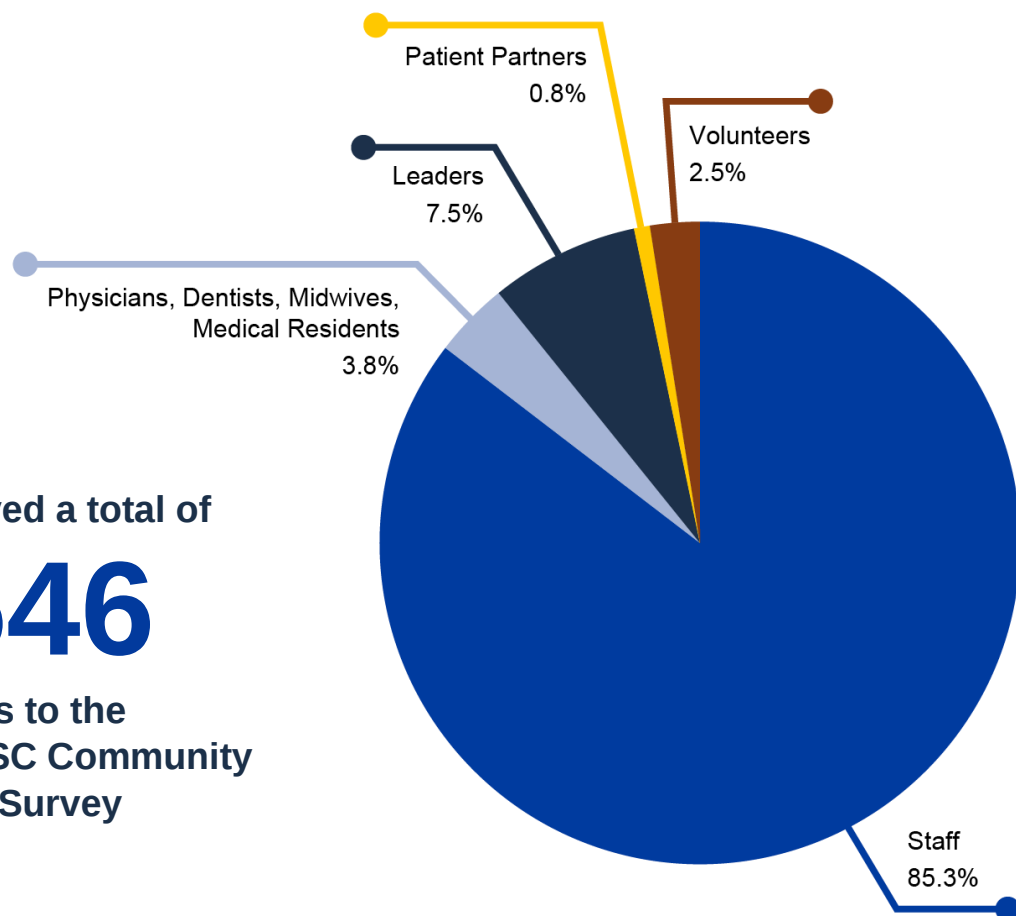
Surveys Report: Executive Summary

London Health Sciences Centre (LHSC) is on a journey to improve its governance, finances and operations – a journey that our team, patients, families, and community are interested and invested in.

To foster direct connections between LHSC and the community it serves, a Community Advisory Committee (CAC) was formed in 2024. In November 2024, the CAC launched two surveys – offered in seven languages between November 19, 2024, and January 8, 2025 – to capture the perceptions of both Team LHSC and the communities we serve on priorities, experiences and opportunities for improvement.

Results were analyzed by the CAC and LHSC leadership to develop a report summarizing the feedback and outlining an action plan to address this feedback.

We received a total of
2,546
responses to the
Team LHSC Community
Advisory Survey





What We Heard

Survey results were analyzed using artificial intelligence software to identify recurring themes and common responses, allowing a deeper understanding of responses and highlighting key areas of focus and priorities expressed by respondents.

Main Themes/Priorities Amongst Respondents:

Team LHSC Survey

1. Workload & Staffing Challenges
2. Leadership & Communication
3. Training & Development
4. Resource & Equipment Availability
5. Staff Wellbeing & Recognition

Community Survey

1. Wait Times
2. Communication
3. Staffing Challenges
4. Facility & Resources
5. Transparency & Trust

When asked to identify the aspects of LHSC's current direction that are positive, the most common response was **the commitment and dedication of frontline staff to providing quality care** to patients despite challenges. This sentiment was common amongst those receiving and providing care at LHSC.



Feedback Main Themes



Our Action Plan

When assessing and comparing feedback from patients and the community alongside feedback from Team LHSC members, many common themes emerged.

Working with LHSC's leadership team, the CAC developed a set of recommendations based on feedback received across both surveys. The focus was on developing recommendations that are realistic and attainable in LHSC's current financial situation. While these recommendations are tied directly to feedback received from the Team LHSC and community surveys, LHSC is also continuing its work to improve its governance, finances, operations, policies, and procedures through its detailed organizational review.

The Community Advisory Committee has endorsed 29 total recommendations across eight categories, including:



Staffing and workload

Recommendation #1: Recognizing the hospital regularly operates at more than 100 per cent patient capacity, LHSC will work to ensure the hospital is aligned to best practices for resourcing, including ensuring we have effective and safe staffing levels, workloads, and processes that optimize patient care outcomes.

Recommendation #2: LHSC will introduce an attendance support program to support staffing and resourcing across the organization.

Recommendation #3: LHSC will launch its new shared commitments between patients and Team LHSC, which includes our expectations and shared commitments around professionalism.

Recommendation #4: LHSC will continue to enhance recognition of its team members, including through the Great Moments recognition program and the reintroduction of a corporate awards program.

Recommendation #5: LHSC will refresh its wellness strategy for staff, professional staff, and learners in alignment with its current financial position and ability to deliver leading practice programming.



Patient volumes, access and wait times

Recommendation #1: LHSC will continue to advance its capital redevelopment work alongside the Ministry of Health to ensure we have the capacity, programs and facilities we need to care for a growing and aging population. This will include growing capacity in collaboration with St. Joseph's Health Care London and, as recently announced, the expansion of the Nazem Kadri Surgical Centre.

Recommendation #2: LHSC's Patient Experience Advisory Council (PEAC) will develop a new strategy for sharing resources on navigating services at LHSC and in the larger health-care system with patients and families.

Recommendation #3: LHSC will work with partners and the Ministry of Health to ensure patients are transitioned to the care setting that best meets their unique needs. This includes planning for public hospital capacity, strengthening administrative oversight, and expanding the use of the LHSC to Home program to support patients in transitioning from hospital to home care services.



Enhance organizational communication and community engagement

Recommendation #1: LHSC will continue offering regular Team LHSC Forums for staff and physicians to provide timely organizational updates. In addition, LHSC will continue to update its team members, including volunteers and patient partners, about organizational changes through email and leader communications.

Recommendation #2: Following the recruitment of a new Board of Directors in 2025/2026, LHSC will host open Board Meetings every month for the community and media to attend.

Recommendation #3: LHSC will provide regular financial updates to all stakeholders, including the community and members of the media. These will be provided internally in Team LHSC Forums and externally in Community Update Meetings (and eventually Board of Directors meetings).



Recommendation #4: LHSC will develop a comprehensive community and Team LHSC engagement strategy alongside Patient Partners. This will include regularly seeking and sharing feedback to monitor LHSC's progress and guide future decision-making.

Recommendation #5: LHSC will engage the community by welcoming applications to its new Board of Directors in 2025/26.



Improve communication with patients and families

Recommendation #1: LHSC will standardize website/webpages for clinical programs to ensure patients and families have access to complete, helpful, and accurate information regarding their care.

Recommendation #2: LHSC will redesign and digitize its Patient Handbook to support patients in navigating care at LHSC.

Recommendation #3: LHSC will allow patients to opt in to receiving communications from their providers via email and text messages.



Training and development opportunities

Recommendation #1: LHSC will offer training in working with Patients Partners.

Recommendation #2: LHSC will develop a comprehensive training and development communication strategy, ensuring team members are aware of the internal training and development opportunities available to them.

Recommendation #3: LHSC and its research institute, London Health Sciences Centre Research Institute, will explore the implementation of an 'innovation day' in which innovative ideas with the potential to improve care can be brought forward.





Facilities, technology, equipment and resources

Recommendation #1: LHSC will address cleanliness with environmental services partners and develop a plan to improve in patient and public spaces. This will include a review of staffing resources in this area.

Recommendation #2: LHSC will continue improving its budgeting and capital budgeting processes through recommendations received from its detailed organizational review. This will ensure LHSC is budgeting capital equipment upgrades appropriately by prioritizing its most urgent and critical needs, such as the recent acquisition of new patient vital sign machines.

Recommendation #3: LHSC will implement MazeMap wayfinding technology for patients to easily navigate our hospital sites. MazeMap will be available online for patients and families to access before visiting LHSC and in information kiosks throughout the hospitals.

Recommendation #4: LHSC will implement a new process for priority fundraising needs with its hospital foundations to ensure donor funding is going to equipment and projects where it is needed most.

Recommendation #5: LHSC will continue to improve and roll out OneChart Phase II – our regional digital system for patient records – helping health-care providers work better together and make it easier to share information, leading to a smoother and more efficient experience for patients.

Recommendation #6: LHSC will launch MyCarePortal, an online tool that gives patients across the region access to their own health information and electronic medical record (EMR).



Support equity-denied populations

Recommendation #1: LHSC will continue advancing a harm reduction strategy to best care for people who use drugs.

Recommendation #2: LHSC will develop a renewed equity, diversity, and inclusion (EDI) strategy to guide the efforts of its EDI team, including Indigenous Health and Black Health.

Recommendation #3: LHSC will work towards adopting Joyce's Principle while continuing to advance Indigenous health equity and the Truth and Reconciliation Commission's Call to Action in Health.



Partnership and collaboration

Recommendation #1: LHSC will strengthen partnerships with community, non-profit and health-care partner organizations, including St. Joseph's Health Care London, to best support patients across our region and province.

[View the full CAC Survey Report](#)