Parkdale Community Health Centre and Queen West Central Toronto Community Health Centres Integration Exploration

Member Consultations, September – November 2016

What we've heard so far ...

by the numbers

129 survey respondents

135 focus group attendees

22_{interviews}



Similar populations



Close locations



Similar values



Potential for greater influence



Access to needed services



Larger size = stronger



How we deliver services



Better able to respond To changes around us



Strengths Benefits

Potential Concerns & Challenges

- Access to services
- Impact on staff
- Differences in culture
- **?** Timeliness of communication
- Past experiences of integration
- **?** Timelines for integration





What did members say?

AGM Meeting

Survey

Small Group Discussions



Hopes

- Access to more programs
- More locations
- Attracting more funding
- Greater funding stability = more stable programs
- Greater influence in shaping best practices and policy
- Greater evidence based practice
- Increased efficiency with standardization of services
- Effective handling of job loss/change and facilitating transition into new roles
- Opportunity for Client-led activities and programs
- Opportunity for learning and best practices implementation
- Increased opportunities for staff and peer workers
- More specialty services
- Advocate for more services for indigenous peoples
- Embedding of harm reduction approaches across the work of both organizations
- Continuity of membership and role
- Timely communication

Fears



- Longer wait times for appointments
- Loss of connection to the communities served and knowledge about them
- Larger and less accessible organization
- Increased resources going to administration
- Lack of evidence to show that mergers produce benefits
- Losing care providers; stress and workload for staff
- Changing location of services
- Lack of knowledge about the other organization
- Tensions with Unions



Engagement

- Engage as many as possible.
- Engage partner organizations
- Communicating with other agencies who have considered such integrations.
- Timely communication and meaningful involvement of members in decision making



