

# Executive Director

Update



Ashnoor Rahim  
Executive Director

# JANUARY

Report to Steering Committee  
February 7, 2023



# General Updates

## OUR KW4 OHT TEAM

This month we welcomed four co-op students to our team.

### **Hannah Bolton - Marketing and Communications Co-op Student**

- Reporting to Nichola Harrilall, Hannah will be supporting marketing and communication work with tasks such as communication strategy rollout, social media campaign, newsletter, research in the KW4 ecosystem, and supporting the projects and initiatives from a communications perspective. Hannah is in the Honours Arts and Business program at the University of Waterloo and is majoring in Political Science with a minor in Peace and Conflict Studies. Our team will benefit from the knowledge that Hannah has gained during her volunteer and work experience with Waterloo Economic Development Corporation, Beyond Borders, United Way Waterloo Region, Maratek, Friends of the Guelph Public Library, and ALS Canada.

### **Tianna Dip - Marketing and Communications Co-op Student**

- Reporting to Nichola Harrilall, Tianna will also be supporting marketing and communication work with tasks such as communication strategy rollout, social media campaign, newsletter, research in the KW4 ecosystem, and supporting the projects and initiatives from a communications perspective. Tianna is working towards a Bachelor of Science degree and Digital Arts Communication Minor at the University of Waterloo. Our team will benefit from Tianna's digital design skills and her background in graphic design and marketing, as well as her experience at Lapointe Fisher Nursing Home, Linamar Corporations, and KMH Cardiology Centres Inc.



# General Updates

## OUR KW4 OHT TEAM

### Anahita Soleymani – Community Engagement Specialist Co-op Student

- Reporting to Nichola Harrilall, Anahita will be supporting the implementation of the community engagement plan with a focus on equity and data-driven projects in the priority population and neighborhoods. Anahita will be instrumental in collaborating and building relationships with community organizations, health and community members, and designing evaluation metrics to measure the effectiveness of engagement initiatives. Anahita is studying in the program of Honours Health Studies, Pre-clinical Specialization program at the University of Waterloo. Our team will benefit from Anahita’s work and volunteer experience at m-Health Solution Inc., Mon Sheong Long-Term Care Centre, and Grand River Hospital.

### Akshay Thambipillai – Data Analyst Co-op Student

- Reporting to Brenda Vollmer, Akshay will be analyzing the 2021 Census data at a neighbourhood level and conveying findings to various audiences to inform planning, policy, and programming decisions at KW4 OHT, the City of Kitchener, and the City of Waterloo. Akshay is enrolled in a Double Degree Honours Co-op Program in Business Administration at Wilfrid Laurier University and Mathematics at the University of Waterloo. Our team will benefit from Akshay’s passion for data analytics, problem-solving, and project management, his academic training, as well as his work experience at Hoffman-La Roche Limited.

# General Updates

## COMMUNICATIONS HIGHLIGHTS

Last week we shared updates regarding our communication and engagement initiatives.

As we are actively building our website, social media platforms, and marketing materials, and have asked Members to provide consent to use their organization's logos in our social media spaces. We have received a number of approvals from Members to date.

In addition, staff have been working hard on our social media presence and we launched our Twitter and Instagram accounts. The website content is also taking shape with new information about the OHT and our priority projects. The website content will continue to evolve over the coming weeks.

To help us expand our social media presence and network, we would appreciate Members and Steering to consider following us on social media and sharing our posts with your networks.

- Twitter - KW4 OHT (@Kw4Oht) / Twitter
- Instagram - KW4OHT (@kw4oht) • Instagram photos and videos
- Website: HOME | KW4 Ontario Health Team (kw4oht.com)

The development of a newsletter is also underway and we are aiming to release the first edition in early February. As part of the newsletter content, we will highlight member organizations and their great work. We encourage member organizations to please forward any relevant information, communications, and announcements for inclusion. The newsletter will be distributed monthly and content can be emailed to: [info@kw4oht.com](mailto:info@kw4oht.com).







# Health System Updates

## DIGITAL HEALTH

As previously shared, Grand River Hospital (GRH) was awarded Ontario Health funding for a new digital health surgical transition program.

The initial remote care monitoring program was first implemented in 2021 for Hip and Knee Arthroplasty. Arthroplasty is a surgical procedure to restore the function of a joint, which often supports the management of arthritis. At Grand River Hospital, the patient's journey is supported by the Ortho Navigator and the Inpatient Ortho Nurse Practitioner. Through innovative technology from SeamlessMD, customized alerts and health checks support Adductor Canal (AC) Block catheters (located through the thigh) and bolster Same Day Arthroplasty procedures. GRH has achieved a significant reduction in 30-day readmissions, 30-day Emergency Room visits and length of stay as outlined [here](#).

Due to the success of the remote Hip and Knee program, the expansion of an additional digital health project to the colorectal population was a natural next step. Patients in this pathway are supported by GRH's General Surgery Nurse Practitioner. GRH is leveraging the Colorectal pathway to embed Enhanced Recovery After Surgery (ERAS) beyond the patient's hospital stay. Through remote technology, discharged colorectal surgery patients can recover in the comfort of their own home with the peace of mind that they are monitored by their care team.

In January, KW4 OHT attended an Ontario Health Provincial meeting to learn more about the "24/7 Navigation" Transfer Payment Agreement (TPA) deliverables for Cohort 1 and Cohort 2 OHTs. Ontario Health Teams have been tasked with improving patient navigation supports and services, aligned to provincial guidance, and measure the impact these navigation improvements will have on patients' experience. Members of the KW4 OHT Operations team will meet with representatives of Ontario Health West in February to discuss the exciting navigation-based projects in flight in our OHT, and to better understand how Ontario Health can help support the OHT, its members, and our patients to navigate the health and wellness system. The KW4 OHT is well-positioned to meet these navigation deliverables and we look forward to sharing more as our priority projects evolve.

# Health System Updates

## ONTARIO HEALTH

The OHT Plan was submitted to Ontario Health on January 27, 2023. The team acknowledges and thanks the Steering Committee and Members for their thoughtful and insightful feedback that were incorporated the suggestions into the final Plan.

The next reporting milestone will be a submission of our Collaborative Quality Improvement Plan (cQIP) that is due to Ontario Health on March 31, 2023.



# Progress and Results

## FORMATIVE EVALUATION - ORGANIZING FOR OHTS 2022 SURVEY RESULTS

During the January 18, 2023, Members meeting, the results of the second Organizing for Ontario Health Teams (OOHT) survey were reviewed and discussed. The objective of the survey was to *compare critical success factors for implementation of integrated care across the OHTs in order to guide OHTs and the MOH/Ontario Health (OH) in identifying strengths and opportunities to build on these capabilities*. Member organization were surveyed between March and May of 2022.

### Findings:

- Our OHT response rate was 49%
- Compared to our first survey, we saw a decrease in all of the 10 domains
- This is consistent with the provincial results
- Our OHT results closely mirror the other Cohort 2 OHT results and our comparator OHTs
- We are seeing certain domains or pockets where Members are feeling more confident and others where they are feeling less confident

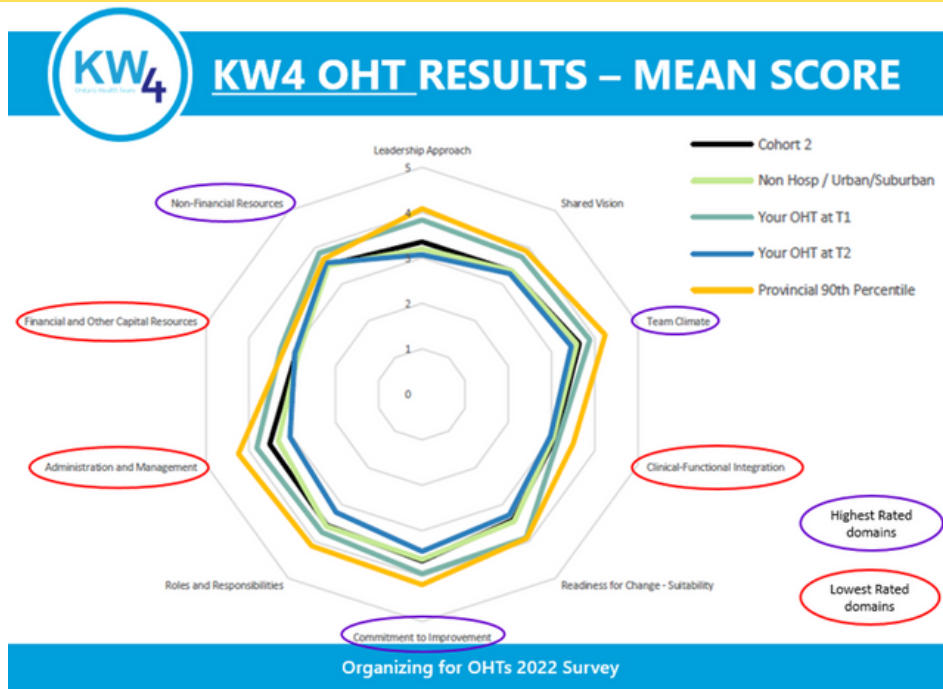
Since the survey was launched our OHT has:

- realigned our areas of focus and our work plan
- improved communications through the Executive Director Report and town halls
- successfully piloted the Specialized Geriatrics and Newcomer Integrated Care Team pilots

Members felt that the OHTs work in this regard will continue to strengthen our capabilities and contribute to our ongoing success. As we enter a climate of further uncertainty and await direction on incorporation and an operational support provider (back-office functions), we will engage our Members and develop principles we would like to adhere to as this work unfolds (i.e. community before brand and relationship before task).



# Progress and Results



## COLLABORATIVE QUALITY IMPROVEMENT PLAN (CQIP)

On January 16, 2023, members of the KW4 OHT Ops Team attended a cQIP webinar hosted by Ontario Health. The objectives of the webinar were to:

- Review the purpose, structure, and annual timeline of the cQIP
- Summarize key learnings from analysis of the 2022-2023 cQIP's
- Learn about enhancements to reporting using the OHT Data Dashboard
- Review streamlined submission process using QIP Navigator

As noted in previous reports, OH has decided that the 2023/24 cQIP cycle will be an extension of the 2022/23 program and that the three provincial areas of focus and the five indicators as shown below will remain the same for 2023/24.

KW4 OHT is required to submit a refreshed cQIP by March 31, 2023. Our plan is to bring the preliminary 2023/24 cQIP to Members on February 15th for review and feedback, with the final report coming to the March meeting for approval.



# Progress and Results

## QUARTERLY PERFORMANCE REPORT

During December 14, 2022, Members Meeting, we shared the refreshed quarterly performance report which included a more robust data analysis along with additional insight and commentary related to contributing factors and the positive impact we hope our planned work will have on each measure. Our next report will be provided in March. The Steering Committee and Members are encouraged to provide their feedback on the new format, as our goal is to make this a meaningful and useful tool.





# Project Status Updates

## PROJECT 1: CREATE NEIGHBOURHOOD INTEGRATED CARE TEAMS IN PRIORITY NEIGHBOURHOODS (NICT)

### INTRODUCTION

The objective of this project is to develop and implement Neighbourhood Integrated Care Teams (NICT) to address disparities that limit access to health and wellness services for residents in our four priority neighbourhoods (N2G, N2H, N2M, and N2C). Our goal is to improve overall access to community mental health & addiction services and improve overall access to care in the most appropriate setting. Through an integrated model of care, we will strive to prevent emergency department visits and hospitalizations through enhanced support.

### UPDATE

The OHT team continues to work with House of Friendship to finalize the work plan and determine the next steps. We have engaged the region, EMS, and cities and are working with partners to advocate for possible regional projects that would include our priority neighborhoods.

Recruitment of a CommunityCo-Lead as well as other Community Members for the Project's Implementation Team is ongoing. In the interim, we have begun consultations with relevant stakeholders regarding potential initiatives/activities that could be rolled out as part of this project. These initiatives include, but are not limited to, Paramedical Services Mental Health and Addictions (MH&A) Alternate Destination Model, Ontario Structured Psychotherapy (OSP) Program, Social Prescribing, Acquired Brain Injury in the Street Program, Let's Go Home (LEGHO), Seamless Care for Optimizing Patient experience (SCOPE), etc.

### NEXT STEPS

The next Leadership Action Committee will be held on February 10th. At this meeting we will discuss potential initiatives and begin to prioritize our work plan.



# Project Status Updates

## PROJECT 2: DEVELOP A NEWCOMER APP FOR USE BY RECENT NEWCOMERS

### INTRODUCTION

The objective of this project is to develop an app to improve Newcomer's ability to self-navigate local health and social services with accurate, timely, and up-to-date information. This technology will empower Newcomer's to better participate in their own health and wellness journey and help guide them to the most appropriate care and support for their given circumstance, 24 hours a day, 7 days a week, in the language of their choice, all from the comfort of their own home.

### UPDATE

The inaugural Leadership Action Committee meeting was held on the 23rd of January 2023. An overview of the KW4 OHT and the vision for the Newcomer App was shared. The group discussed the importance of connecting with grassroots agencies to ensure co-design with community representatives and newcomers. The Terms of Reference for the project was reviewed and adopted. We have learned that we were not successful with our Graham Seed Fund proposal however our work on the NSERC Alliance grant proposal is still continuing. The recruitment materials for Phase 1 (requirements gathering) of the project are currently being developed and reviewed for ethics application. The Memorandum of understanding for the project has been drafted by KW4 OHT and is currently being reviewed by the University of Waterloo.

### NEXT STEPS

Establish the Implementation team(s) that will be a collaboration between the research team at the University of Waterloo and community representatives. The Ethics application will be submitted for approval to the Ethics Board at the University of Waterloo and the Tri-Hospital Research Ethics Board (THREB).



# Project Status Updates

## PROJECT 3: SUPPORT PRIMARY CARE INTEGRATION AND GOVERNANCE MODEL

### INTRODUCTION

From solo physicians and family health teams to nurse practitioners and community public health organizations providing care in our priority neighbourhoods (N2G, N2H, N2M, and N2C), this project seeks to co-design a sustainable model for connection and capacity building. This project seeks to improve provider experience by increasing education and creating a workforce capacity plan. Finally, we aim to increase overall access to preventative care with a focus on reducing inequities for individuals in our priority populations.

### UPDATE

The Leadership Action Committee met and reviewed the feedback received during the KW4xClinicians event held on November 30th, 2022. Using this feedback, the LAC discussed the Project Scope to ensure clinicians' priorities were reflected in our work.

The first of three Implementation Teams, the Cancer Screening Implementation Team, has been determined and has a wide range of representatives from primary care providers, community providers, and community members. This team met to discuss the project goals, review the Terms of Reference, and review the Collaborative Quality Improvement Plan (cQIP) work and commitments for the 2023/24 fiscal year. The Cancer Screening Implementation Team is also exploring partnership opportunities with the Cambridge North Dumfries OHT and the Region of Waterloo Public Health.

The Memorandum of Understanding has been completed and signed.

### NEXT STEPS

The OHT will work with partners in establishing initiatives to improve cancer screening and to recruit participants for the other two implementation teams.