

Executive Director

Update



Ashnoor Rahim
Executive Director

FEBRUARY

Report to Steering Committee
March 7, 2023



General Updates

OUR KW4 OHT TEAM

We are thrilled to extend two co-ops for additional four months to continue the momentum.

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

COMMUNICATIONS HIGHLIGHTS

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)

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 submitted directly on our website, kw4oht.com/newsletters





General Updates

COMMUNITIES AND STAKEHOLDERS WORK

AGING WELL FAIR

On February 1, 2023, the Aging Well in Woolwich Information and Active Living Fair was hosted by The Township of Woolwich in partnership with the Older Adult Centres' Association of Ontario (OACAO). This event was sponsored by the Ministry for Seniors and Accessibility. The fair was open to the public and over 100 seniors were in attendance. During the event, panelists from various community health associations shared information on resources available for older adults and programs that help seniors stay independent in their activities of daily living (ADLs).

The Honorable Sylvia Jones MPP, Ontario Minister of Health & Deputy Premier of Ontario, delivered a speech emphasizing the importance of Ontario providing accessible services, workplaces, and communities for people in an age-diverse environment. Additionally, she highlighted the significance of seniors aging with dignity. The attendees were rewarded with door prizes through draws, which were gifts given by various vendors. The vendors present at the fair were several community and ministry organizations pertaining to senior health and well-being, such as Grand River Hospital, Woolwich Community Health Centre, Community Care Concepts Additionally, etc. To promote well-being and an active lifestyle, the fair incorporated SMART exercises as a part of the agenda. Overall, it was a successful and educational event for older adults that provided them with information on programs and services, healthy lifestyles, and aging.

KW4 COMMUNITY ENGAGEMENT: HOW TO BE INVOLVED

On February 23, 2023, KW4 OHT held their second Town Hall. 30 people participated in this virtual event and heard from our Project Managers, Aderonke Saba, Kayode Ajumobi, and Rebecca Petricevic, on how the community can become involved in our priority projects. The community also had the opportunity to ask questions during this interactive event.



Health System Updates

DIGITAL HEALTH

We are excited to share that Traverse Independence went live with Ocean eReferral in February. Traverse Independence is a KW4 OHT member organization that assists adults with acquired brain injuries (ABI) and physical disabilities. The following programs at Traverse can now accept electronic referrals through the Ocean Provider Network: *ABI in the Streets, Day Program, Goal Attainment Program (GAP), Mainstream Outreach Program, Group Home, and Transitional Living Program*. Now that these six programs offered at Traverse can be accessed through eReferral, organizations can easily send electronic patient referrals to help streamline and enhance the referral process for both the senders of the referrals and the organization receiving the referrals. Referral senders can securely share pertinent patient information along with the referral and securely communicate any additional information required. Additionally, consenting patients and/or caregivers can have their emails added to the referral to easily track the referral status and stay informed on any updates, including appointments and relevant forms that may need to be completed prior to the appointment or referred service.

As of January 31, Health Connect Ontario received a re-brand to Health811. Health811 replaced Telehealth Ontario as a free, secure, and confidential service Ontarians can call or access online 24 hours a day, seven days a week to receive health advice from qualified health professionals, such as registered nurses, locate local health services, and find trusted health information. Ontarians can call 811, chat live online, or access resources online at [Ontario.ca/health811](https://ontario.ca/health811). Health811 is for non-urgent health questions and concerns only and is not a substitution for 911, which should still be used for a medical emergency. This service is also not a replacement for regular touchpoints with health care providers.

Features of Health811 include:

- 24/7 access to live support via telephone or online chat.
- The telephone service is available in over 200 languages, including Indigenous languages such as Cree, Ojibwe, and Inuktitut.
- Free access to health professionals, such as registered nurses, registered dietitians, lactation consultants, and smoking cessation coaches.
- Provides support for those searching for information about mental health and addictions.



Health System Updates

- An online health services directory that enables Ontarians to find health services and health care providers by keyword, location or postal code.
- An artificial intelligence-powered symptom assessment tool that guides users through a series of questions to suggest possible reasons for their symptoms and provides care options, as well as a downloadable symptom report.
- An online medical library that consists of curated content created by experienced doctors and medical safety experts. Ontarians can also call Health811 to receive a free FIT for colorectal cancer screening, get assistance finding a family physician or nurse practitioner accepting new patients, connect to the Refugee HealthLine and more.

As previously shared, KW4 OHT will leverage Health811 as an additional tool to help support patients navigating the health and wellness system. We look forward to the additional enhancements and future updates that Health811 will release over the coming months and throughout the year, including further exploring the possibilities of connecting local content and services through this provincial tool.

We welcome feedback from members on Health811, including services and functionalities that are currently available and any future enhancements the province could consider. This includes sharing anonymous feedback members may receive from patients/clients if they utilize Health811. Please feel free to share this feedback with [Jessica Lemon](#), KW4 OHT Digital Health Co-Lead, or directly through the Health811 feedback form located [here](#).

The KW4 OHT Digital Health Reference Group met in February to receive updates on the 2023-2024 *Patient Navigation & Digital Access* priorities and associated deliverables as identified in the Transfer Payment Agreement (TPA) with Ontario Health. The group discussed the OHT Plan submitted on January 27 to Ontario Health, and the opportunities and challenges with the four assigned objectives and deliverables, connecting these four areas of navigation, patient's digital access to information (patient portals), online appointment booking in primary care, and an assessment of members virtual care services to our local needs and activities. The reference group also received updates on the KW4 OHT Projects, including discussions on how the reference group could be involved and/or stay connected with the projects. The Digital Health Reference Group will meet again in mid-Q1 to continue these discussions. Additionally, we are optimistic that by this meeting, we will receive updates from Ontario Health on the '23-'24 one-time digital health funding opportunities and we can use this meeting time to collectively discuss how these opportunities can further support our priorities.

Progress and Results

COLLABORATIVE QUALITY IMPROVEMENT PLAN (CQIP)

Work on the preparation of our 2023/24 cQIP submission continued this month. During the February Members meeting, Members were provided with an update on the drafting of this year's cQIP including the various groups/stakeholders KW4 OHT is engaging with to inform the development of the cQIP.

This includes:

- KW4 OHT Operation Team
- Frail Elderly Working Group
- Mental Health and Addictions Working Group
- GRH Mental Health Families for Awareness, Change, and Education (FACE) Committee
- Cancer Screening Implementation Team
- Community Council Design Committee
- Project Teams

Members also had the opportunity to review the draft initiatives being proposed for the 2023/24 cQIP. As KW4 OHT considers the initiatives to include in the 2023/24 cQIP, we know that many regional initiatives as well as the work of the KW4 OHT's 3 priority projects are already focused on improving overall access to care in the most appropriate setting, increasing access to community mental health and addictions services, as well as increasing overall access to preventative screening. In this year's cQIP, KW4 OHT will show the alignment of these provincial areas of focus with the work KW4 OHT is already doing, as we see the cQIP as being part of our work rather than something separate.

Over the next month, KW4 OHT will continue our engagement with various groups and will then share the draft submission including a progress report on 2022/23 quality initiatives, context around our population and any emerging issues, improvement targets, and the planned improvement initiatives to achieve these targets for feedback and approval at the March 15th Members meeting. The cQIP will then be submitted to Ontario Health by March 31, 2023.

Progress and Results

QUARTERLY PERFORMANCE REPORT

Work is underway this month in preparation for our next performance report which will be shared with Members at their March 15, 2023 meeting.





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 second meeting of the Project's Leadership Action Committee (LAC) was held on February 10, 2023. During the meeting, the committee's Terms of Reference were unanimously approved. The LAC was updated on the initiatives that will be leveraged to facilitate the achievement of the project's objectives and goals. Key among these initiatives are the development of three patient personas and journey maps as well as the development of three Integrated Care Pathways (ICPs). The patient personas, journey maps, and ICPs are expected to serve as the foundation on which for all future activities of the project. Optimus SBR has been engaged to support the development of patient personas, journey maps, and ICPs.

Consultations with relevant stakeholders continued during the month with meetings held with the Digital Health Reference Group, the Frail Elderly Reference Group, and the Mental Health and Addictions Reference Group to explore areas of collaboration and partnership.

NEXT STEPS

Support activities associated with the development of patient personas, journey maps, and ICPs.
Finalize project budget and update project charter.



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

Recruitment for the implementation team for Phase 1 of the Newcomer App project is currently underway. We are also consulting with various stakeholders and organizations that provide services to Newcomers to ensure that the research is designed to provide a solution that works for Newcomers to KW4.

Our work on the NSERC Alliance grant proposal is continuing. We were delayed in submitting the ethics application this month due to a pivot in the research design. We are currently working towards the next deadline of March 15, 2023. The recruitment materials for Phase 1 (requirements gathering) of the project are currently being developed and reviewed for ethics application.

NEXT STEPS

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). Develop a work plan and continue to consult with Implementation team members to work on recruitment strategies and modalities for participant focus groups and interviews.



Project Status Updates

PROJECT 3: SUPPORT PRIMARY CARE INTEGRATION AND GOVERNANCE MODEL

INTRODUCTION

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 Cancer Screening Implementation Team has met and agreed to a phased work plan approach to address the cQIP indicators for preventative cancer screening. The first phase of this work - a current state environmental scan - has begun with an exploration of the provider and patient experiences, existing public outreach/communications, community resources and partnerships, learnings from other OHTs, and measurements and benchmarking. This month we also met with the Region of Waterloo Public Health Unit as well as the CND OHT, who are both eager to collaborate on screening initiatives.

Recognizing that primary care is the foundation of our health care system and that the province will be supporting the creation of primary care networks, KW4 OHT has engaged JMckinley Consulting to facilitate the development of a model and process to enable primary care providers to have a collective voice in OHT activities and leadership tables to advance priorities.

NEXT STEPS

The Leadership Action Committee will meet on March 7, 2023 to finalize the project scope and to begin to plan engagement sessions in collaboration with JMckinley Consulting. Following this the remaining two Implementation Teams will be formed and will begin to draft a work plan and use their expertise to determine the activities that will achieve our project objectives.

The Cancer Screening Implementation Team will continue to meet bi-weekly and will be reviewing and consolidating the current state exploration. Using this information, they will evaluate possible solutions and draft a work plan.



Appendix

- Mapping the Newcomer Journey for More Equitable Population Health: Insights from an Ontario Health Team
- KW4 OHT Community Engagement Event Report: How can you be involved - February 23, 2023