

NEWCOMER APP

As part of the transformation currently underway in Ontario's healthcare system, organizations and community members in Kitchener-Waterloo, Wellesley, Woolwich, and Wilmot (KW4) have come together to form a Ministry of Health approved Ontario Health Team (OHT). At maturity, KW4 OHT's goal is a health and wellness system for all 400,000 residents that offers seamless, interconnected care and continuity across providers, including hospitals, primary care, long-term care, and community agencies.

PROJECT SCOPE

To develop an application (App) to improve Newcomer's ability to self-navigate local health and social services with accurate, timely and up to date information in their language of choice.



GOALS + DELIVERABLES

Empower Newcomers 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.



MEASURING SUCCESS

Project Teams will develop performance measures aligned with the Quintuple Aim to improve: Patient and Caregiver Experiences, Patient and Population Health Outcomes, Provider Experiences, Value and Efficiency, and Health Equity.



TIMELINE

The Project work will continue through to the Spring of 2024



PROJECT TEAM

- **Executive Sponsor:** Dr. Charmaine B. Dean, Vice-President, Research & International, University of Waterloo
- **Project Co-Lead:** Dr. Catherine Burns, Professor, Associate Vice President, Health Initiatives, University of Waterloo
- **Project Manager:** Aderonke Saba, KW4 OHT
- **Leadership Action Committee:** Information located on our website
- **Implementation Team:** Information located on our website

LEARN MORE?

Contact the Project Manager,
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Visit us on our website
www.kw4oht.com/initiatives

