

Executive Director

Update



Ashnoor Rahim
Executive Director

MAY

Report to Steering Committee
June 6, 2023



General Updates

OUR KW4 OHT TEAM

This month the KW4 OHT team said thank you and goodbye to Kayode Ajumobi. Kayode was providing Project Management Support to the Neighbourhood Integrated Care Team (NICT) project. Although Kayode was only been with us for a few months, Kayode was been instrumental in planning and supporting our Integrated Care Pathway sessions, building connections related to social prescribing, and introducing a monthly project status report. Kayode's last day was May 24th. He will be relocating to Ottawa with his family. We wish Kayode and his family all the best as they continue to build their life in Canada. As we take this opportunity to reflect and re-evaluate how best to move forward, Aderonke Saba has graciously agreed to offer interim support for the NICT project in addition to the Newcomer App project.



General Updates

COMMUNITY ENGAGEMENT

EXPRESSION OF INTEREST

An interdisciplinary, inter-professional, multi-organization group of KW4 OHT Members collaborated on 4 different Expression of Interest proposals to submit in response to the Expression of Interest for Interprofessional Primary Care Teams from Ontario Health announced in early May. The proposals are focused on emergency department diversion and increasing access to team-based care for urban and rural patients as well as FHO doctors. This effort is a collaboration between Community Health Centres, Family Health Teams and Organizations, hospitals, community organizations, and OHT staff. KW4 OHT Members can look forward to learning more about these proposals in the 2nd week of June.

PRIMARY CARE NETWORK

In May, we held a townhall event to discuss what a Primary Care Network could look like in our KW4 region. 35 clinicians met to discuss what the benefits could be, what a Primary Care Network could focus on to improve life for our local providers, and what would be needed to encourage participation. JMcKinley Consulting will be taking the feedback provided by the participants and providing a report to the Primary Care Integration and Governance Leadership Action Committee (PCIG LAC) by the end of June for the next steps.



General Updates

COMMUNITY ENGAGEMENT

CLINICIAN SUMMIT

Clinicians – physicians, specialists, nurse practitioners, and midwives, gathered at the bi-annual Clinician Summit. They shared exciting work being done across the region including:

- Orthopedic Assessment Clinic
- Regional Eye Program
- Developing Clinical Pathways opportunities
- Expanded scope for midwives
- Patient portal developed by Grand River and St. Mary’s hospitals

The attendees discussed the relationship between clinicians and Ontario Health, how clinicians want to communicate with each other, and how to increase and support inter-professional collaboration within our community. The PCIG LAC and the KW4 OHT Operations team will be reviewing the feedback and will work towards integrating the suggestions in future work.

CANCER SCREENING

The Cancer Screening Implementation Team (an arm of the PCIG project) identified our 2 main audiences and 3 streams of work to be conducted over the next year. The audiences are the residents and newcomers living in our 2022-23 OHT priority neighbourhoods.

The streams are focused on:

- Increasing public awareness of the importance of preventative screening and how to access it
- Addressing the administrative burden faced by screening providers with the development
- Expansion of a volunteer program as well as an exploration of the eHealth Centre for Excellence’s automated solution, Poppy Bot
- Addressing the administrative burden

The Implementation Team applied to participate in the upcoming KW Multicultural Festival to begin their public outreach work and have recently received notice of their acceptance.



General Updates

COMMUNITY ENGAGEMENT

GOVERNMENT ASSISTED REFUGEES

During the month of May, our region received more than 50 government-assisted refugees. To address the acute and chronic medical needs of some of the newcomers, a pop-up clinic was established at their hotel for initial health assessments.

This initiative was organized and led by several member organizations of KW4 OHT, including Reception House, Kitchener Downtown Community Health Centre, Centre for Family Medicine, Grand River Hospital, St. Mary's General Hospital, Sanguen Health, and New Vision FHT. These organizations pooled their health and material resources to ensure the success of the project, reduce hospital visits, and provide emergency department diversion.

The clinic has assessed around 20 individuals and secured over 9 dental appointments for some of the government-assisted refugees.



Health System Updates

DIGITAL HEALTH

DIGITAL HEALTH REFERENCE GROUP

The KW4 OHT Digital Health Reference Group quarterly meeting took place in May. The meeting included an overview of a proposed primary care preventive care project using robotic process automation (RPA), updates on 23/24 TPA deliverables and associated activities, OH 23/24 digital health funding updates, and members' roundtable on digital health initiatives and opportunities for collaboration.

NAVIGATION

KW4 is now working collaboratively with WW H&CCSS, alongside CND and GW OHTs, to support a regional approach to navigation. The collective is looking to leverage the HCCSS Information & Referral Services (I&R) to meet the "24/7 Navigation" TPA deliverable.

Ontario Health Teams will have an OHT section on the Health811 website where patients will type in their postal code to find services near them. Based on patient feedback, OHTs will initially be identified with a "community name", with a plan to transition to an OHT team name as part of a broader OHT brand-building strategy. KW4 submitted "community names" to OH to be displayed on Health811 website. KW4 selected Kitchener, Waterloo, Wellesley, Wilmot, and Woolwich (KW4) areas as our community's name.

Patients and community members can now access Health811 directly from the KW4 OHT website, further promoting and providing awareness to patients and community members about this free health and social navigation service.

Discussions on SCOPE expansion and opportunities for improvement are underway within the OHT.

Planning of a pilot project to implement Community Support Service Navigators in Primary Care in progress.



Health System Updates

DIGITAL HEALTH FUNDING UPDATES

Ontario Health has rereleased funding for Remote Care Monitoring/Surgical Transitions and Online Appointment Booking for FY 23/24.

RCM/ST funding is focused on the sustainment and expansion of previously funded or existing programs. St. Mary's General Hospital Heart Failure Remote Care Monitoring Program proposal is underway.

OAB funding is focused on net new users and the sustainment of previously funded primary care providers/organizations. A survey requesting confirmation of interested providers/organizations has been circulated. This information will help the KW4 OHT with OAB planning and inform the proposal.

The RCM and OAB proposals will be submitted in early June to Ontario Health West for endorsement. Once approved, the provincial Digital Virtual Care Secretariat team will review and confirm approval. A review of all proposals across the province is expected to begin June 26.

Newcomer App Project Status Report

The objective of the Newcomer App project is to develop an app to improve Newcomer's ability to self-navigate local health and social services with accurate, up to date information. Our goal is to 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.

Executive Sponsor: Dr. Charmaine Dean, University of Waterloo
 Project Lead: Dr. Catherine Burns, University of Waterloo
 Project Manager: Aderonke Saba
Report Due Date: May 26, 2023

Overall Status	
Status	Comments (Comments required for a Yellow or Red Status)
Scope	
Schedule	
Budget	
Quality	
Legend	On Track ■ At Risk ■ Serious Concerns ■

Milestones		Legend	On Track	At Risk	Overdue	Complete	✓
#	Project Milestone	Status	Target Due Date (yyyy/mm/dd)	Revised Date (yyyy/mm/dd)	% Complete	Comment	
1	Approval of Project Charter		2023/05/18	2023/06/30	80%	Project Charter drafted. Final review and approval will occur at the Leadership Action Committee (LAC) meeting which was postponed until June.	
2	Project Kickoff	✓	2023/01/23	NA	100%	Completed.	
3	Project Agreement/ signed MOU by KW4 OHT and University of Waterloo	✓	2023/03/01	NA	100%	Completed.	
4	Ethics Approval	✓	2023/05/03	NA	100%	Completed. Ethics clearance received on May 16, 2023 and is valid until Friday, May 17th 2024. This was an important milestone for the team as the study and co-design of the app could not begin until ethics clearance was issued, including recruitment of participants.	
5	Interview data findings/ outcomes		2023/10/31	NA	20%	Work is ongoing to translate research documents and design posters for Participant recruitment. We are also connecting with organizations to determine availability and schedule interview sessions.	
6	Co-design findings/ Design document		2023/12/30	NA	0%		
7	Initial Prototype design		2024/01/31	NA	0%		
8	Prototype Evaluation report		2024/04/30	NA	0%		
9	Revised Prototype design		2024/05/31	NA	0%		
10	Hire Software development company/Programmer		TBD	NA	0%		
11	App Development		TBD	NA	0%		
12	Quality Assurance and Testing		TBD	NA	0%		
13	Deployment and Support		TBD	NA	0%		
14	Field Evaluation of App		TBD	NA	0%		
15	Project Closeout		TBD	NA	0%		

Neighborhood Integrated Care Team Project Status Report

The Neighborhood Integrated Care Team (NICT) project seeks to develop and implement a NICT model to improve access to health services and proactively support community members thereby preventing unnecessary emergency department visits and potential hospitalizations. The main objectives of the project are:

- Determine use of resources in the communities we serve to improve health outcomes
- Develop and implement NICT model to improve access to health services and support high-risk seniors and adults
- Improve overall access to community Mental Health & Addiction services

Executive Sponsor: John Neufeld, House of Friendship

Project Lead: Dauda Raji, House of Friendship

Project Manager: Kayode Ajumobi

Report Due Date: May 26, 2023




Overall Status	
Status	Comments (Comments required for a Yellow or Red Status)
Scope	
Schedule	
Budget	
Quality	
Legend	On Track ■ At Risk ■ Serious Concerns ■

Milestones	Legend	On Track	At Risk	Overdue	Complete	✓
#	Project Milestone	Status	Target Due Date (yyyy/mm/dd)	Revised Date (yyyy/mm/dd)	% Complete	Comment
1	Approval of Project Charter.	At Risk	2023/05/31	NA	50%	Pending finalization of budget and benefits measures.
2	Formalize memorandum of Agreement between KW4 and project sponsor, House of Friendship.	Complete	2023/02/01	NA	100%	MOU in place
3	Establish project Leadership Advisory Committee (LAC)	Complete	2022/12/01	NA	100%	LAC in place
4	Develop Patient Personas, Journey Maps, and Integrated Care Pathways (ICPs).	At Risk	2023/06/20	NA	50%	2 of 4 workshops held. These interactive sessions were well attended by various stakeholders. Planning for 3 rd workshop scheduled for May 31 st is underway
5	Develop a Neighborhood Integrated Care Team Model for Newcomers and Residents in priority neighborhoods	At Risk	2023/12/31	NA	5%	Further work dependent on completion of ICPs.
6	Develop Social Prescribing model for the project.	At Risk	2023/12/31	NA	40%	Held meeting with Dena Silverberg of Older Adult Centres' Association of Ontario. Obtained several resources which will support the development of NICT's Social Prescribing model.
7	Deployment of digital enablers for use by service providers to efficiently and effectively coordinate patient care on the project.	At Risk	2023/12/31	NA	50%	Progress with this milestone dependent on formation of project implementation teams.
8	Establish project implement team(s).	At Risk	2023/06/23	NA	0%	Dependent on completion of ICPs
9	Complete detailed implementation plan	At Risk	2023/07/07	NA	10%	Dependent on Completion of ICPs.
10	Complete project logic framework including indicator matrix and performance measures.	At Risk	2023/07/07	NA	90%	Final draft developed. Awaiting validation and approval.
11	Develop a communication strategy for the project.	At Risk	2023/08/28	NA	10%	Project summary and achievements currently summarized in one page flyers.
12	Conclude evaluation of effectiveness and efficiency of the NICT model.	At Risk	2024/03/08	NA	0%	
13	Initiate formal closeout processes.	At Risk	2024/02/05	NA	0%	

Primary Care Integration and Governance Project Status Report

The Primary Care Integration and Governance Project aims to support primary care providers to better lead, participate and co-design health system integration activities with a patient-first focus. This project also aims to increase overall access to preventative care with a focus on reducing inequities for individuals in our priority populations.

Executive Sponsor: Dr. Sarah Gimbel, New Vision Family Health Team
 Project Lead: Dr. Neil Naik, Regional Primary Care Lead
 Project Manager: Rebecca Petricevic
Report Due Date: May 26, 2023

Overall Status	
Status	Comments (Comments required for a Yellow or Red Status)
Scope	
Schedule	Schedule is to be determined once the Scope is finalized.
Budget	
Quality	
Legend	On Track  At Risk  Serious Concerns 

Milestones		Legend	On Track	At Risk	Overdue	Complete	
#	Project Milestone	Status	Target Due Date (yyyy/mm/dd)	Revised Date (yyyy/mm/dd)	% Complete	Comment	
1	Approval of Project Charter		2023/03/07	2023/04/30	75%	Pending approval.	
2	Project Agreement/MOU signed by KW4 OHT and New Vision FHT.		2023/01/10	NA	100%	Completed.	
3	Project Planning and Project Kick-off		2023/04/30	NA	50%	The Project Schedule is currently awaiting approval of the Project Scope by the LAC.	
4	Environmental Scan Complete		2023/04/30	NA	75%	Physicians practicing in priority neighbourhoods identified along with community organizations & partners.	
5	Primary Care Network Development/ Governance Consulting report complete		2023/04/30	2023/05/30	50%	JMcKinley Consulting engaged, focus groups informational sessions held, survey administered, and in-person townhall occurred on May 24 th . Summary report forthcoming.	
6	Preventative Cancer Screening initiatives implemented		2024/01/31	NA	25%	Barriers to screening identified, areas of focus determined, solutions identified, working groups formed, workplans drafted, implementation initiated.	
7	Clinician Engagement initiatives implemented		2024/01/31	NA	25%	Audience specific newsletters published. Planning for the 2 nd Clinician Summit event on May 31st continued. Supported collaboration on the Expanding & Enhancing Interprofessional Primary Care Teams EOI.	
8	Care pathways initiatives implemented		2024/01/31	NA	5%	Initial identification work has begun, pilot project for community support service navigation being planned.	
9	Interim Evaluation Report complete		2024/02/29	NA	0%		
10	Sustainability Plan developed		2024/02/29	NA	0%		
11	Identify opportunities to scale and spread to other providers and to other neighbourhoods		2024/02/29	NA	0%		
12	Project Closure/Lessons Learned		2024/03/31	NA	0%		
13	Final Evaluation Report complete		2024/04/30	NA	0%		