

**CAMBRIDGE**  
**NORTH DUMFRIES**

**OHT**

# **A-Team Waterloo Region**

May 19, 2022 | 7:00-9:00 PM



# About Me



Kristina Eliashevsky, Cambridge North Dumfries OHT Transformation Lead

*Previously supported planning and project management for:*

- *Hospital Accreditation*
- *Hospital IT including Pre-Op Care Redesign*
- *The City of Toronto Mobile Crisis Intervention Team Program*
- *Provincial Baby-Friendly Initiative*

**Fun Fact**

I am new to the Region of Waterloo

# Tonight's Presentation

1. About Ontario Health Teams
2. Introduction to the Cambridge North Dumfries Ontario Health Team
  - Who we are
  - Work to date
3. Discussion on Opportunities for Improvement

# Acronyms / Glossary

**OHT** - Ontario Health Team

**CND** - Cambridge North Dumfries

# Key Resources

**CND OHT Website – [www.cndoht.com](http://www.cndoht.com)**

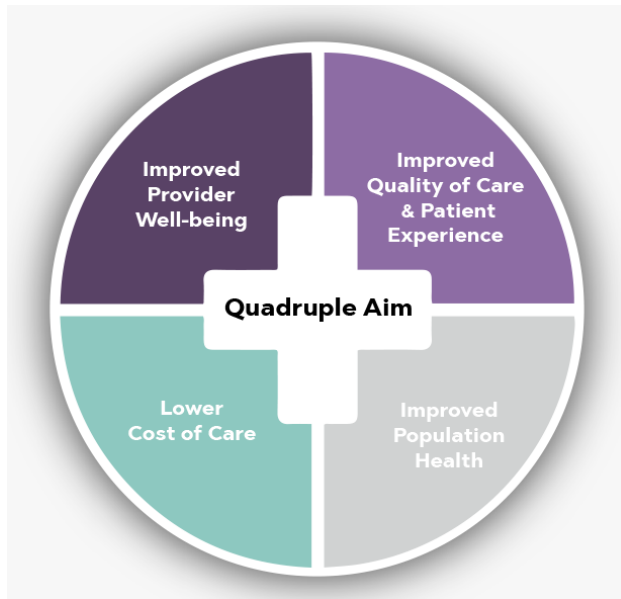
- About us video
- How to get involved
- Join our newsletter

# Ontario Health Teams (OHTs)

- OHTs enable patients, families, communities, providers and system leaders to work together, innovate, and build on what is best for Ontario's health care system.
- Groups of health care providers work together to deliver a full and coordinated continuum of care for patients, even if they're not in the same organization or physical location.
- OHTs have been initially working together to **improve care experiences** and **health outcomes** for their identified Year One target patient populations and are now starting to build towards integrated care for all patients in their attributed populations.



# Ontario Health Teams (OHTs)



This new vision for health care in Ontario is aligned with the **‘Quadruple Aim,’** an internationally-recognized framework that designs and delivers an effective health care system.

**+ Equity**

**Learn more:** <https://www.ontario.ca/document/healthy-ontario-building-sustainable-health-care-system/chapter-2-vision-health-care-ontario>

# Understanding the Evolving\* Healthcare Landscape in Ontario

~~Local Health Integration Networks (LHINs)~~

**Home Care** – Home and Community Care Support Services

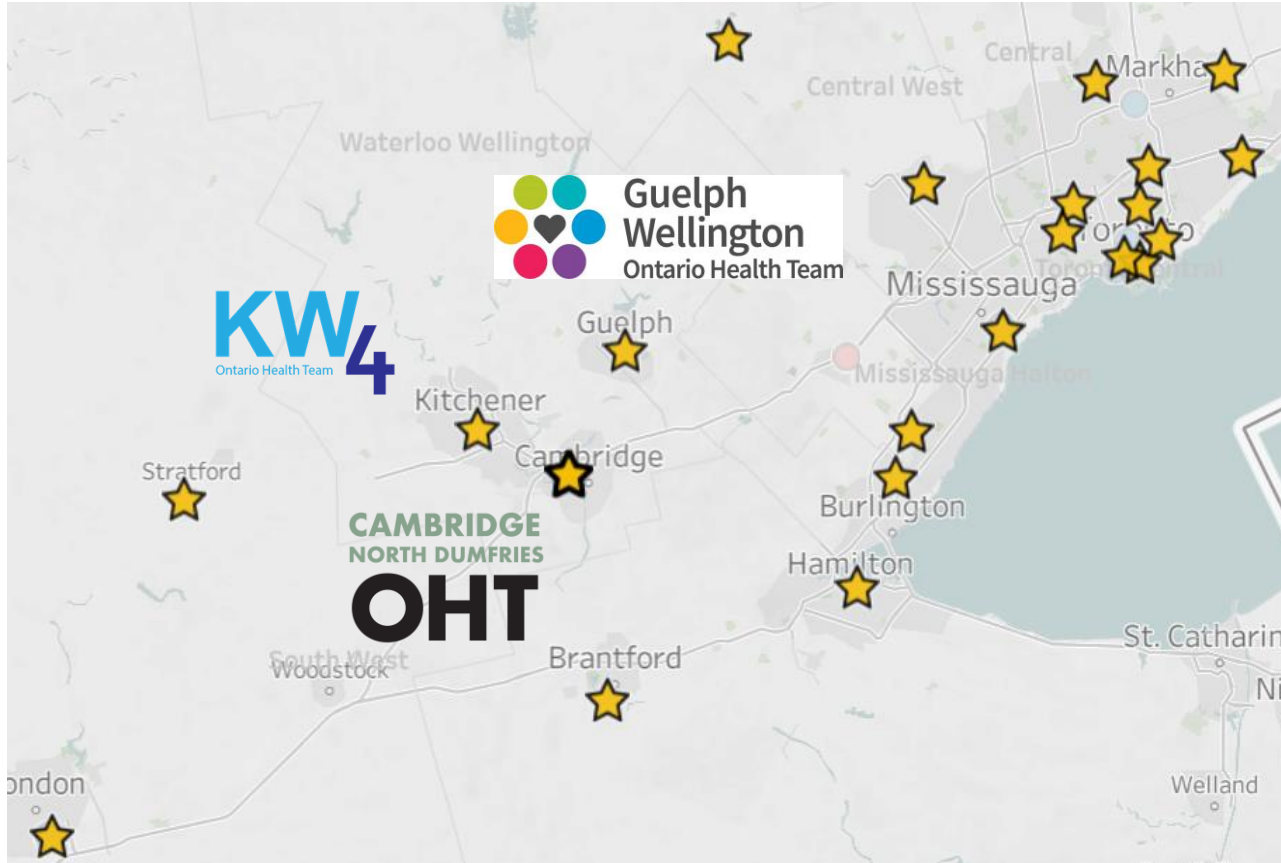
**Funding Decisions, Planning, Setting Priorities, Monitoring** – Ontario Health /  
Ontario Health West and Ministry of Health

**Local Planning and Coordination** – Ontario Health Teams

\*Future state is still in transition, with changing directions

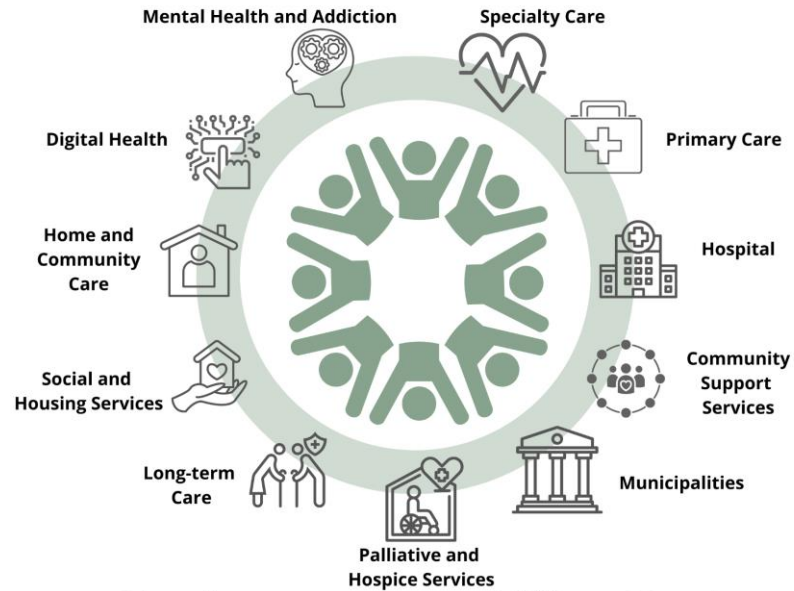


# Ontario Health Teams (OHTs)



- **51** Ontario Health Teams in the province, at different stages of development
- **3** OHTs in Waterloo Wellington area

# Our Members



## Members

- Cambridge Memorial Hospital
- Canadian mental Health Association Waterloo Wellington
- Community Support Connections on Wheels and more
- Delta Coronation FHO
- eHealth Centre of Excellence
- Fairview Mennonite Homes
- Grandview Medical Centre FHO & Grandview Medical Centre FHT
- Hospice of Waterloo Region
- House of Friendship
- Langs
- Saint Luke's Place
- Stonehenge Therapeutic Community
- Thresholds Homes and Supports
- Traverse Independence
- Two Rivers FHO & Two Rivers FHT
- Waterloo Region Nurse Practitioner-Led Clinic
- Home and Community Care Support Services WW

## Affiliate Members

- AIDS Committee of C, KW and Area
- Alzheimer Society Waterloo Wellington
- Born Midwives
- Cambridge Cardiac Care Centre
- Cambridge Coronation FHO
- Carizon Family and Community Services
- Cambridge Self Help Food Bank
- City of Cambridge
- Family Counselling Centre of CND
- Independent Living Centre of Waterloo Region
- Lisaard and Innisfree Hospice
- Lutherwood
- Paramedic Services, Region of Waterloo
- Region of Waterloo
- Township of North Dumfries

# Priority Populations

## 5 CND OHT Primary Care Practices



# Cambridge North Dumfries Ontario Health Team



## People Accessing Cambridge North Dumfries Health, Community and Social Services

Frail Older Adults

### Priority Populations

Medically Complex

Mental Health & Addictions

Ontario Health

Ministry of Health

## Strategy and Leadership

### Decision-Making Structures

#### Joint Board Committee

18 Members + Patient Caregiver  
Chair: Angie Asadoorian, Langs

#### Steering Committee

18 Members + Chief of Family Medicine + Patient Caregiver  
Co-Chairs: Chris Cassolato, Two Rivers FHT & Patrick Gaskin, CMH

#### Operations Committee

10 Representatives of Steering Committee Representing Priority Populations  
Co-Chairs: Chris Cassolato, Two Rivers FHT & Patrick Gaskin, CMH

#### Member Boards of Directors

**Primary Care Council**  
*In Development*

**Patient, Family and Caregiver Advisory Council**  
*In Development*

## Operations

### OHT Design & Implementation Co-Design Groups, Work Streams and Working Groups

#### Participants

**Members**  
**Affiliate Members**  
**Primary Care**

#### Connecting Care

Co-Chairs:  
Laura Holden, HCCSS  
Erin Patterson, Conestoga  
College

#### Quality

Chair:  
Dr. Sharon Bal

#### HR & Privacy

*In Development*

**Governance & Accountability Working Group**

#### Health Equity Working Group

*In Development*

#### Enablers

Digital Health

**Mental Health and Addictions Work Stream**

**Medical Complexity and Older Adult Work Stream**

**cQIP Working Group**

**Communications Working Group**

**CND OHT COVID-19 Response Table**

**LTC, Retirement Home and Congregate Communities of Practice**

*We envision a community where people access seamless and integrated services to ensure the health and wellbeing of our diverse populations.*

## CND OHT Staff Support Team

**Transformation Lead**  
Kristina Eliashevsky

**Digital Health Lead**  
Jeremy Howcroft

**IPAC Lead**  
Alexis Cook

**Communications Coordinator**  
Havva Kemal

**Administrative Assistant**  
Brenda Jacob

**Engagement Lead**  
*Vacant*

**Performance Monitoring and Quality Lead**  
Lindsay Beuermann

**Diversity, Equity and Inclusion Lead**

## Current State

Services depend on where I access primary care.

I had to tell my story too many times and keep answering the same questions over and over again.

I can't see my own test results and I don't know when my upcoming appointments are.

I don't know where to find help.



## Future State

I receive the same level of services, no matter where I access primary care.

I am cared for by one team, who knows me and the full team can access my key health information.

I can book appointments online and I can access my own health records.

Depending on my needs, I can access care navigation or care coordination 24/7.

## 2022-2025 **STRATEGIC FRAMEWORK**

### **OUR VISION**

We envision a community where people access seamless and integrated services to ensure the health and wellbeing of our diverse populations

### **OUR VALUES**

Inclusive | Connected  
Accessible | Adaptable



## OUR STRATEGIES

### **CORNERSTONE PRIORITY:** Transform the healthcare journey

1. Put patients, families and caregivers at the centre of a re-designed health care experience.
2. Improve collaboration, care coordination and knowledge sharing across all partners.
3. Reduce barriers such as discrimination, stigma, culture and language to improve access to care.

### **TRANSFORMATION ENABLERS**

Innovate, learn and continuously improve

1. Measure and monitor the impact and effectiveness of our OHT, and adapt strategies and priorities as needed.
2. Collaborate with other OHTs to drive innovation and accelerate transformation.
3. Evolve the governance of our OHT to promote transparent and collaborative decision making.

Advance reconciliation and foster diversity, equity and inclusion (DEI)

1. Develop a Reconciliation Action Plan in partnership with Indigenous communities.
2. Eliminate experiences of stigma, racism, oppression and inequity for patients and providers.
3. Improve the experience and outcomes for vulnerable populations.
4. Develop a DEI human resource strategy so our teams best reflect the diversity of our community.

Enable the full potential of our health human resources

1. Optimize the roles and functions of health human resources across our OHT.
2. Collaborate on human resource planning to increase capacity and promote recruitment and retention across all OHT partners.
3. Partner with healthcare providers to improve the provider experience and wellbeing.

**ENABLING STRATEGY:** Implement digital health tools to increase access to care, improve care coordination and collaboration and to enable evidence-informed planning and decision-making.

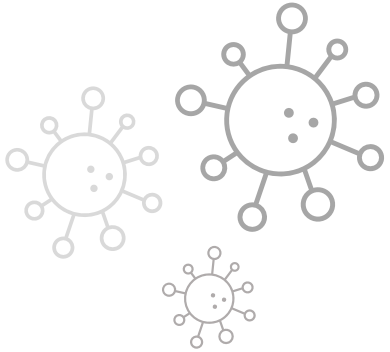
To learn more about the Cambridge North Dumfries Ontario Health Team visit [www.cndoht.com](http://www.cndoht.com)



# **2021-2022 Accomplishments**



# CND OHT COVID-19 Response



**CND OHT** @CndOht

Want to learn more about #COVID19 Antivirals? Tune in to @Rogerstv20 this weekend for a pre-recorded Community Town Hall. Not available during those times? The full video is now available on the @CndOht YouTube channel! [bit.ly/3vS6zuV](https://bit.ly/3vS6zuV)

**CAMBRIDGE NORTH DUMFRIES | OHT KW4 | Guelph Wellington**  
Ontario Health Team

**COMMUNITY TOWN HALL  
COVID-19  
ANTIVIRALS UPDATE**

20  
collaborative  
COVID-19  
Response  
Meetings

**Community Message**

As restrictions are relaxed in the province today, Cambridge North Dumfries Ontario Health Team partners are committed to the importance of continued protective measures for the safety of our communities, including our patients and staff. The CND OHT remains supportive of staff vaccine policies and encourages our communities to continue to wear masks and get vaccinated.

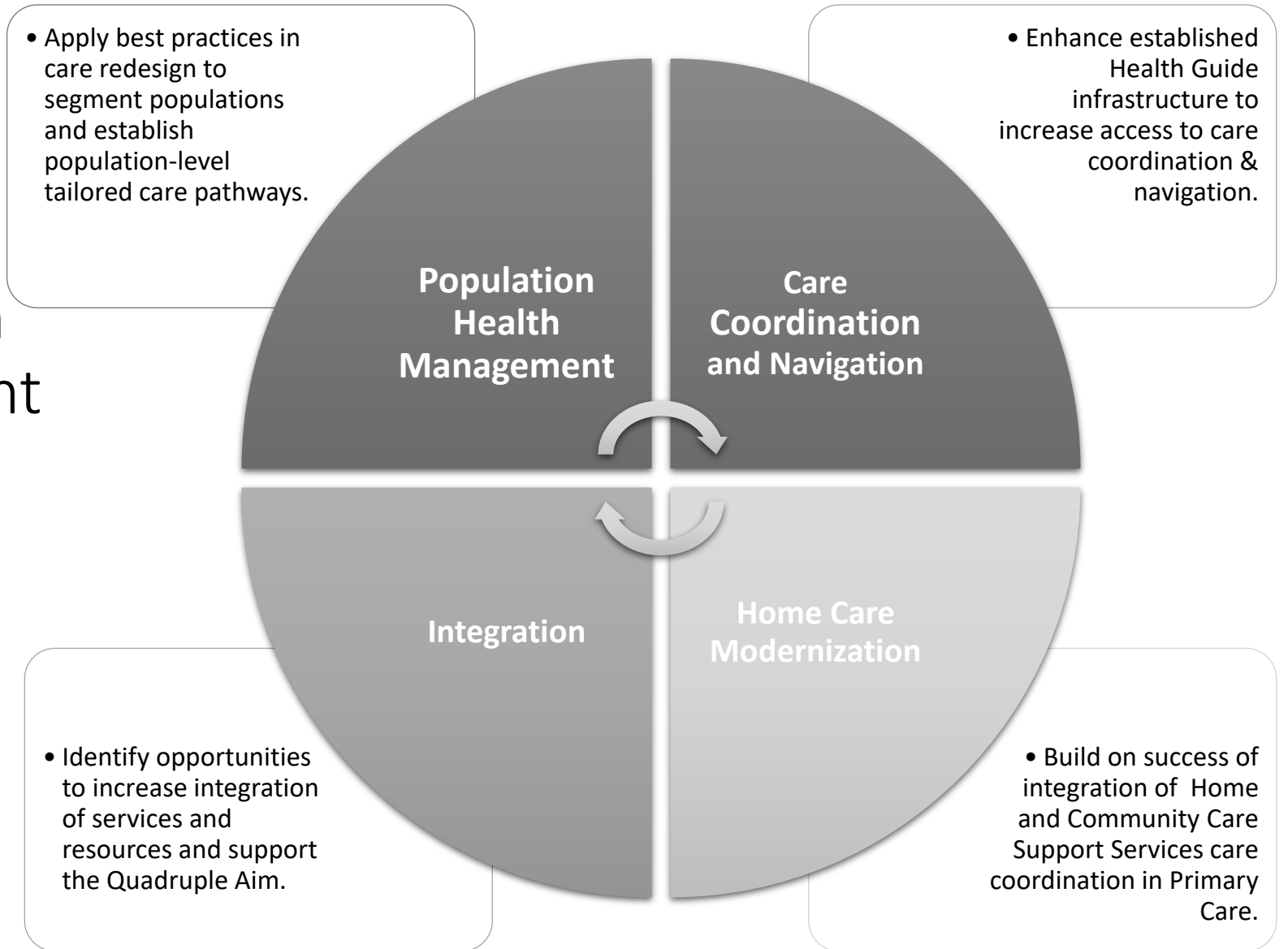
For more information, please visit the organizational websites of CND OHT Members and Affiliate Members.

**CAMBRIDGE NORTH DUMFRIES OHT**



# Integrated Care through Population Health Management and Equity Approaches

CND OHT Connecting Care Co-Design Group





# Population Health Management



- Frailty Assessment
  - Early identification of individuals at risk of frailty
- Mental Health & Addictions
  - Mapping services to identify gaps
  - Early intervention for those with mild to moderate depression

# Digital Health



- CND OHT submitted or was included in the submission of 6 successful funding applications, one of which was used as a template for other OHTs submitting applications for similar projects.
- These projects brought more than \$330,000 in additional funds to support digital health in our community.
- Grant to primary care practices to support virtual care.

Priorities for the Next Year

## 2022-2025 **STRATEGIC FRAMEWORK**

### **OUR VISION**

We envision a community where people access seamless and integrated services to ensure the health and wellbeing of our diverse populations

### **OUR VALUES**

Inclusive | Connected  
Accessible | Adaptable



## OUR STRATEGIES

### **CORNERSTONE PRIORITY:** Transform the healthcare journey

1. Put patients, families and caregivers at the centre of a re-designed health care experience.
2. Improve collaboration, care coordination and knowledge sharing across all partners.
3. Reduce barriers such as discrimination, stigma, culture and language to improve access to care.

### **TRANSFORMATION ENABLERS**

Innovate, learn and continuously improve

1. Measure and monitor the impact and effectiveness of our OHT, and adapt strategies and priorities as needed.
2. Collaborate with other OHTs to drive innovation and accelerate transformation.
3. Evolve the governance of our OHT to promote transparent and collaborative decision making.

Advance reconciliation and foster diversity, equity and inclusion (DEI)

1. Develop a Reconciliation Action Plan in partnership with Indigenous communities.
2. Eliminate experiences of stigma, racism, oppression and inequity for patients and providers.
3. Improve the experience and outcomes for vulnerable populations.
4. Develop a DEI human resource strategy so our teams best reflect the diversity of our community.

Enable the full potential of our health human resources


1. Optimize the roles and functions of health human resources across our OHT.
2. Collaborate on human resource planning to increase capacity and promote recruitment and retention across all OHT partners.
3. Partner with healthcare providers to improve the provider experience and wellbeing.

**ENABLING STRATEGY:** Implement digital health tools to increase access to care, improve care coordination and collaboration and to enable evidence-informed planning and decision-making.

To learn more about the Cambridge North Dumfries Ontario Health Team visit [www.cndoht.com](http://www.cndoht.com)

# Engaging with CND Communities

- Understand what is working and not working, as we grow and learn
  - Example: Virtual Care Survey has received 550+ responses in January-March this year. Data is used to tell us what we can do better and differently.
- Create opportunities for community members to participate in planning and decision making
  - The CND OHT Patient, Family and Caregiver Council will be launching in September.



If you are interested in sharing your experience after this meeting, or participating in the Council or other engagement activities, please email me directly at [kristinae@langs.org](mailto:kristinae@langs.org).

# Hearing from You

What has your experience been with the health and social service system?

What went well?

What did not go so well?



How can the OHT improve the patient experience?

What will success look like for our Ontario Health Team?

Thank you!

**CAMBRIDGE**  
**NORTH DUMFRIES**

**OHT**