

Executive Director

Update



Ashnoor Rahim
Executive Director

NOVEMBER

Report to Steering Committee
November 1, 2022



General Updates

OUR KW4 OHT TEAM

The KW4 OHT team continues to meet weekly in person to move project planning and implementation forward and foster team building. Further details on projects are included in the report.

On November 3, 2022, we are meeting with the Year 1 working group Co-Leads to provide the Operations team with an opportunity to engage the co-leads about current initiatives and seek their feedback on how best the OHT can continue to support the working groups in support of our goals and initiatives.

Recruitment for the position of a finance manager has proven to be challenging and we are planning to use an agency for 6-12 months with the option to hire after 6 months. Ashnoor Rahim, with the support of the Grand River Hospital Finance department, is working with the agency to find a suitable candidate for this important role.

To help augment the work of the KW4 OHT we have been actively recruiting for three University of Waterloo (UW) co-op positions for the Winter 2023 (January - April) term.

The first position, which has now been filled, is a joint initiative between the KW4 OHT, the City of Kitchener, and the City of Waterloo for a Data Analyst Co-op Student. This role will be responsible for analyzing the 2021 Census data at a neighbourhood level and conveying findings to various audiences. We are looking forward to better understanding specific population health and growth trends in an effort to align and adjust services and programs targeting specific neighbourhoods and communities.

The second role, which we are still recruiting for, is a Marketing and Communication Specialist Co-op Student. The primary functions of the role is to support the OHT with tasks such as communication strategy implementation, social media campaign, newsletter, research in the KW4 ecosystem, and supporting the projects and initiatives from a communications perspective.

The third role, which we are still recruiting for, is a Community Engagement Specialist Co-op student. This role will work with the KW4 OHT Community Engagement and Diversity Lead to support the implementation of the community engagement plan with a focus on equity and data-driven projects in the priority population and neighborhoods.



General Updates

GOVERNANCE

The ADVANCE Program announced a series of upcoming webinars that will dive deeper into topics that were identified by OHT Leaders in a survey conducted in Spring 2022. The webinars are being offered to OHTs across all cohorts and are sure to inspire engaging discussions.

The upcoming sessions will focus on -

- "Governance Oversight for Population Health" - November 30, 2022 & February 2, 2023
- "Approaches to Integrative Thinking to Achieve Good Solutions when faced with Divergent Perspectives" - December 14, 2022 & January 11, 2023
- "Balancing Task and Process in Leading Integrated Care Systems" - January 9, 2023
- Details on how to register are provided in the attachment with the Steering Committee agenda. Further exploration and discussion on advancing governance at the KW4 OHT will take place at the meeting.

Ashnoor Rahim has been invited to the Grand River Hospital Board of Directors meeting in November. The presentation will provide an opportunity for Ashnoor to share information about the KW4 OHT and how our work is aligned with the hospital's strategic directions.



COMMUNITY ENGAGEMENT

We continue to engage with community members, grassroots associations, and identity-based groups to better understand their needs, build our relationship with them, and increase community participation in our work.

We visited the House of Friendship Neighborhood Food Program at the Victoria Hills Neighborhood Association to meet community members and introduce the KW4 OHT. We are also meeting with the African Family Revival Organization (AFRO), Levant Canada, and the Coalition of Muslim Women to begin establishing relationships with these community-facing organizations. Our goal is to build trust, awareness, and engagement with the communities these agencies serve and represent.

The immediate outcome of these engagements is increased participation by community members for the KW4 projects. We are aware that the priority population (newcomers) is not homogenous and we are working to ensure that we have community representation from different sub-groups within the priority population at the start of the projects.

As planned, team members visited and toured Innisfree House on October 12, 2022. This was a wonderful opportunity to learn about the hospice program and the services offered at Lisaard and Innisfree Hospice. We discussed how the KW4 OHT could increase awareness of the palliative and hospice networks' work, particularly for primary care providers as part of a continuum of care.

General Updates

DIVERSITY EQUITY AND INCLUSION (DEI) TRAINING

The KW4 OHT believes that diversity, equity, and inclusion are essential to achieving health equity in our region. Our support for achieving this goal is to provide continuous learning opportunities for leaders. By helping health providers to stay open-minded and view issues and solutions from multiple perspectives.

We are in the process of organizing a diversity, equity, and inclusion (DEI) session for project team members, the Steering Committee, and other stakeholders.

The goals for the session are to:

- explore barriers to equitable healthcare
- explore our own unconscious biases
- further equip leaders with strategies and best practices to co-design equitably

Our goal is to hold the first of up to 3 sessions before end of the calendar year.





General Updates

DIGITAL HEALTH UPDATE

Based on information gathering, and discussions with the OHT, Identos, Ontario Health provincial, and Orion Health, the KW4 OHT determined that it will cease activities on the local Navigator App. Instead, the OHT will leverage the co-design work previously completed, optimize our resources, and ultimately align with the province's direction with the Health Connect Ontario (HCO) website as the digital and call center front door. We were one of the first OHT's to meet with Orion Health in October to better understand their products and services available in Ontario. We expressed our interest to pilot a solution to implement through the HCO. The OHT anticipates receiving updates on the HCO and related OHT deliverables at upcoming regional meetings, including the West Region Community of Practice (CoP) on Consumer Navigation and Digital Access. The purpose of this group and ongoing meetings is to discuss all things related to Navigation and Digital Access within the West Region. Additionally, a requirements validation session for the HCO has been scheduled for early November to gather OHT-West feedback on the local requirements for this provincial digital front door. The KW4 OHT is an OHT digital champion, and we are committed to supporting the digital strategy through collaboration and the introduction and implementation of innovative solutions to support providers and patients across our region.

Online Appointment Booking (OAB) engagement in KW4 continued throughout October. We had a 26% increase in the number of allocated licenses (represents individual booking schedules) which highlights an increase in the number of interested and engaged clinicians with online appointment booking. There are 97 health care providers currently engaged throughout KW4 with change management support provided by the eHealth Centre of Excellence. Once clinicians are onboarded with online appointment booking, monthly metrics will be shared with Ontario Health as a funding deliverable, and we will share this information with the Steering Committee and Members to help track our progress.



General Updates

DIGITAL HEALTH UPDATE (CON'T)

Monthly metrics will capture the following:

- total # of providers offering Online Appointment Booking (cumulative)
- total # of unique patients with access to book appointments online (cumulative)
- total # of unique patients who have booked an appointment (cumulative)
- total # of unique patients severed who have booked an appointment online (cumulative)
- total # of appointments booked (monthly)
- total # of appointments booked online (monthly)
- total # of no-shows (monthly)
- total # of no-shows where the appointment was booked online (monthly)

As previously mentioned, we are exploring opportunities to leverage the provincial digital front door, Health Connect Ontario. Based on our October meeting, we will work with Orion Health to investigate how local online appointment booking schedules might be accessed through the provincial service.

Ontario Health and Evidence to Practice (E2P) Program are hosting a webinar on November 18th, 12 - 1 pm for hospitals to learn more about how the Ontario Health quality standards for heart failure, anxiety, depression, and/or diabetes are being digitally implemented, and to answer questions. Heart failure is the first use case being implemented that is now live at St. Mary's General Hospital and North York General Hospital. Major depression and anxiety in adults, and diabetes are the next use cases that will follow this fall and winter.

To support the Neighborhood Integrated Care Team project, the KW4 OHT has been working with the Knowledge Translation & Evaluation Specialist from the Ontario eServices Program to understand the current Ocean eReferral senders and receivers within our 4 priority neighborhoods. This information will help support our current state and future state planning, while identifying the potential opportunities for further adoption of eReferral in these priority neighborhoods which would better support this integrated care model.

Progress and Results

COLLABORATIVE QUALITY IMPROVEMENT PLAN (CQIP)

The provincial areas of focus and indicators for the 2022-23 cQIP were chosen to assist with COVID-19 recovery challenges as well as to align with priority populations and issues of importance on a provincial scale. Ontario Health acknowledges that our system continues to face unprecedented health human resource challenges and instability related to the COVID-19 pandemic. As such, the three provincial areas of focus and the five indicators for cQIP will remain the same for 2023-24:

	1. Improve overall access to care in the most appropriate setting.	Associated Indicator: Alternative Level of Care Days
	2. Increase overall access to community mental health and addictions (MHA) services.	Associated Indicator: ED First Point of Contact for Mental Health and Addictions Care
	3. Increase overall access to preventative care	Associated Indicators: Preventative Screening in Primary Care (mammogram, colorectal, pap tests)

KW4 OHT will be required to have a cQIP in place by March 31, 2023. We had included multi-year timelines in our 2022/23 submission (not all OHTs did this) but we will now need to review what we committed to, determine what has been accomplished, what may have changed, and provide new targets for each of the indicators. There may also be new sections that need to be completed.

Enhancements to reporting, as well as, a streamlined submission process are being introduced. To support the 2023-24 cQIP cycle, Ontario Health will be hosting a webinar on November 23, 2022, which KW4 OHT has registered to attend.

As shared in last month's report, Ontario Health and the Ministry will be updating their OHT Data Dashboard to include cQIP indicators as part of their commitment to providing OHTs with data and analytics support in the most streamlined manner possible. The updates, which are expected by the end of October, were not available at the time of this publication and will be shared in a future report.

Progress and Results

RESEARCH TALKS SERIES

The KW4 OHT co-presented with researchers from the University of Waterloo at a Research Talks session on October 25, 2022. The purpose of the collaborative event was to highlight opportunities for health and research collaboration to improve the lives of our communities. The event also included presentations by a researcher and professor from the UW; a senior leader from the House of Friendship and a graduate student who spoke about the challenges of being a newcomer and student. The event was attended by over 70 students, community and board members from a variety of different agencies, and attendees who donated over 80 lbs. of food items for the Waterloo Food Bank.



Project Status Updates

OUR PRIORITY PROJECTS:



Create Neighbourhood Integrated Care Teams (NICT) in priority neighbourhoods



Develop a Newcomer App for use by recent newcomers



Support Primary Care Integration and Evolution of a Governance model

GENERAL UPDATE

In October, we have continued to finalize the Project Charters and Memorandums of Understanding. We are also finalizing the Terms of Reference for each project Leadership Action Committee and Implementation Team including determining appropriate membership. Throughout our work, we are adopting community engagement strategies in identifying project Community Member Co-Leads. In addition, we are actively recruiting for another Project Manager to manage the Newcomer Application project, as well as a Project Coordinator to provide administrative support for all KW4 OHT projects.

NEXT STEPS

During the month of November, we will engage in onboarding project leadership including the project Community Member Co-Leads. We will also hold our first Leadership Action Committee meetings and will finalize membership for the project Implementation Teams. Finally, we will begin our environmental scan in Kitchener-Waterloo, Wellesley, Woolwich, and Wilmot (KW4) to gather project-related data and better understand needs in our priority neighbourhoods (N2G, N2H, N2M, and N2C).