

Executive Director

Update



Ashnoor Rahim
Executive Director

APRIL

Report to Steering Committee
May 2, 2023

General Updates



OUR KW4 OHT TEAM

This month the KW4 OHT team says thank you and good luck to two of our four co-op students.

Akshay Thambipillai, our Data Analyst Co-op Student, joined us on January 9th. Akshay's focus was on analyzing the 2021 Census data at a neighbourhood level to help us understand the social, economic, and demographic conditions in the community to inform planning, policy, and programming decisions at KW4 OHT, the City of Kitchener, and the City of Waterloo. Our team has benefited from Akshay's passion for data analytics, problem-solving, and project management skills, along with his academic training and previous work experience.



Akshay's work, along with the creativity of Tianna Dip, our Marketing and Communications Co-op Student, culminated in the KW4 OHT 2021 Census Report. We are excited to share this report with you in the coming weeks.

We would like to express our heartfelt appreciation to Anahita Soleymani for her outstanding work and contributions as a co-op student in community engagement. Throughout her time with us, she has demonstrated a deep commitment to building strong relationships with our community partners and has consistently gone above and beyond to ensure their needs are met.



Anahita's hard work and dedication have been instrumental in the success of several key initiatives including the monthly community engagement events, interviews of Members, and social media campaigns. Her positive attitude and collaborative approach have been an inspiration to us all. We are grateful for her contributions and wish her all the best in her next co-op placement in Kenya, working as a research intern at the hospital and university in the pediatric department.

General Updates

GOVERNANCE

On April 24, 2023, the OHT held a Member Governance Symposium. The session was very well attended with 48 participants, including Members, the community, and representatives from Members' boards. Attendees participated in discussions to provide their experience and insights on required governance functions for the KW4 OHT. The session was part of the many consultations underway to inform the governance project underway at the OHT. KW4 OHT Members will receive a final report and presentation at the June 2023 meeting.



General Updates

COMMUNICATIONS HIGHLIGHTS

The KW4 OHT newsletter is experiencing an upward trend in its analytics. This indicates that the newsletter is receiving more views, clicks, and engagement from audiences than before.

An upward trend in newsletter analytics is a positive sign and indicates that the newsletter is engaging more people and driving traffic to the website or content it is promoting. Also suggests that the newsletter's content is relevant and valuable to its readers, which can help in building a loyal readership. We will continue to monitor and review analytics for all social platforms.

Metric	February	March	April
Total Recipients	386	384	402
Successful Deliveries	364	365	387
Bounces	22 (5.7%)	19 (4.9%)	15 (3.7%)
Recipients who opened	134 (36.8%)	147 (40.2%)	163 (42.1%)
Total Opens	303	537	378
Recipients who clicked	17 (4.7%)	24 (6.6%)	35 (9%)
Total Clicks	51	92	106
Total Unsubscribes	0	4	0

General Updates

COMMUNITIES AND STAKEHOLDERS WORK

CAMINO WELLBEING AND MENTAL HEALTH

Carizon Family and Community Services, KW Counselling Services, and Monica Place, three prominent mental health organizations in the Waterloo region, have merged to form a new organization called Camino Wellbeing and Mental Health. The goal of the merger is to create a more cohesive and connected mental health system in the region while expanding access to essential services. Camino will operate out of 8 locations, including offices in Kitchener, Waterloo, Cambridge, and Baden, providing tools, resources, and services to support community members on their journey towards better mental health and wellbeing. Camino's CEO, Tracy Elop, emphasized the organization's commitment to walking alongside the people they serve at every step of their journey, making a positive impact on the community.

Learn more: <https://www.caminowellbeing.ca>



General Updates

PATIENT PERSONA, JOURNEY MAP AND INTEGRATED CARE PATHWAY DEVELOPMENT WORKSHOP

The OHT led an in-person workshop aimed at developing journey maps for patients with the following persona profiles - seniors, newcomers, and adults with mental health and addiction challenges.

The workshop was attended by a diverse group of participants, including individual community members, primary care providers, grassroots organizations, community-based organizations, and representatives of the OHT's year one reference groups (mental health and addictions, frail elderly and newcomers, and refugee health) KW4 OHT personnel and representatives of several KW4 OHT member organizations.

During the workshop, participants were provided with insights into how the patient personas and journey maps will inform integrated care pathways for patients and providers. The workshop was a very interactive session consisting of brainstorming, group activities, plenary discussions, and presentations. Outputs from the workshop were the development of first draft journey maps for the previously mentioned persona profiles.

Optimus SRB will further refine these drafts and validate the final draft journey maps with key stakeholders including the LAC for the project. The next workshop is scheduled to be held on the 5th of May.

A special thank you to Camino Wellbeing and Mental Health for hosting these workshops.





General Updates

INDIGENOUS HEALTH PLANNING COUNCIL (IHPC) - CARE PLAN GUIDE FOR SERVICE PROVIDERS WORKING WITH INDIGENOUS PATIENTS & FAMILIES

On April 19th, Equity resource and the HEAT table had a discussion on the Indigenous Patient Care Plan Guide and Form. This resource is a care plan guide designed for healthcare service providers to help them respond effectively to Indigenous patients' needs, wants, and goals for their health and wellness. It empowers patients and their families to be actively involved in their care planning, providing them with the opportunity to gain a deeper understanding of their healthcare needs and how to best self-manage their health condition in partnership with healthcare providers. The guide takes a culture-based approach to care and treatment that can be used in all healthcare settings, addressing the wholistic needs of Indigenous patients and families including physical, mental, emotional, and spiritual.

Positive relationships and trust are critical components of successful healthcare planning for Indigenous patients and families. The guide provides specific steps that healthcare providers can take to establish a rapport with the patient and family and demonstrates specific cultural attributes, such as, The Seven Grandfather Teachings and Relationship Teachings. Additionally, it provides a comprehensive approach for addressing the wholistic needs of Indigenous patients and families, with interconnected and overlapping sections, including vision, knowledge, reason, and action. The guide also includes self-management plan templates and forms to support patients and families in setting their goals.

This care plan aims to address the health disparities and poor health outcomes within Indigenous communities through a collective sectoral response to understanding and addressing the unique healthcare needs and experiences of Indigenous patients, families, and communities.

For more information on the training please check out this video:
<https://www.youtube.com/watch?v=Mm63nYPhYdM>



Health System Updates

DIGITAL HEALTH

HEALTH811

In April, the province shared demos of how local, OHT-based information and services will be made available on the provincial Health811 website. OHTs will be asked to provide a community name and 4-8 links to local services/resources. This is a way for OHTs to highlight local services through the provincial platform. Based on end-user feedback, patients are not as familiar with OHTs thus every OHT will be listed on the Health811 website as its own community, such as "Kitchener-Waterloo" or "Greater Hamilton". Based on the demo provided, a patient will enter their postal code and then they will be presented with different communities to select where they reside or where they are looking for information/support. Once the patient selects the community, they will be brought to a webpage with local OHT content. Ontario Health is developing a template to help support the OHTs with identifying the community's name and content that will be published to Health811. Once this template and guiding information are received, we will be reaching out to members for feedback and input.

In addition to the content-sharing session, Health811 also hosted several Annual Roadmap Ideation Sessions for feedback from stakeholders across sectors, including patients and families. These ideation sessions help Health811 outline future product features and functionality for how the service will evolve. The ideas generated will be used to help guide the roadmap design and evolution of the Health811 service. The sessions held in April support planning and system improvements for the fiscal Year 2024-2025. The KW4 OHT operations team and Digital Health Reference Group members attended the OHT sessions to provide feedback and input on the service. The session allowed attendees to collaboratively identify gaps and improvement opportunities for the service. Several attendees, including KW4, identified the need for the website to be available in different languages, which is a priority for our OHT given our newcomer focus and supports the quintuple aim of health equity. The Health811 team noted that they are looking into translating languages and piloting this feature in specific OHTs.



Progress and Results

GOING FORWARD

This month, KW4 OHT continued its work on developing a balanced portfolio of metrics that are aligned to the Quintuple Aim. During development, we are considering how best to capture/report on our progress towards our strategic initiatives as well as the mandatory cQIP indicators, and how we can utilize the Ontario Health OHT dashboard to support this work. We are privileged to have Mike Hindmarsh, our RISE Coach, along with Ladan Dadgar, Director, Data Governance & Analytics, Decision Support, Health Information Management, and Business Intelligence at Grand River Hospital involved in these discussions with the KW4 OHT Ops Team.




Our goal is to develop a draft performance framework for feedback from Steering Committee and Members by the end of Q1 2023/24 that demonstrates:






- How KW4 OHT work is aligned with Ontario Health and Ministry priorities
- How we are measuring progress against these priorities in terms of performance measurements
- How we demonstrate the value we provide as well as where we are not adding value and could potentially pivot

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: April 21, 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	NA	80%	Project Charter drafted. Pending approval.	
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	50%	In the final stages of ethics review process. Approval expected sometime in May.	
5	Interview data findings/ outcomes		2023/10/31	NA	10%	Implementation team meetings held to inform strategy of research materials and focus groups/ interview sessions. Planning underway for translation of materials and to determine resource availability for focus groups.	
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: April 21, 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		2023/05/31	NA	50%	Pending finalization of budget and benefits measurements.
2	Formalize memorandum of Agreement between KW4 and project sponsor, House of Friendship.	✓	2023/02/01	NA	100%	MOU in place
3	Formation of project Leadership Advisory Committee (LAC)	✓	2022/12/01	NA	100%	LAC in place
4	Development of Patient Personas, Journey Maps, and Integrated Care Pathways for mental health, seniors and newcomers		2023/06/20	NA	25%	1 of 4 workshops held. Planning for next workshop underway
5	Development of a Neighborhood Integrated Care Team Model for Newcomers and Residents in priority neighborhoods.		2023/12/31	NA	5%	Review of models in other OHTs. Further work is depended on completion of ICPs.
6	Development of a Social Prescribing model for the project.		2023/12/31	NA	30%	Best practice reviewed, consultations with relevant partners ongoing. Further work is dependent on completion of ICPs.
7	Deployment of a digital enabler for use by service providers to efficiently and effectively coordinate patient care on the project.		2023/12/31	NA	50%	Hypercare contract signed. 50 user licenses deployed. Further work dependent on formation of implementation teams.
8	Formation of project implement team		2023/06/23	NA	0%	Dependent on completion of ICPs
9	Completion of detailed implementation plan		2023/07/07	NA	10%	Dependent on Completion of ICPs.
10	Completion of project logic model including indicator matrix and performance measures.		2023/07/07	NA	40%	First draft developed and is being reviewed
11	Develop project information, education & communication materials		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.		2024/03/08	NA	0%	
13	Initiate formal closeout processes		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: April 21, 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. The draft schedule as currently outlined in the Project Charter will likely need to be revised 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	Project Charter	At Risk	2023/03/07	2023/04/30	75%	Pending approval.	
2	Project Agreement/MOU signed by KW4 OHT and New Vision FHT.	Complete	2023/01/10		100%	Completed.	
3	Project Planning and Project Kick-off	At Risk	2023/04/30		50%	The Project Schedule is currently awaiting approval of the Project Scope by the LAC.	
4	Environmental Scan Complete	On Track	2023/04/30		75%	Physicians practicing in our priority neighbourhoods have been identified along with community organizations and partners.	
5	Primary Care Network Development/ Governance Consulting report complete	On Track	2023/04/30		25%	JMcKinley Consulting engaged, focus groups and informational sessions held, survey administered, 4 th meeting scheduled for April 28 th , In-person townhall planned for May.	
6	Preventative Cancer Screening initiatives implemented	On Track	2024/01/31		25%	Barriers to screening identified, areas of focus determined, solutions identified, working groups formed, workplans drafted, implementation initiated..	
7	Clinician Engagement initiatives implemented	On Track	2024/01/31		25%	Audience specific newsletters arranged. The 2 nd Clinician Summit event is in the planning stages.	
8	Care pathways initiatives implemented	On Track	2024/01/31		5%	Initial identification work has begun, pilot project for community support service navigation being planned.	
9	Interim Evaluation Report complete		2024/02/29		0%		
10	Sustainability Plan developed		2024/02/29		0%		
11	Identify opportunities to scale and spread to other providers and to other neighbourhoods		2024/02/29		0%		
12	Project Closure/Lessons Learned		2024/03/31		0%		
13	Final Evaluation Report complete		2024/04/30		0%		