



Report to  
Steering Committee

# EXECUTIVE DIRECTOR

SEPTEMBER 2024

Ashnoor Rahim  
Executive  
Director



## GENERAL UPDATES

### **PRIMARY CARE NETWORK - BOARD ANNOUNCEMENT**

The KW4 Primary Care Network (KW4 PCN), a soon-to-be established nonprofit dedicated to providing a collaborative voice for primary care providers in the Kitchener, Waterloo, Wilmot, Wellesley, and Woolwich area, is proud to announce the appointment of its inaugural Board of Directors. Board Members includes:

- Dr. Mohamed Alarakhia, MD - Centre for Family Medicine FHT
- Dr. Shahzad Bhatti, MD - Phoenix Healthcare Centre
- Krysta Cameron, PHC-NP, MN, BScN - Waterloo Regional Nurse Practitioner Led Clinic
- Dr. Laurie Dusseault, MD - Andrew St. FHO, Westside FHO
- Ron Gagnon - Grand River Hospital
- Dr. Dieter Kays, PhD, Community Member
- Dr. Scott Laing, MD, Centre for Family Medicine FHT
- Wendy Lebold, RN, NP-PHC, Woolwich Community Health Centre

This diverse and experienced group will provide strategic leadership and governance in close collaboration with the KW4 OHT r to advance healthcare services, improve patient and provider experience, and maximize collective impact.



## COMMUNITIES AND STAKEHOLDER WORK

### **DR. KARIMA VELJI VISIT**

In September, KW4 OHT along with our partners at Community Healthcaring Kitchener-Waterloo, Grand River Hospital, St. Mary's General Hospital, and our gracious hosts at the Waterloo Regional Nurse Practitioner Led Clinic, had the privilege of welcoming Dr. Karima Velji, Chief of Nursing & Professional Practice; Assistant Deputy Minister of Health to our community.

The visit was a wonderful opportunity to highlight the collaborative work we are doing to advance health and social care to achieve better health and wellbeing for those accessing services in our community. It was also a great opportunity to learn more about the Ministry's Integrated Capacity and Health Human Resources Plan for Ontario and obtain Dr. Velji's advice as we continue to expand primary care through innovative community programs.





## COMMUNITIES AND STAKEHOLDER WORK

### **KIDSABILITY VISIT**



In July, the KW4 OHT Operations Team met with the senior leadership team at KidsAbility to learn more about the organization, its programs, the people it serves, and its long-term objectives. The KidsAbility team graciously toured us through their Waterloo location and shared information about the extensive programs they offer families in Waterloo Region such as school programs, speech and physical therapy, autism supports, and infant hearing tests, among many others. We discussed potential collaboration opportunities between KidsAbility and other members of the OHT and look forward to their continued leadership in the region. We are grateful to the KidsAbility team for their time and hospitality.

### **SMGH SITE RENEWAL CONSULTATION SESSIONS**

St. Mary's General Hospital (SMGH), a division of St. Joseph's Health System (SJHS), has been a pillar of healthcare delivery in our region since 1924. As SMGH moves toward integration with Grand River Hospital (GRH) and the construction of a new joint hospital in 2034, KW4 OHT Members had the opportunity to participate in several engagement sessions in August and September.

These sessions offered an opportunity to provide input into on how best SMGH and partners can continue to advance care to meet the evolving community needs in the Region of Waterloo and beyond.

We look forward to continuing to participate in ongoing discussions as SMGH and continues to reimagine the future.





# HEALTH SYSTEM UPDATES

## ONTARIO HEALTH'S 2024/25 ANNUAL BUSINESS PLAN

Ontario Health's 2024/25 Annual Business Plan was recently approved by the Minister of Health. The full plan can be found on their website, with their implementation plan and strategic map shown below.





## HEALTH SYSTEM UPDATES

### **PALLIATIVE CARE HEALTH SERVICES DELIVERY FRAMEWORK**

As mentioned in the May Executive Director's Report, the KW4 OHT was successful in the funding for a Palliative Clinical Coach to support the implementation of Palliative Care Health Services Delivery Framework for Adults in the community. We are pleased to share that a Clinical coach has been recruited to support this work and their first day will be October 21, 2024.

The OHT is partnering with the Hospice Waterloo Region to employ and support the coach in rolling out this initiative. Information about this initiative, including an invitation to participate in the implementation, will be sent to primary care and community organizations that support palliative care patients in the next few weeks.

### **HOMELESSNESS AND ADDICTION RECOVERY TREATMENT (HART) HUB**

The Ministry of Health (MOH) in partnership with the Ministries of Municipal Affairs and Housing (MMAH); Children Community and Social Services (MCCSS), Labour, Immigration, Training and Skills Development (MLITSD) and Ontario Health (OH) is investing up to \$378 million to support a three-year demonstration project for the creation of 19 new Homelessness and Addiction Recovery Treatment (HART) Hubs.

Community Healthcaring Kitchener Waterloo and House of Friendship have taken on a co-leadership role in submitting an Intent to Apply HART Hub proposal for our region. These two organizations, in collaboration with many other partners, are well positioned to provide the key components of the HART Hub model, including Supportive Housing, access to Shelter & Transitional Beds, Mental Health & Addictions treatment, Primary Care and Case Management. A finalized proposal will be submitted by October 18, 2024.



## DIGITAL HEALTH UPDATES

### **ONLINE APPOINTMENT BOOKING**

The Ministry of Health has approved funding for Ontario Health Teams (OHTs) to support eligible primary care healthcare organizations/providers, to increase the adoption and utilization of Online Appointment Booking (OAB).

Ontario Health (OH) is accepting proposals from existing Ontario Health Teams (OHTs) until September 30th, 2024. This is limited, one-time funding for this fiscal year only (April 1, 2024-March 31, 2025).

The following are eligible to apply to receive this funding:

1. New Applicants: Providers that have never received funding from OH to implement OAB and have never implemented an OAB solution.

- Providers will be required to commit to allowing 30% or more of their eligible schedule to be booked via online booking tool by March 31, 2025.

OR

- Providers working in a primary care team setting (FHT, CHC), will require 50% of the providers on that team to adopt online appointment booking by March 31, 2025.

2. Existing OAB Users: Providers who received initial funding (in FY '20-21, '21-22, '22-23, '23-24) are eligible for funding

- Organizations that have received OAB funding for two years or less:
  - Are required to increase the number of providers using OAB to 50% (minimum) (i.e. 50% of eligible staff have OAB setup),
  - AND 30% of the provider's calendar must be available for online appointment booking.
- Organizations that have received OAB funding for more than two years:
  - Are required to increase the number of providers using OAB to 50% with new users having at least 30% of their calendar available,
  - AND for existing providers using OAB, increase the percentage of the appointments that are eligible for booking via the OAB tool to 50% or more.



## DIGITAL HEALTH UPDATES

### ONLINE APPOINTMENT BOOKING (CONT'D)

#### **Net New Providers**

First-time applicants FY2024-25 - eligible to receive \$1,200 per provider

#### **Existing OAB Users**

Providers who received OAB funding previously (FY 20-21, 21-22, 22-23, 23-24) - eligible to receive \$650 per provider


**Primary Care Providers (Physicians, NPs, Allied Health) who have never implemented OAB licenses are eligible to apply for funding.** e.g., Dr. Doe (non-OAB user) goes live with OAB by March 31, 2025

**Primary Care Providers (Physicians, NPs, Allied Health) who previously implemented OAB and received funding are eligible to apply for an additional year of funding.** e.g., NP Smith (current OAB user) is eligible to receive \$650 for the fiscal year to continue using OAB (April 1, 2024-March 31, 2025)

The KW4 OHT circulated an Expression of Interest form throughout the KW4 OHT primary care communications channels to confirm funding needs. We are pleased to have received overwhelming interest from returning users of online appointment booking and new users interested in offering online booking services for their patients.

The KW4 OHT Online Booking Application includes a request for over 100 providers across primary care in KW4. This includes MDs, NPs, RN/RPNs, and various Allied Health providers supporting Integrated Care.

The application has now been submitted to the Ontario Health provincial team for final review to determine approval. Timelines of when the applications funding will be confirmed across the province are to be determined, but we aim to provide pertinent status updates to KW4 OHT Steering Committee and Members through future Executive Director reports.





## PROGRESS AND RESULTS

### QUARTERLY PERFORMANCE REPORT

As part of KW4's September 2020 application to become an OHT, we were required to describe how our team will measure and monitor our success. Members endorsed the measures shown in the snapshot of our performance below, which we now report on quarterly.

KW4 OHT is performing at or better than the targets we have set for two of our performance measures including caregiver distress among home care clients and alternate level of care (ALC) days. KW4 OHT is not meeting the target set for two of our performance measures including hospitalization for ambulatory care sensitive conditions and frequent emergency room visits for mental health and addictions.

The Table below provides a summary of this quarter's performance.

#	Indicator	Unit of Measure	Reporting Period	Proposed Target	Current Performance (lower is better)	Status	Change since last report
1	Caregiver distress among home care clients	%	Mar 2024	<= 56%	52.5%	●	😊 Improvement from 53.3%
2	Hospitalization rate for conditions that can be managed outside hospital (asthma, diabetes, chronic obstructive pulmonary disease, heart failure, hypertension, angina and epilepsy)	Rate per 100,000 population	Apr 2024	<= 20.4 monthly (61.2 quarterly) (244.8 annually)	21.5	●	😊 Improvement from 22.0
3	Total ALC (Acute and Non-Acute)	%	May 2024	<=16.7%	15.3%	●	😊 Improvement from 16.7%
4	Frequent Emergency Room Visits for Help With Mental Health and/or Addictions	%	Jun 2024	<=10.0%	15.1%	●	😞 Slippage from 11.8%

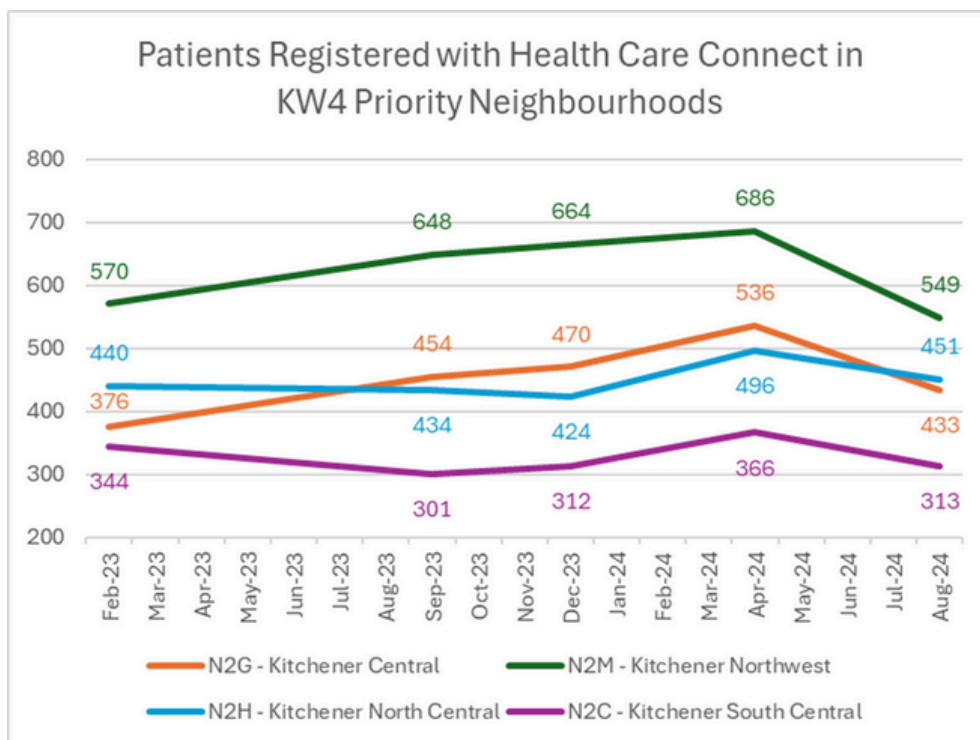
Performance Corridors: ● Greater than 10% of Target ● Within 10% of Target ● Meets Target

The full report, including contributing factors and initiatives currently underway, or planned for the near future is available [here](#).

## PROGRESS AND RESULTS

### HEALTH CARE CONNECT REGISTRATION

As of August 23, 2024, there were 5,719 people in KW4 registered with Health Care Connect to find a primary care provider. This has dropped significantly since April 2024. This decrease can be largely attributed to four physicians accepting patients at Magnolia Health Centre, and the Nurse Practitioner Led Clinic in Kitchener and Breslau locations accepting patients.



## PROGRESS AND RESULTS

### HEALTH CARE CONNECT REGISTRATION (CONT'D)

We continue to see our priority neighbourhoods being disproportionately impacted. These four neighbourhoods make up 18% of our population yet represent 31% of those registered.

