

# EXECUTIVE DIRECTOR

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## COMMUNICATIONS HIGHLIGHTS

# FIND SERVICES PAGES ALIGNED TO IMPROVE HEALTHCARE ACCESS

The KW4 and Cambridge North Dumfries Ontario Health Teams have successfully aligned their Find Services pages, enhancing healthcare navigation across Waterloo Region. This collaboration ensures residents can more easily access primary care, specialized services, mental health and addiction supports, and self-referral programs.

Explore the updated page (launching March 3, 2025):  
<https://www.kw4oht.com/pc-resources/findservices>

We encourage all members to share this resource within their networks, reinforcing our commitment to seamless, patient-centered care across our communities.

## Find Services

### Local Health and Social Services

Connect with local and provincial healthcare services designed to support your journey toward better health and well-being.

<https://www.kw4oht.com/pc-resources/findservices>



**KW4**  
ONTARIO HEALTH TEAM

# KW4 OHT INTEGRATED CARE TEAM FOR OLDER ADULTS

Created in Winter 2022 by the Frail Elderly Working Group of the KW4 OHT, the KW4 Integrated Care Team for Older Adults (ICT) was co-designed to wrap an interprofessional team in primary care around all older adults who need one. The ICT aims to reduce patient and care partner burden of attending multiple appointments, expedite referral to community service programs and provide ongoing case management.

KW4 ICT has been held up as an exemplar for primary care integration with specialized geriatric services and community support programs in Ontario and the team continues to present at provincial and national conferences, with ongoing interest to adopt the KW4 ICT model in more jurisdictions.

## 2024/25 KW4 ICT Outputs & Data (Q1-3)

### Patients Supported

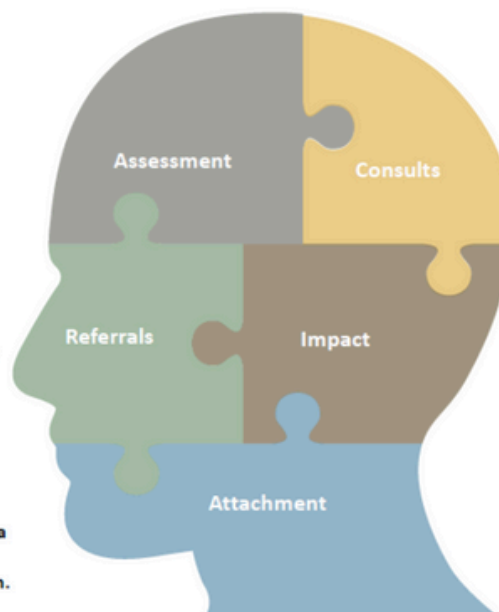
- 368 unique patients served
- 168 initial assessments
- 1536 follow-up assessments
- 2052 encounters

### Referral Sources

- 40% (66) referrals from primary care providers who otherwise have no access to an interprofessional team
- 60% (102) referrals from community
  - Of the community referrals:
    - 25% from hospital
    - 13% from ED or to defer ED visit

### Unattached Patients

- 29 (3.7%) per 2022 ASPIRE data - in KW4 of those age > 65, 2.4% are unattached. Of those age 80+, 1.7% are unattached. **Our program serves a higher percentage of unattached patients than exists in the population.**



### Expert Consultation

- Formal Consults:
  - Geriatric medicine (68)
  - Geriatric psychiatry (26)

### Program Impact

- Primary care: 89% agree the KW4 ICT helped improve access to shared care for their patient
  - 67% agree the KW4 ICT helped alleviate hospital burden by preventing/ decreasing ED/hospital visits for their patients
- Patient/care providers: 43% (56) agree/strongly agree that they would have gone to ER without the KW4 ICT

Thank you to the entire KW4 ICT team for continuing to provide integrated and comprehensive care for older adults living with complex and chronic conditions in the OHT catchment area.

## COMMUNITIES AND STAKEHOLDERS WORK

# AGING WELL IN WOOLWICH FAIR

On February 5, 2025, the KW4 OHT participated in the Seniors Information and Active Living Fairs 2025 - Woolwich Township at the Breslau Community Centre.

This event provided an exciting opportunity to engage with seniors in the community and raise awareness about the KW4 OHT, as well as the various resources available through KW4OHT members.

Over 75 participants toured 17 vendors booths and participated in a short group exercise.

Two information sessions were held, offering resources and information on a range of health and wellness services available to seniors in Woolwich township, designed to support older adults in living and aging well in the community.



Please see our [February newsletter](#) for updates from our member organizations, including community health initiatives, and upcoming events.

## HEALTH SYSTEM UPDATES

# DIGITAL HEALTH UPDATES: AI SCRIBE

The Health Care Unburdened Grant to support the implementation and evaluation of AutoScribe, a Canadian AI scribe technology for transcribing patient-clinician conversations in real time and enhancing medical record documentation, began onboarding KW4 OHT providers to the initiative in February.

At the time of reporting, 9 primary care clinicians are using the scribe, with 23 additional providers in the pipeline to participate.

This initiative aims to explore and accelerate the adoption of AI scribe technology while reducing the administrative burden faced by primary care clinicians, benefiting patients and the Ontario health system.



*The Canadian Medical Association, MD Financial Management Inc. and Scotiabank proudly support this program, one of several initiatives that comprise their \$115 million commitment to supporting the medical profession and advancing health in Canada.*