

EXECUTIVE DIRECTOR

JANUARY 2025

Ashnoor Rahim
Executive
Director



GENERAL UPDATES

OUR KW4 OHT TEAM

WELCOME OLAYINKA SANUSI

KW4 OHT is thrilled to welcome Olayinka Sanusi to our team. Olayinka brings a wealth of varied experience from her roles as Education Program Coordinator at Sick Kids, Health Equity Officer at Public Health Sudbury & Districts, Special Project Assistant at York University, Graduate Teaching Assistant at Brock University and Research Assistant at Ontario Tech University.



Olayinka currently serves as a Board Member on the Afro Women & Youth Foundation.

Olayinka holds a Master of Public Health and a Master of Business Administration, as well as Bachelor of Health Sciences and a Bachelor of Sciences. Olayinka is currently pursuing her Project Management Professional (PMP) designation.

Olayinka will initially be supporting several projects and initiatives including ones previously managed by Aderonke Saba

CONGRATULATION TO ADERONKE SABA

KW4 OHT is excited to share that Aderonke Saba and her family welcomed a baby boy, Noel, to their family in late December 2024. During her time away, Olayinka will be supporting many of Aderonke's current projects.

Please join us in congratulating Aderonke and wishing her all the best during this special time.



COMMUNICATIONS HIGHLIGHTS

WILMOT SENIORS INFORMATION AND ACTIVE LIVING FAIR

On January 22, 2025, the Aging Well in Wilmot Information and Active Living Fair was hosted by The Township of Wilmot in collaboration with the Older Adult Centres' Association of Ontario (OACAO). This event was sponsored by the Ministry for Seniors and Accessibility.

The fair was open to the public and over 100 seniors were in attendance. The focus of the event, which included exhibits, guest speakers and lunch, was to provide information on a variety of health-related topics to support individuals to age well in Wilmot Township. KW4 OHT was excited to host a booth at this event to connect with seniors, many of which shared their lived experience in health and wellness.



COMMUNITIES AND STAKEHOLDERS WORK

ONTARIO APPROVES HART HUB TRANSITION IN WATERLOO REGION

Tara Groves-Taylor, Community Healthcaring Kitchener-Waterloo and John Neufeld, House of Friendship are pleased to share that the Region of Waterloo HART Hub application has been approved. The application was submitted in response to the Ontario Government's plan to transition to HART Hubs from Consumption and Treatment Services (CTS) as implementation of a transition plan with partners at the Region, Sanguen and Langs Community Health Centre to ensure the HART Hub is operational by March 31, 2025.

As HART hub co-leads, Community Healthcaring Kitchener-Waterloo and the House of Friendship, will be working closely with community partners across the Waterloo Region to build on a collaborative network to support vulnerable people in our community.



COMMUNITIES AND STAKEHOLDERS WORK

BLACK HEALTH ACTION PLAN

SEAMLESS CARE OPTIMIZING PATIENT EXPERIENCE (SCOPE) EXPANSION

We are pleased to share that St. Mary's General Hospital was successful in their application to expand SCOPE services as part of the Black Health Plan outlined in the ["A Black Health Plan for Ontario – A Call to Action to Reduce Disparities and Advance Equity in Ontario."](#)



This multi-year funding will allow for the provision of locally informed, culturally responsive interventions and clinical care to advance access to healthcare services for individuals identifying as members of the black community.

This initiative will support primary care providers facilitating navigation to various resources, for example improved access to diagnostic tests, health and wellness clinics, and mental health and addictions services. This initiative will also help to identify gaps in services and care specifically experienced by the black community including francophone and newcomers in priority areas. This information will inform strategies and solutions for implementation.

SCOPE has been in place in the KW4 area since April 2022 and demonstrated success in engaging primary care providers who work with marginalized communities to provide access to resources and care. SCOPE has also successfully engaged specialists to improve access and support for patients who do not have a primary care provider. This funding acknowledges the great work already provided through the SCOPE program.

COMMUNITIES AND STAKEHOLDERS WORK

PEDIATRIC RECOVERY FUND

MENTAL HEALTH SUPPORTS FOR BLACK CHILDREN AND YOUTH - COMMUNITY HEALTHCARING KW

We are pleased to share that Community Healthcaring KW was successful in their application to the Pediatric Recovery Fund – for the proposed initiative – “Mental Health Supports for Black Children and Youth” through Ontario Health in response to a call for applications for Initiatives that support Black children and youth facing mental health challenges.

This funding will facilitate increased access to Community Healthcaring Kitchener-Waterloo’s community-based mental health/outreach supports, counselling services, youth/children’s groups, crisis response, and service navigation. By partnering with local hospitals, school boards, mental health and addiction providers, and other community organizations that serve this population, the CHC will foster relationships to improve health equity in a culturally responsive and sensitive manner.



COMMUNITIES AND STAKEHOLDERS WORK

PCN BOARD ANNOUNCEMENT

The KW4 OHT and the Kitchener Waterloo Wellesley Wilmot and Woolwich Primary Care Network (KW4 PCN) are proud to announce the appointment of its inaugural Board of Directors. This diverse and experienced group will provide strategic leadership and governance to guide the organization in achieving its mission of empowering and connecting Primary Care providers through integration, collaboration, and innovation as well as improving access to primary care services for local communities. The KW4 PCN is a newly established non-profit dedicated to providing a voice for primary care providers in the Kitchener, Waterloo, Wellesley, Wilmot, and Woolwich area.

The newly appointed Board members are:

Dr. Mohamed Alarakhia

- MD, CCFP, FCFP, MSc, eHealth Centre of Excellence

Dr. Shahzad Bhatti

- MD, CCFP, FCFP, Phoenix Healthcare Centre

Krysta Cameron

- NP-PHC, MN, BScN, Waterloo Regional Nurse Practitioner Led Clinic

Dr. Laurie Dusseault

- MD, CCFP, FCFP, Westside FHO

Ron Gagnon

- CPA, CMA, Grand River Hospital

Dr. Dieter Kays

- PHD; ICD.D,

Dr. Scott Laing

- CCFP, MHA, Centre for Family Medicine Family Health Team

Wendy Lebold

- NP-PHC, Woolwich Community Health Centre

The KW4 PCN is committed to connecting, integrating, and supporting primary care clinicians within the KW4 OHT to improve delivery and care for all residents of KW4. Under their leadership, the KW4 PCN is poised to make meaningful progress in its efforts to increase equitable access to primary care services in the Region of Waterloo and increase team-based resources for providers.

HEALTH SYSTEM UPDATES

DIGITAL HEALTH UPDATES

ONLINE APPOINTMENT BOOKING

In January, participating online appointment booking (OAB) primary care sites submitted Quarter 1-Quarter 3 activity reports, a key deliverable for the Ontario Health Funding. Below are highlights of these metrics:

80%*

of our target has been achieved for the number of primary care providers actively using OAB.



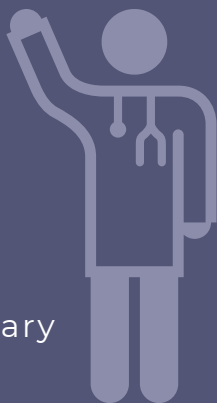
We have exceeded our target of new primary care providers using OAB for the first time by

40%*



86%*

of our target has been achieved for the number of patients that have access to OAB through their primary care provider.



A total of

22,435*

appointments were completed, all self-scheduled by the patient using the OAB solution between April – December.



The ongoing use of online appointment booking can lead to better access to care, enhanced efficiency and a more patient-centered approach to healthcare delivery.

**Data represents Ontario Health-OAB funded sites only, and those participating sites that submitted data*





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.

#	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	%	Sep 2024	<= 56%	54.9%		 Slippage from 52.5%
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	Sep 2024	<= 20.4 monthly (61.2 quarterly) (244.8 annually)	27.9		 Slippage from 21.5
3	Total ALC (Acute and Non-Acute)	%	Sep 2024	<=16.7%	15.8%		 Slight slippage from 15.3%
4	Frequent Emergency Room Visits for Help With Mental Health and/or Addictions	%	Sep 2024	<=10.0%	13.4%		 Improvement from 15.1%

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](#).