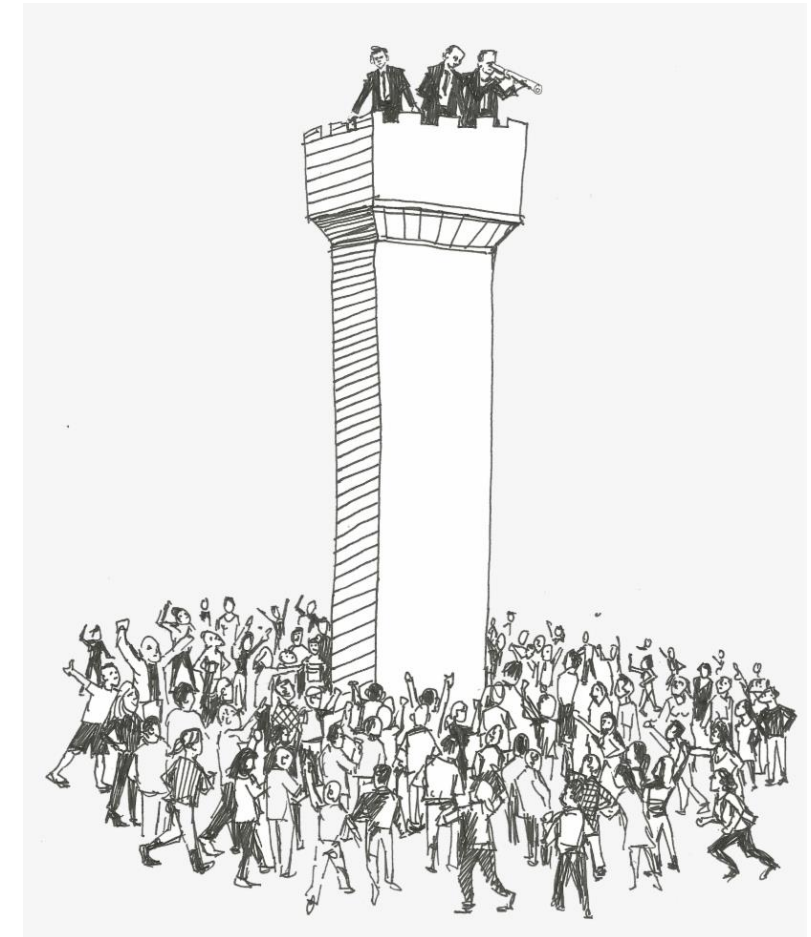


Stories from the Ivory Tower

HSPN Monthly Webinar

March 22, 2022

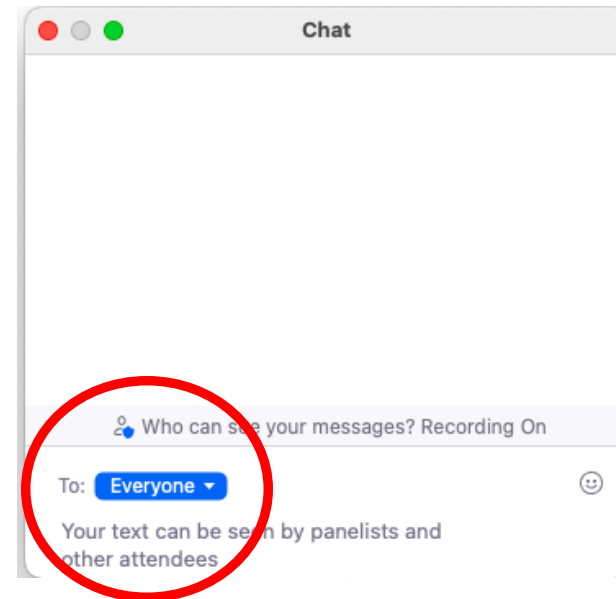


Welcome & thank you for joining us!

Please let us know who you are by introducing yourself (name & OHT or other org)

➤ Open Chat

➤ Set response to **everyone** in the chat box



Land acknowledgement

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit.

Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

Poll 1

First time ?

Poll | 1 question | 185 of 231 (80%) participated

1. 1. Have you joined us for an HSPN webinar previously? (Single Choice) *

185/185 (100%) answered

Yes (147/185) 79%



No, this is my first event (38/185) 21%



Today's Event

Stories from the Ivory Tower

Presenters



Dr. Walter P. Wodchis



Dr. Ruth E. Hall



Dr. Gaya Embuldeniya



Dr. Kaileah McKellar

Central OHT Evaluation Team

Co-Leads



Dr. Walter P. Wodchis



Dr. Ruth E. Hall

Team Members



Dr. Gaya Embuldeniya



Dr. Shannon Sibbald



Dr. Kaileah McKellar



Luke Mondor



Nusrat S. Nessa



Anne Fard

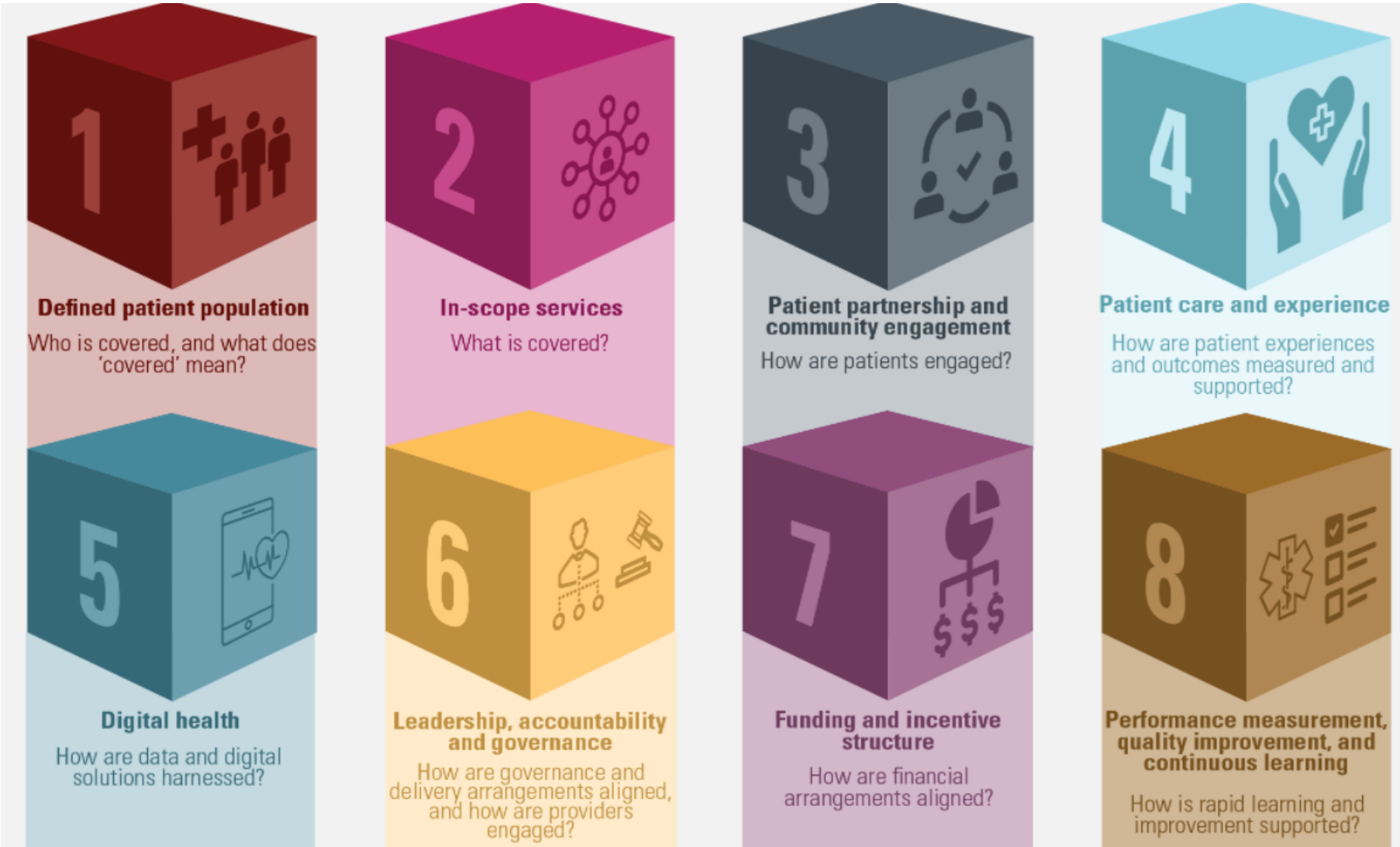


Dr. Elana Commisso



Jennifer Gutberg

Ministry: 8 Building Blocks of the OHT Model



Ministry: 4/8 Building Blocks of the OHT Model

The Middle Ground

Building Blocks 3 – 6



3

Patient partnership and community engagement
How are patients engaged?



4

Patient care and experience
How are patient experiences and outcomes measured and supported?



5

Digital health
How are data and digital solutions harnessed?



6

Leadership, accountability and governance
How are governance and delivery arrangements aligned, and how are providers engaged?

OHT Developmental Evaluation

Purpose

Provide feedback to support innovation and development

Track and monitor adjustments and changes to the model

Approach

Attuned to complex system dynamics and complex environments

Flexible, new measures evolve as OHT develops

Outcome

Better understanding of approaches to patient-centred integrated care

Recommendations for adjustment to model and activities

Data Collection



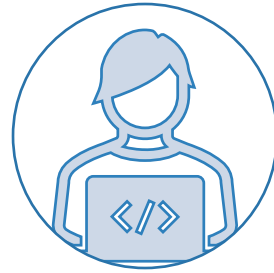
Observation

Attend meetings and record field notes



Interviews

3-5 interviews quarterly



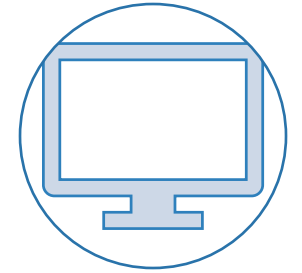
Journaling

Response to 2 questions bi-monthly



Document Analysis

Review a range of existing documents



Surveys

Provider and patient experience surveys, team surveys

Selection Criteria

6 OHTs were chosen for inclusion in HSPN's developmental evaluation:

➤ **Geography**

- representation of remote (1), rural (2), large urban/Toronto (1), Greater Toronto Area suburban (1) and smaller (non-GTA) urban (1)

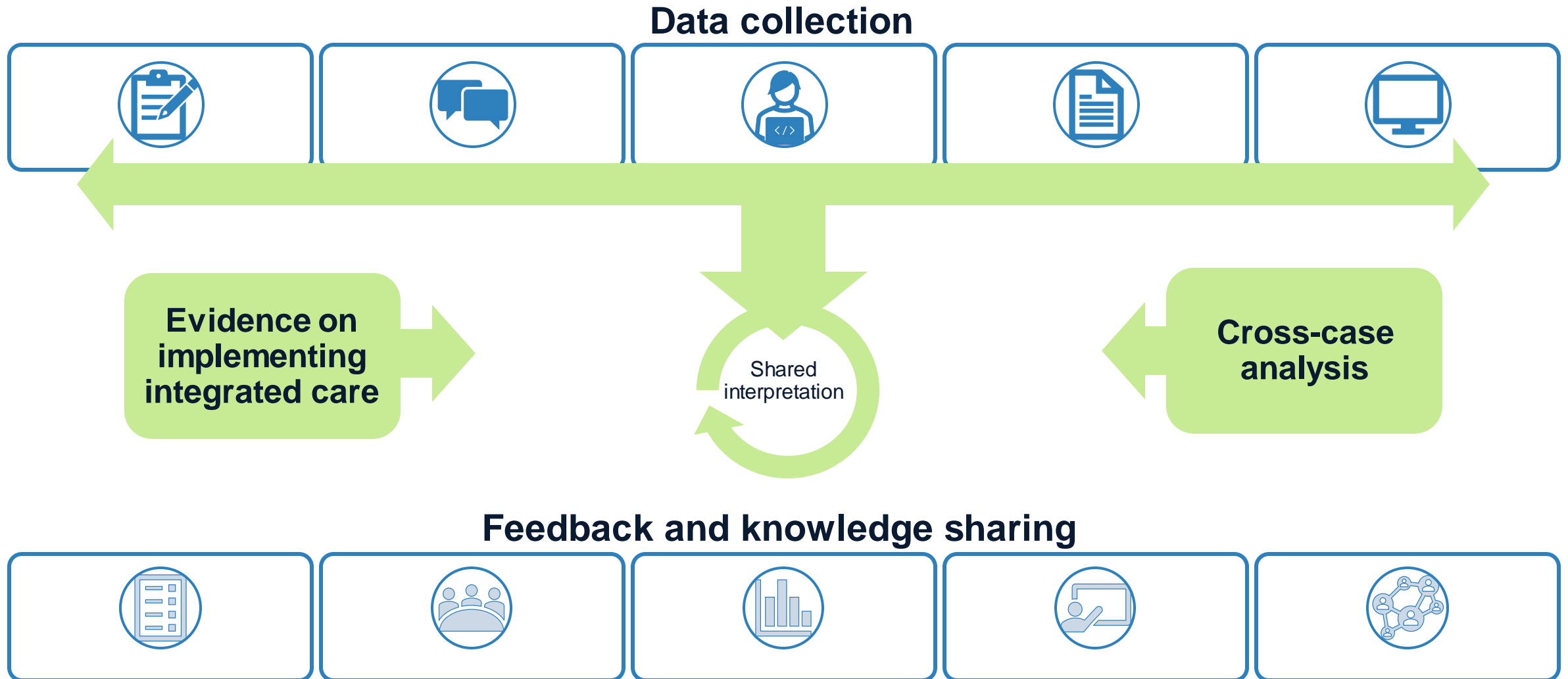
➤ **Quantitative and Qualitative OHT data**

- Survey results from the HSPN Organizing for OHT survey
 - mean scores in the top 20% among all OHTs in at least 4/7 survey domains
- Document analysis of the OHT applications
 - patient engagement, vision, experience with QI and IT capacity, etc.

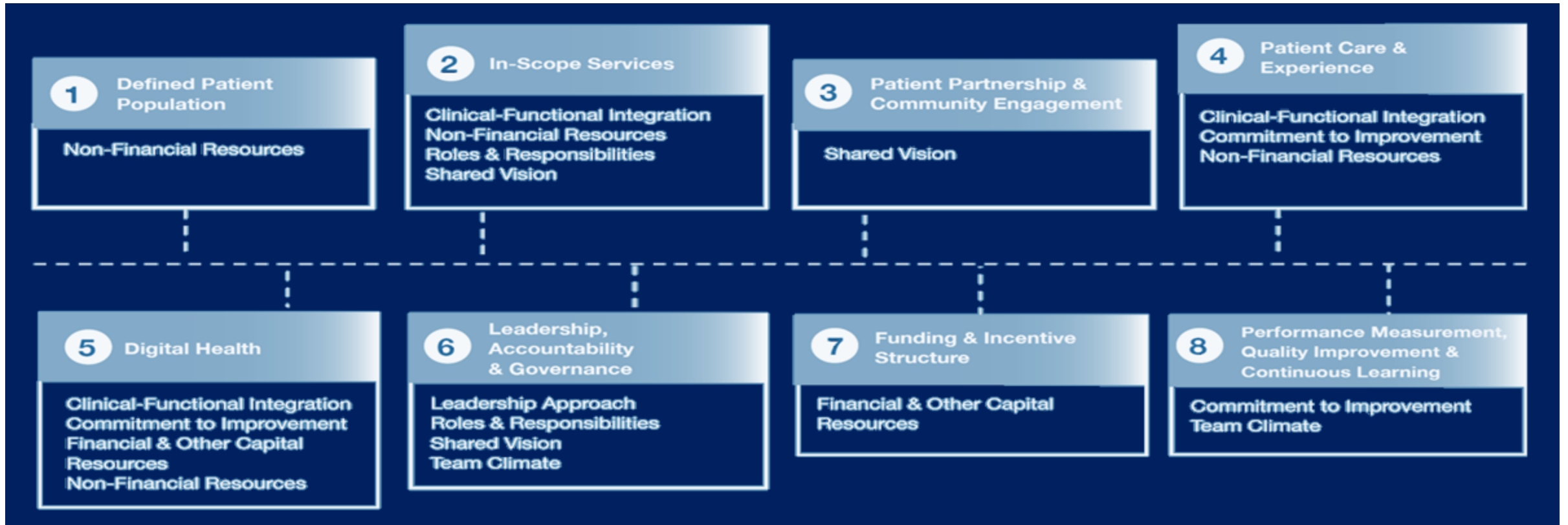
➤ **Acceptance**

- OHT consent to data collection (observations, interviews, etc)

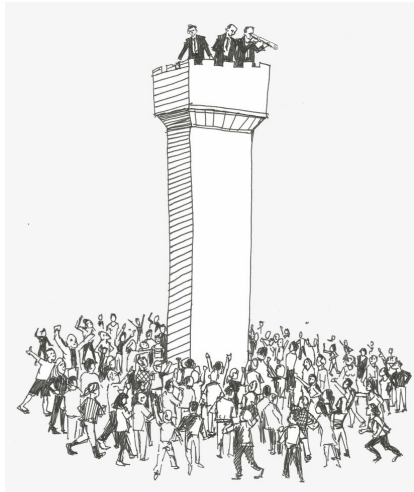
Analysis and Feedback



What are we looking for?



Our Approach for Today's Session



- **Share examples of what progress looks like in 4 of the building blocks**
- **Discuss enablers and challenges**
- **Create an opportunity to reflect on your OHTs progress and share with each other**

Patient, Caregiver, Family Partnership & Community Engagement

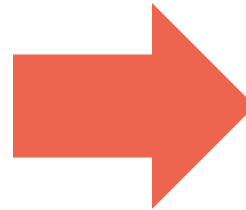


Patient, Caregiver, Family Partnership & Community Engagement



“Year 1” Expectations

- Patient Declaration of Values in place.
- P/F/C included in governance structure(s) and patient leadership established.
- Patient engagement framework, patient relations process, and community engagement plan are in place.



At Maturity

- Teams will uphold the principles of patient partnership, community engagement, and system co-design.
- They will meaningfully engage and partner with - and be driven by the needs of - patients, families, caregivers, and the communities they serve.

Discussion



What has helped you move ahead
with *Patient, Caregiver, Family Partnership &
Community Engagement* in your OHT?

What are the challenges?



Use the chat to everyone to respond to this
and ask questions.

Poll 2

2. Patient Family Caregiver Engagement

Poll | 1 question | 89 of 282 (31%) participated

1. How are you progressing with Patient, Caregiver, Family (Single Choice) *

89/89 (100%) answered

Patient partners are at the table (32/89) 36%

Patient partners are consulted and feel valued (21/89) 24%

Patient partners and community leaders help identify needs, address barriers and co-design care ... (28/89) 31%

Robust and equitable mechanisms for patient partnership and community engagement function at all... (8/89) 9%



Leadership, Accountability, and Governance

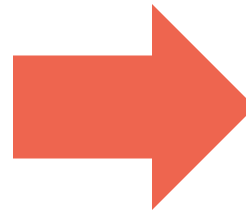


Leadership, Accountability, and Governance



“Year 1” Expectations

- Agreements with Ministry and between Team members (where applicable) in place.
- Existing accountabilities continue to be met. Strategic plan for the Team and central brand in place.
- Physician and clinical engagement plan implemented.



At Maturity

- Teams will determine their own governance structure(s).
- Each team will operate through a single clinical and fiscal accountability framework, which will include appropriate financial management and controls.

Discussion



What has helped you move ahead with Governance, Primary care engagement, or Strategic planning?

What are the challenges?



Use the chat to everyone to respond to this and ask questions.

Digital Health

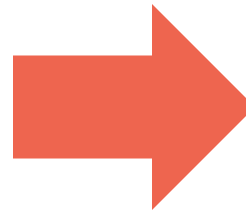


Digital Health



“Year 1” Expectations

- Harmonized Information Management plan in place. Increased adoption of digital health tools.
- Plans in place to streamline and integrate point of service systems and use data to support patient care and population health management.



At Maturity

- Teams will use digital health solutions to support effective health care delivery, ongoing quality and performance improvements, and better patient experience

Discussion



What has helped you move ahead with *Digital Health* in your OHT?

What are the challenges?



Use the chat to everyone to respond to this and ask questions.

Patient Care & Experience

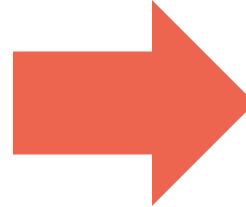


Patient Care & Experience



“Year 1” Expectations

- Care has been redesigned.
- Access, transitions and coordination, and integration have improved.
- Zero cold handoffs. 24/7 coordination and navigation services, self-management plans, health literacy supports, and public information about the Team’s services are in place.
- Expanded virtual care offerings and availability of digital access to health information.



At Maturity

- Teams will offer patients, families and caregivers the highest quality care and best experience possible.
- 24/7 coordination and system navigation services will be available to patients who need them.
- Patients will be able to access care and their own health information when and where they need it, including digitally, and transitions will be seamless.

Discussion



What has helped you move ahead with *Patient Care and Experience* in your OHT?

What are the challenges?



Use the chat to everyone to respond to this and ask questions.

Up Next

HSPN Webinar Series

- 4th Tuesday of the Month: 12:00 – 1:30pm

Upcoming Topics:

Series in Population Health Management

- Segmentation: Examples in OHTs
- Understanding chronic disease management (e.g. diabetes)

Series in Learnings from OHT Development

- ✓ Early learnings from OHTs in Developmental Evaluation
- Measuring the Quadruple Aim – a Walk around the Quadruple Aim Framework
- Organizing for Ontario Health Teams survey 2.0

THANK YOU!



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The Health System Performance Network



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