Ontario Health Teams Stories from the field – Part 2

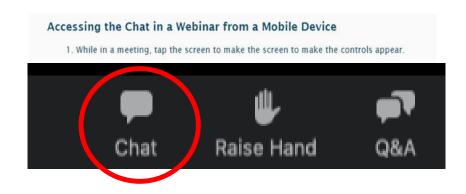
Examples from
North York Toronto,
Chatham Kent & Greater Hamilton

HSPN OHT Webinar

November 23, 2021

Welcome & thank you for joining us!

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



set response to all panelists and attendees 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 ended | 1 question | 138 of 172 (80%) participated

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

*

138/138 (100%) answered

Yes (99/138) 72%

No, this is my first event

(39/138) 28%



Today's event Stories from the Field – Part 2

Host



Dr. Walter Wodchis Principal Investigator **HSPN**



Judy Katz Leela Prasaud

Rifka Fisenstat



Jeff Wingard **Partnerships** & Development GHHN



Melissa McCallum Director GHHN



Melissa Sharpe-Harrigan Executive Transformation Lead CKOHT



Ron Beleno

Emily Doxtator Project Coordinator Strategic Initiatives NTYHP

Wendy Wu

Ivy Wong Senior Lead Strategic Initiatives NYTHP



Gaya Embuldeniya **HSPN**



Kaileah McKellar **HSPN**



OVERVIEW OF HSPN DEVELOPMENTAL EVALUATION



Developmental Evaluation

- ➤ Developmental Evaluation involves real time feedback about what is emerging in complex dynamic systems as innovators seek to bring about systems change.
- Observing and providing feedback on dimensions of OHT development that may include:
 - ➤ Resources, Governance & Leadership, Communication, Digital Health, Population Health Management, Clinician engagement, Patient and family involvement, Vision/Values, Team climate/culture, Partnering, Care coordination, Performance Measurement ... etc.



Where are we working?

North/Remote/Indigenous: All Nations Health Partners

Sub/Urban/Rural: Eastern York Region and North Durham OHT

Rural: Chatham Kent & Couchiching Ontario Health Teams

Urban (Toronto): North York Toronto Health Partners

Urban (Other): Greater Hamilton Health Network

Selection: Consideration of diversity of settings, focus populations, other characteristics (From applications and Organizing for Ontario Health Teams Survey) + Willingness to participate



HSPN Developmental Evaluation Team



Dr. Gaya Embuldeniya



Dr. Kaileah McKellar



Jennifer Gutberg



Elana Commisso



Dr. Ruth Hall



Dr. Walter Wodchis



NORTH YORK TORONTO HEALTH PARTNERS

PATIENT AND FAMILY HEALTH COUNCIL



IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Patient & Caregiver Health Council (PCHC)

November 23, 2021



Welcome to





NYTHP at a glance:

- 21 Core Partners
- 30+ Alliance Partners
- **Primary Care** Association (200+ PCPs)
- Patient & Caregiver Health Council
- ~ 500k population
- Collective Impact Model and Backbone team

Our Journey NYTHP Designated as OHT NYTHP Symposium @ Bernard Betel May Oct Jan 2019 2019 2019 Dec 2019 Feb First Core Group Meeting Self- Assessment **Full OHT Application** 2020 Held including patient and submitted & MoU signed submitted to the family advisors and some of Ministry of Health our current PCHC members! Mar 2020 Launch of PCHC Lockdown begins & Aug with 5 members, **NYTHP COVID-19** 2020 Sep supported by Pandemic response in addition to planned OHT **Response Activated** 2020 backbone team. initiatives. Core Group begins to meet weekly to respond **Patient & Caregiver Health Council** Call out to partners to community needs. Patient & Caregiver groups meets (PCHC) starts to form and creates to refer their PFAC weekly, sometimes more, to support NYTHP. draft Terms of Reference. members to join us. Oct 2020 Mar Sep NYTHP Strategic Retreat -2021 2021 Strategic Plan 20/21 NYTHP **PCHC** submits Patient, Family and 2021/22 Retreat Community Caregiver Partnership & Engagement Strategic Vaccine Strategy. 2nd call out to partners to Planning & **Rollout Begins** refer their PFAC members to join us.

Governance

14

Patient & Caregiver Health Council (PCHC)





Yee Hong Centre

For Geriatric Care













Wendy Wu

Ron Beleno

Health

Rifka Eisenstat

Baycrest



HEALTH PARTNER

Min Wang

Kim Leung **NORTH** YORK

Leela Prasaud **NORTH** YORK GENERAL

Judy Katz NORTH YORK



Membership on Hold

- Phyllis Ryall
- Claudia Lai
- Susan Doyle

NYTHP Backbone Support

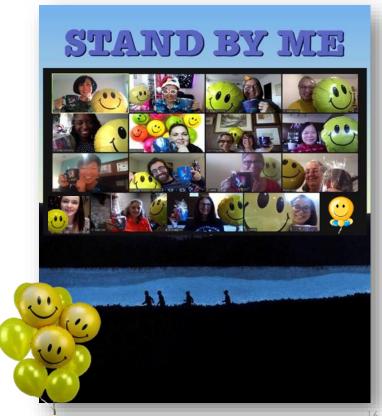
- Ivy Wong (Senior Lead)
- **Emily Doxtator** (Project Coordinator)
- Yinka Macaulay (Health Equity Lead)

Partner Resources

Shana Haberman (Patient and Family Centered Care Consultant, NYGH)

PCHC - "Stand By Me"

- Shared goals, passion and commitment
- We operate as a team with respect and trust as our foundation for transparency, partnership and friendship
- Feel safe to express conflicting viewpoints
- Share knowledge and build on each others' ideas to learn from discussions
- Committed to broadening our engagement and 'Stand By' our community and each other



NYTHP – Key Initiatives



	Coss	e Team Me	etines Primary	Care Radio	sdy neil su	ategic Planning	Vacination Co.	on and next the story of the st	his duity Mo	th York CAS	it Resilient	se Carr	ngasagrati	acy Di	dia non	A strance
	Active Members															
Judy Katz	х	х		Х	Х	Х		Х				х	Х	Х	Х	
Leela Prasaud		Х	Х	Х	Х			Х				Х				
Min Wang		х				Х								Х		
Rifka Eisenstat		Х					х		Х		х					
Ron Beleno		х												Х		
Kim Leung	х	х				Х			х		х			Х		
Wendy Wu	х	х		Х	х	Х	х							Х	Х	
	Membership on Hold - due to other priorities															
Phyllis Ryall		х								х						
Claudia Lai		х				Х		х								
Susan Doyle		Х						х								

How we work together



- Frequency: Every 2 weeks
- <u>Length</u>: 90 minutes
- Agenda: planned 2-3 months ahead and finalized version distributed to members
 3-4 days prior to meeting
- <u>Structure of meeting</u>: Check ins,
 Stewardship Council Update, Work Items or Presentations, Summary of Actions/
 Next Meeting
- Minutes/Action Items: Distributed 2-3 days after the meeting
- <u>Guests</u>: Use a standardized template to provide updates on OHT initiatives

Structure of PCHC meetings							
Time	Standard Agenda Structure	Lead by					
2:00 – 2:20	Check-ins & Key updates - each member do a quick check in and inform the council If the initiative involved hits a	Co-Chair					
	milestone or need council's attention for action						
	Stewardship table Updates - detailed meeting minutes is	Ivy/Emily					
	distributed to the team. Only provide key updates that						
	have major impact to PCHC or need council's attention						
2:20 - 2:35	60 minutes working are devided into 4 '15 minutes' slots	Varies by					
	or 3'20 minutes' slots. We will allocate time to do the following:	topic					
2:35 - 2:50	- work on PCHC open items together						
	- get in-depth update from OHT initiatives						
2:50 -3:05	- external presenters for traning or specific topics						
3:05 - 3:20							
3:20 - 3:30	Upcoming Meeting Agenda & Summary of Action Items	Co-Chair					

PCHC - What we did well



Responsive to the needs of our community

- We care and are "hands-on"
- Support for COVID-19 response provided through:
 - Planning webinars
 - Translating promotional materials
 - Reaching out to community groups
 - Volunteering at vaccination clinics



<u>Pictured</u>: Wendy Wu (PCHC Co-Chair) and Emily Doxtator (NYTHP Backbone) at Edithvale Community Centre Vaccination Clinic

PCHC – What we did well

(cont'd)



Patient, Family and Caregiver Partnership and Engagement Strategy

- Utilized PCHC meeting time to work on the strategy together
- Invited NYTHP partners from across sectors to participate and co-design the content
- Presented progress to our core partners for feedback
- Incorporated feedback to finalize the strategy
- Final version endorsed by core partners and submitted to the Ministry of Health

PCHC – What we did well





- We support all of the key NYTHP initiatives.
- Actively participate in other forums RISE, HSPN, Toronto Region Table, OCO, IFIC, NACIC21, etc.
- Co-design learning and training

NYTHP Challenges



Fallout from focus on success of COVID-19 response

- Governance structure still under development
- No clear decision-making or prioritization for NYTHP projects
- Impact on PCHC, resources and projects

PCHC Challenges



PCHC Sustainability

- Membership changes personal/caregiver commitments
- Recruitment reflect Diversity of our community, including youth
 - lack of dedicated resource to recruit and manage the relationship with the participants
- Training
 - to enable members to effectively contribute given the power differential

PCHC Challenges



- Lack of Capacity
 - PCHC/backbone/partners
 - Do not have resources to match priorities
 - "Opportunistic" approach to new projects
- Ongoing Impact of COVID-19 and vaccination on commitments
 - How to maintain momentum/motivation?
 - Transparent communication





- Flexibility
- Implement Engagement Strategy
- Embody Patient, Family and Caregiver Declaration of Values
- Transparency through communications and governance
- Recruitment campaign





If you or someone you know has lived experience with the health care system in North York – we want to hear from you!

Please contact us by email: NYTHP@nygh.on.ca



Thank You

Poll 2

Patient Involvement

Poll ended | 1 question | 95 of 214 (44%) participated

1. How would you describe the degree of patient and family involvement in your OHT? (Single Choice) *

95/95 (100%) answered

We keep patients and family representatives/groups fully i... (7/95) 7%

We regularly consult with patients/family (13/95) 14%

We involve patients/family in our OHT planning (35/95) 37%

We collaborate with patients/family in the development... (26/95) 27%

We empower patients/family and follow their advice (14/95) 15%



Discussion and Q & A:

What resonates most with you about this council's work?

Questions? Ideas? Reflections?

Use the chat to all panelists and attendees to respond to this and ask questions



GREATER HAMILTON HEALTH NETWORK







The Greater Hamilton Health Network

- Diverse group of over 30 stakeholders to start as the "Hamilton Health Team"
- 2 acute care hospitals, municipality, public health, primary care, community providers, home and community care
- Approved during first round of OHT approvals in November 2019
- Advised in 2021 to incorporate full attributed population which includes the neighboring communities of Haldimand and Niagara North West
- Approximate attributed population of 600,000
- Name change in June 2021 to reflect full geography: Greater Hamilton Health Network



Governance



Governance: dual action plan

GHHN Governance Model

Primary Care Governance Model • The structure of the whole entire Network - path to incorporation

 The structure of primary care in Hamilton, Haldimand and Niagara North West - path to unify the primary care voice



Primary Care landscape in the GHHN

Hamilton: 2 very large FHTs that cover 60% of the population

- Haldimand: 1 large multisite FHT
- Niagara North West: 3 FHT, 2 FHO, no solo physicians

Primary Care Governance: Purpose

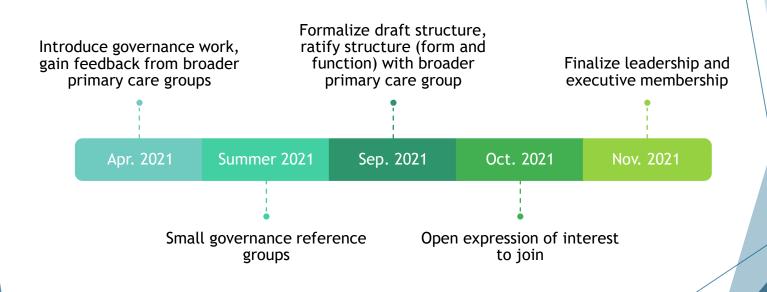
To promote improved and more seamless care for patients in the GHHN attributed population

Foster the development of a population health approach to care

To encourage innovation in primary care practice

To create a forum where the "voice" of primary care is active and involved in health system planning and design

Primary Care Governance Timeline



Primary Care Governance: Form

Leadership Group:

- •Open Expression of Interest from primary care
- •10-12 members
- •Will serve as "reference group" when necessary
- •Less time commitment

Executive:

- •4-5 members of leadership group
- •Significant time commitment
- •Lead responses to external requests, must have networks and influence
- •Refer issues to Leadership Group as necessary

Senior-level project support

- Provide logistical and policy support
- •Link to provincial/national primary care groups.

Primary Care GOVERNANCE STRUCTURE >>> >>> Greater Hamilton Health Network



GHHN

Governance

- ▶ Why did we move towards incorporation?
 - ► More structure and accountability
 - Autonomy in operations (procurement, hiring, service delivery)
 - Management of shared risk
- The governance work is an accumulation of:
 - ► Consultant work started over one year ago
 - ► Health equity consultation report
 - ▶ Partner consultations throughout the summer
- Small governance working group worked in collaboration with corporate lawyer to finalize articles, by-laws and board manual

Governance of the Network: Critical Path

January	Receive final Ernst & Young report, decide to explore legal corporation				
April-May	Engagement and initial discussions with Osler Law				
June Receive Equity, Inclusion, and Anti-Racism Framework and Action Plan					
July 15	July 15 Begin incorporation of El & AR Framework into governance documents				
July 15	Finalize consultation dates for Articles, By-Laws and Board Structure				
August	August Consultation Session #1 and #2				
September	eptember Consultation Session #3				
Mid-September					
September					
Oct 19, Oct 26	Presentation and review of material: Executive Council & Partnership Council				
Nov - Dec	Incorporation and implementation begins				

Who can be a member of the corporation?

- Incorporated entity with a board of directors/governing council which meets regularly
- ▶ Organization has been in existence for at least 5 years or formed from legacy organizations with proven track record of service provision to the GHHN catchment
- ► Ability to demonstrate good financial standing
- Offer services that contribute to the care pathways of persons living in the GHHN catchment area
- Must declare the Sector of GHHN membership for which they are applying
- ▶ Board must sign a membership agreement upon admission defining their rights and responsibilities as members

** Note: members of the corporation are non-voting, Directors will be the only voting members of the corporation.

Qualifiers & Clarifications

Individuals will not be members, but will be part of stakeholder councils and working groups as part of the GHHN

Any organization can be part of integrated working groups without having to be an incorporated member

This structure will take time to mature

Board of Directors: Representational/Hybrid Model



Eighteen (18) seats:

- ▶ 15 Directors are nominated by membership class or stakeholder councils
- ▶ 3 "independent" directors to fill out skills and competencies
- "Diversity and skills matrix" to address health equity across directors

Composition of Board

Board Seats	Number of Seats		
Primary Care Council	2		
Patient Family and Care Partner Leadership Council	2		
Health Equity Council	1		
Home Care Sector	1		
Hospital Sector	2		
Community Organization (general)	1		
Congregate Setting/LTCH	1		
Community MHA	1		
City of Hamilton	1		
Haldimand Sector	1		
Indigenous Sector	1		
Francophone Sector	1		
Independent Seats	3		



Stakeholder Councils

Four Stakeholder Councils (Non-members): Nominate Directors, and operational activities/planning

• **Primary Care Council (2):** individual primary care physicians and practitioners who provide service to GHHN catchment area

Patient Family and Care Partner Leadership Council (2): individual patient, client, and family advisors

• Health Equity Council (1): stakeholder experts in health equity

Haldimand Health Council (1): Haldimand organizations & stakeholders



Discussion and Q & A:

What resonates most with you about the GHHN approach?

Questions? Ideas? Reflections?

Use the chat to all panelists and attendees to respond to this and ask questions



CHATHAM KENT HEALTH ALLIANCE



DEVELOPING A STRATEGIC PLAN FOR YOUR OHT

LESSONS FROM CHATHAM-KENT

ACHIEVING THE BEST HEALTH AND WELL-BEING TOGETHER





Agenda



- Welcome to CK!
- Establishing the CKOHT Strategic Plan
- Embracing the Strategic Plan
- Growing through the Strategic Plan

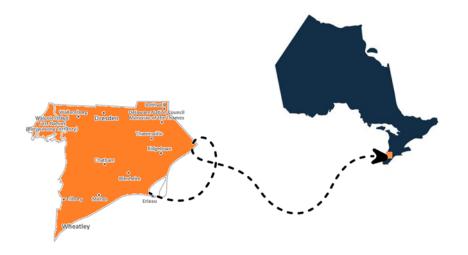
Welcome to Chatham-Kent!





Who is the CKOHT?

We are a partnership led by 15 signatory partners which make up the Collaborative Steering Committee. Over 100 individual partners participate on one of the three Advisory Councils, five Working Groups, and many Sub-Working Groups.



Chatham-Kent is a 'community of communities', composed of many small towns and villages in the heart of southwestern Ontario. It is a safe and vibrant community - yet many overall health indicators are poor in comparison to Ontario. The rural landscape also presents challenges for health equity and accessibility.

About our Community





- Consumes fewer fruits and vegetables
- Higher rates of smokers than average
- Lower activity levels and higher amount of overweight people



- Higher rates of unemployment and lower than average income levels
- More people accessing social assistance



Over 20% of adults with less than a high school education



Higher rates of chronic disease, specifically: arthritis, diabetes, asthma, hypertension, mood disorders and COPD



Young and growing Indigenous population



- Higher use of ED and admissions to hospital
- Among highest use of prescription opioids in Ontario

Establishing the Plan





Plan & Understand

February 2021 Process approved at Steering Committee

March 2021 Environmental Scan launched

April 2021
Environmental Scan Completed



Engage

April 2021
Council of the Chairs Engaged
April/May 2021
Internal CKOHT Engagement
May/June
External OHT Engagement



Knowledge to Action

Goals and Objectives Approved
June/July 2021
Goals, Objectives Reviewed, Actions
Confirmed at Working Groups

June 2021

August 2021
CKOHT Strategic Plan approved

Establishing the Plan





Let's Talk Health

Société Alzheimer Society

Clair Behavioural Supports Ontario



St. Andrews

Residence

Community Health Centres





Sign in Register



MARCH LA MARCHE OF DIMES DES DIX SOUS CANADA DU CANADA

CHATHAM-KENT

Health Alliance













Survey websit

www.letstalk

chatham-

ent.ca/let-s

talk-health



Home » Let's Talk Health CKI

Let's Talk Health, CK!

Chatham-Kent Ontario Health Team Strategic Plan (2021-2024)

Thank you to everyone that participated, we appreciate you taking the time to fill out a sur We learned so much from you. This information helped to shape the directions of CKOHT Strategic Plan and what the CKOHT partnership will work on together to make improveme the health care system over the next 3 years

Watch our short video which explains what we aim to achieve over the next 3 years. Click watch the video



Engagement Session

JOIN THE CONVERSATION:

What are the top health care priorities in CK? What should the CKOHT focus on?

If you would like

the survey ove

the phone or in

French call

519-358-3365

Let's Talk Health, CK!

1.Open your phone camera

2. Scan the QR code above

3. Survey will open

4. Complete survey



Establishing the Plan





91 hours

Cumulative Focus Groups

1762

Survey Respondents

6880

Online Thoughts Rated

STRATEGIC PLA ENGAGEMENT



CKOHT Strategic Goals and Objectives 2021-



Population Health and Well-being

We will transform the health care journey for the CKOHT population.

Transform the health system experiences and outcomes for the CKOHT priority population.

Establish a plan to address mental health and addictions in Chatham-Kent as an expanded priority population of the CKOHT.

Coordinate a COVID-19 recovery strategy for the health system.



Health Equity

We will achieve a health system that is safe and equitable for everyone.

Support First Nations, Inuit and Métis Peoples and communities in improving Indigenous health

Increase the number of patients able to access primary care.

Eradicate all experiences of racism, oppression, inequity and stigma in CK.



CKOHT Maturity

We will deepen and grow our partnerships to accelerate maturity.

Expand the involvement CKOHT partners, particularly in the social, community, and support services sectors.

Establish a Health Human Resource Working Group for the CKOHT.

Mature the CKOHT governance model



Community

We will always remember our purpose and be ready to tell our story.

Increase knowledge and awareness of the CKOHT.

Ensure person centered care in all aspects of our work.

Share best practices between partners within and beyond the CKOHT.



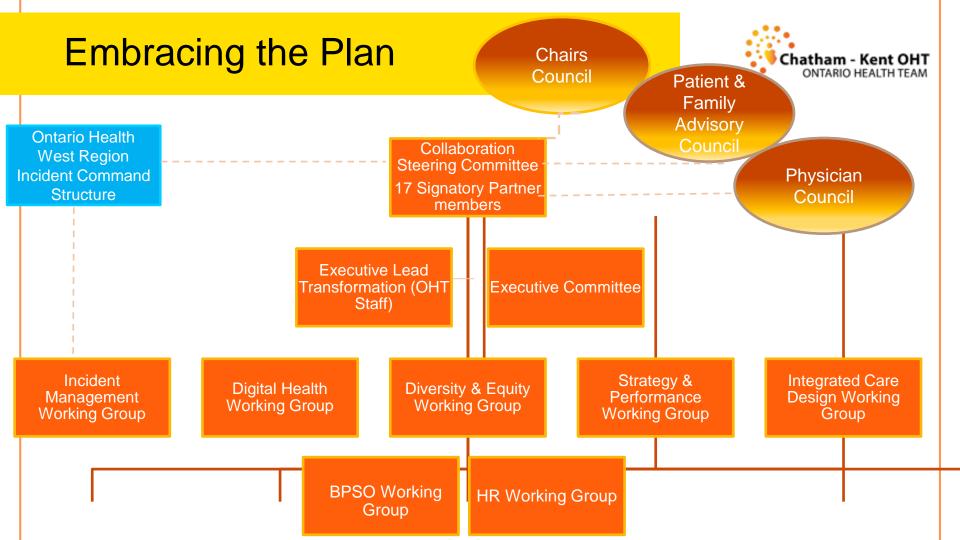
Performance

We will be innovative and accountable in achieving system performance.

Deepen our shared accountability framework.

Become a leader of OHTs in implementing evidence-based practices.

> Approve and Implement the Digital Health Road Map.



Embracing the Plan



File	Home	Insert Page Layout Formulas Data Review Vi	ew 🛭 Tell me what yo	u want to do				A Sha
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		Create an inventory of CKOHT partner services that will highlight gaps, duplications, and future opportunities.		CK OHT Maturity	May-21	Aug-	Complete	100
	24.1	Develop and review inventory of all services offered by CKOHT partners to identify duplication, gaps and unique services and begin identifying opportunities and strategies to develop for alignment, integration and standardization		Improve Transitions of Care			Complete	100
	24.2	Design navigation criteria, centralized referral hub & pathways		Improve Transitions of Care			Not Started	
	24.3	Ensure healthline.ca and 211 information is accurate					On Track	80
	24.4	Identification and validation of availability services for Y1P					Not Reported	
		Increase communications and joint partnership opportunities with neighbouring communities (i.e. Windsor-Essex, Sarnia-		CK OHT Maturity				
Lambton, and London).					Apr-21		22 On Track	
L	42.0 Successfully progress towards BPSO OHT designation.			Performance	Apr-21	Dec-	24 On track	
	42.1	Act as the BPSO OHT sub-committee, with transitions being a priority for BPSO OHT			Sep-21	Jan-:	On Track 25	
\vdash	42.2	, , , ,		TPA Deliverable		2411	On Track	50

Growing through the Plan



- Strategic Plans are more than an OHT expansion plan.
- Looking at Strengths based approaches to achieving our plan collectively
- Establishing agendas, project intake forms, and evaluative frameworks (scorecard) in alignment with our Strategic Plan
- Leverage the plan to achieve the states of maturity outlined by the Ministry



For more information, please visit:

www.ckoht.ca









Poll 4

Strategic Planning

Poll ended | 1 question | 56 of 141 (39%) participated

1. Where is your OHT at in strategic planning? (Single Choice) *

56/56 (100%) answered

We work from the original plan from our OHT applicati... (16/56) 29%

We work from a revised strategic plan since our OHT ap... (12/56) 21%

We are in the process/about to review/revise our strate... (21/56) 38%

We aim to review our strategic plan in the future. (7/56) 13%



Discussion and Q & A:

What resonates most with you about the CKOHT approach?

Questions? Ideas? Reflections?

Use the chat to all panelists and attendees to respond to this and ask questions



Discussion and Q & A:

What is the focus for your OHT in the coming year?

(Governance? Clinical design? eHealth? Strategy? Patient Involvement?)

Do you have other questions of our panel today?

Use the chat **to** all panelists and attendees to respond to this and ask questions



Quick Advertisement



Health Policy
Available online 12 October 2021
In Press, Corrected Proof (*)



The beginnings of health system transformation: How Ontario Health Teams are implementing change in the context of uncertainty

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Gayathri Embuldeniya <sup>a</sup> △ , Jennifer Gutberg <sup>a, b</sup> , Shannon S. Sibbald <sup>c</sup> , Walter P. Wodchis <sup>a, d, e</sup> 

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https://doi.org/10.1016/j.healthpol.2021.10.005

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Quick Advertisement

Healthcare Quarterly 24(3) October 2021: 60-67.doi:10.12927/hcg.2021.26617

Leading in The Future

Foundations, Functions and Current State of Collaborative Leadership: A Case of Newly Developing Integrated Care in Ontario 🖪

Shannon L. Sibbald, Ruth E. Hall, Gayathri Embuldeniya, Jennifer Gutberg and Walter P. Wodchis



















ABSTRACT

In 2019, the Government of Ontario announced a health system transformation to end hallway healthcare by implementing integrated care systems known as Ontario Health Teams (OHTs). Establishing an integrated care system is a monumental task requiring collaborative and participatory leadership structures. Based on a survey of 480 OHT signatory members and 125 in-depth interviews with leaders from 12 OHTs, we describe how developing OHTs conceptualized and executed leadership. While collaborative leadership is common, the approaches are varied and the leadership structure is informed by contextual differences. We provide suggestions on how to support the success of collaborative leadership for decision and policy makers, leaders and anyone working toward integrated care.

Healthcare Quarterly 24(3) October 2021: 60-67. doi:10.12927/hcg.2021.26617



Up Next:

HSPN Webinar Series

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

Upcoming Topics for 2022

- Population Health Management
 - Population Segmentation
 - cQIP indicators

More Stories from the field — Developmental Evaluation Insights



Everyone is involved!

Twitter: @infohspn

Email: OHT.Evaluation@utoronto.ca

https://hspn.ca/evaluation/ontario-health-teams

Subscribe on YouTube!

Thank you!

