

# Ontario Health Teams Stories from the field – Part 1

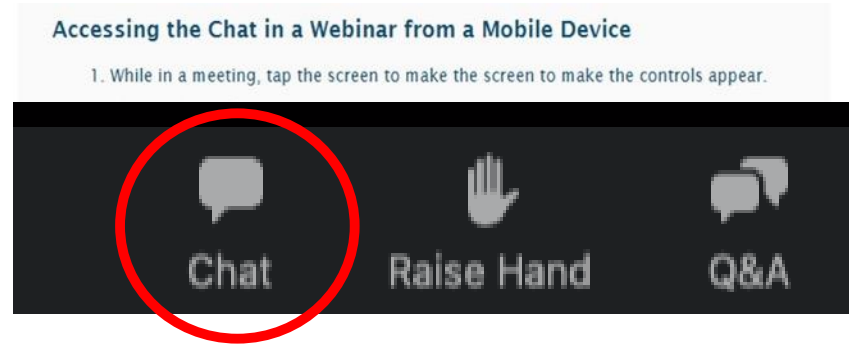
## Examples from Central and Northern OHTs

### HSPN OHT Webinar

October 26, 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 | 113 of 154 (73%) participated

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

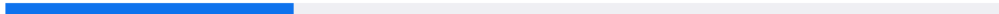
\*

113/113 (100%) answered

Yes (80/113) 71%

A horizontal bar chart with a blue segment representing 71% and a grey segment representing the remaining 29%.

No, this is my first event (33/113) 29%

A horizontal bar chart with a blue segment representing 29% and a grey segment representing the remaining 71%.

# Today's event

## Stories from the Field – Part 1

Host



Dr. Walter Wodchis  
Principal Investigator  
HSPN

Presenters



Ruth Hall  
Co-Lead  
OHT Evaluation  
HSPN



Chris Archer  
Couchiching OHT  
Couchiching FHT



Eric Bewell  
Couchiching OHT  
Couchiching FHT



Colleen Neil  
All Nations Health  
Partners OHT  
Executive Director

# Overview: October 26, 2021

1. An overview of HSPN Developmental Evaluation in Ontario Health Teams

## Stories from the field – Part 1

- I. Couchiching Ontario Health Team
- II. All Nations Health Partners Ontario Health Team

# Quick Advertisement



Health Policy

Available online 12 October 2021

In Press, Corrected Proof



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

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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# OVERVIEW OF HSPN DEVELOPMENTAL EVALUATION



# Developmental Evaluation

Developmental Evaluation supports innovation and development to guide adaptation to emergent and dynamic realities in complex environments. :

- Similar to the approach to the role of research & development in the private sector product development process - prototyping
- Developmental Evaluation involves real time feedback about what is emerging in complex dynamic systems as innovators seek to bring about systems change.

# Where are we working?

North/Remote/Indigenous: All Nations Health Partners

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

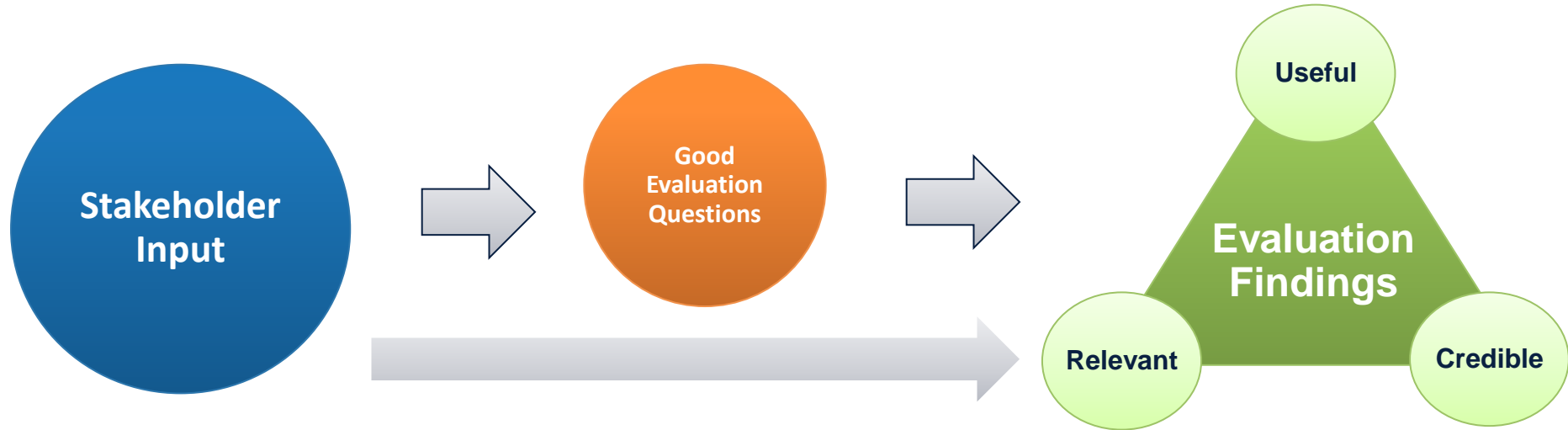
Rural: Chatham Kent & Couchiching Ontario Health Teams

Urban (Toronto) : North York Toronto Health Partners

Urban (Other): Hamilton Health Team

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

# Co-designing the questions



# Identifying Evaluation Questions

- What does success look like for your OHT over the next year?
- What are your strengths?
- What do you anticipate your main challenges to be?
- Where would you like to focus your learning and development over the next year?
- How will you know you are making a difference?
- How can HSPN help you along your OHT development journey?

# What data are collected?



## Observation

Attend meetings and record field notes



## Interviews

3-5 interviews quarterly



## Journaling

Selected representatives respond to 2 questions periodically



## Document Analysis

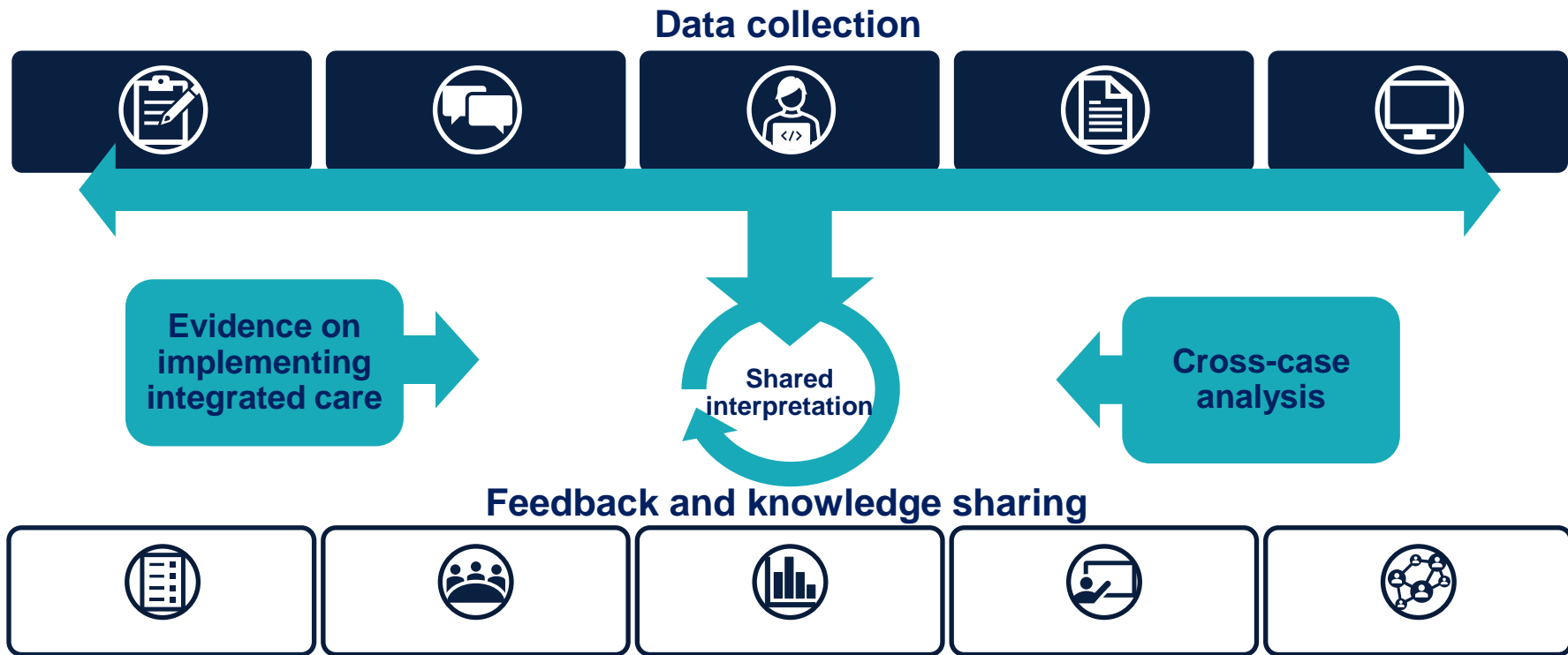
Review a range of existing documents



## Surveys

Provider and patient experience surveys, team surveys

# What to do with the data?



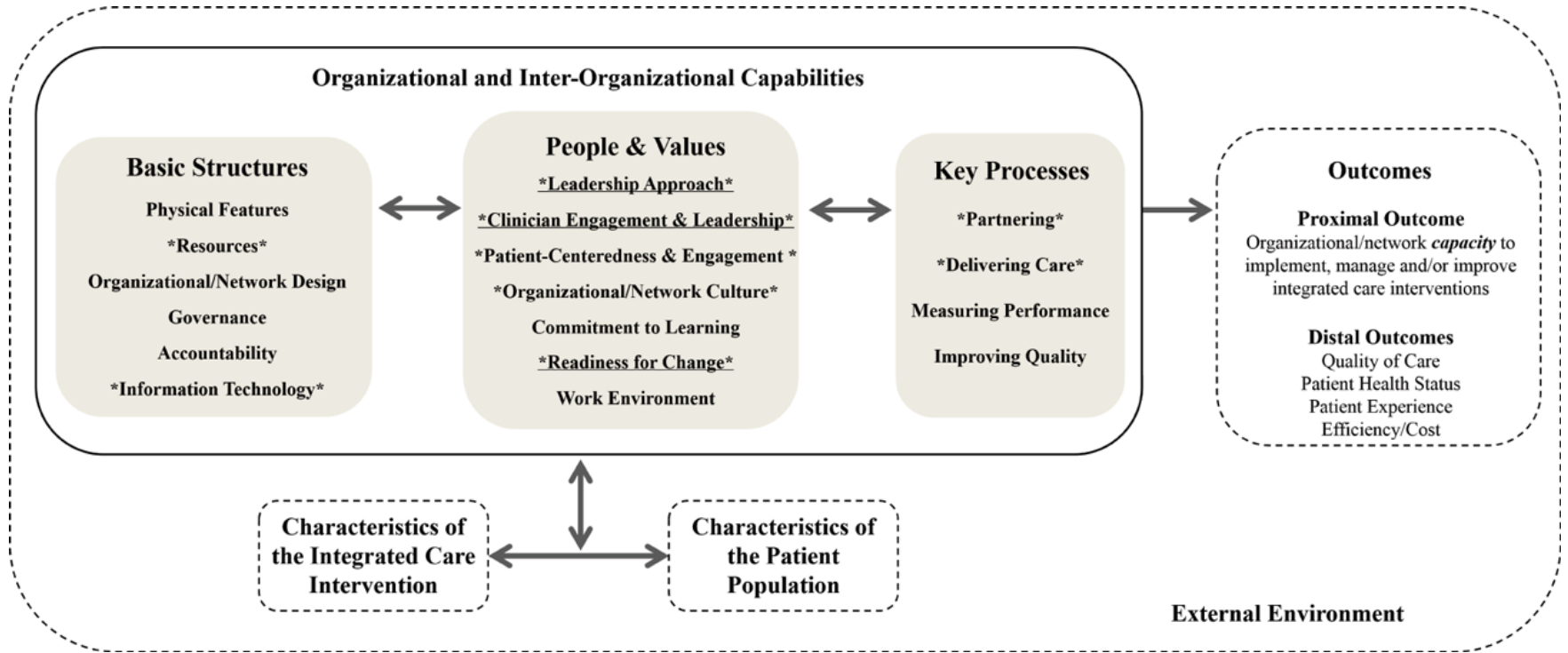
# What are we observing for ?

## Dimensions of the **Context and Capabilities for Integrating Care (CCIC)**

- Resources: Discussion of tangible and intangible assets
- Governance and accountability: Organization of activities, mechanisms to ensure people and organizations meet expectations
- Communication
- Digital Health

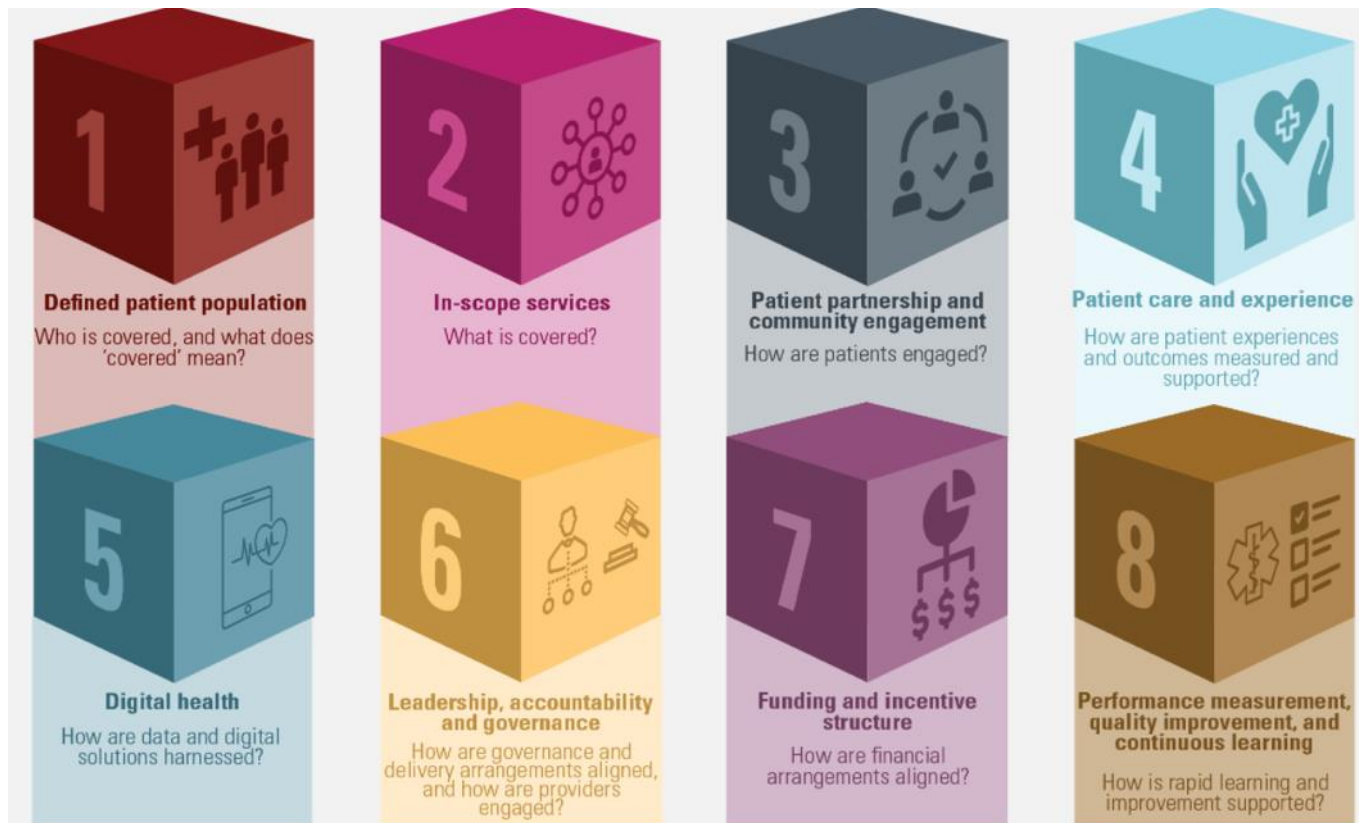
.... and more such as .... Leadership, Clinician engagement, Patient and family involvement, Vision/Values, Team climate/culture, Partnering, Care coordination, Performance Measurement ...

# CCIC Framework





# Ministry: 8 Building Blocks of the OHT Model



# Poll #2

## Building Block Strength

Poll ended | 1 question | 77 of 188 (40%) participated

1. Which Building Block topic is a strength for your team (you can choose 2) (Multiple Choice) \*

77/77 (100%) answered



# Poll #3

## Areas for improvement

Poll ended | 1 question | 73 of 192 (38%) participated

1. Which Building Block topic do you want to improve in your OHT (you can choose 2) (Multiple Choice) \*

73/73 (100%) answered



# HSPN Developmental Evaluation Team

Team Members



Dr. Gaya  
Embuldeniya



Dr. Kaileah  
McKellar



Jennifer  
Gutberg



Elana  
Commisso



Dr. Ruth  
Hall



Dr. Walter  
Wodchis



**COUCHICING ONTARIO  
HEALTH TEAM:  
ADVANCING DIGITAL  
HEALTH**

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# What about Couchiching ?

- IT capacity high
- QI experience high
- Clinical Functional integration high
- Primary Care Champion



***Couchiching Ontario Health Team***

# Couchiching OHT Organization Structure

## JET

- Reviews priorities and goals annually
- Ensures OHT obligations are met and guides planning and execution
- Meets weekly
- Comprised of Anchor partners, PFAC Chair, Primary Care Council Chair

## PFAC

- Meets weekly
- Reports into JET as needed
- Liaises with all Working Groups to inform planning and operations

## Primary Care Physician Council

- Meets Monthly
- Reports into JET as needed
- Liaises with all Working Groups to inform planning and operations

## OHT

### Community of Practice

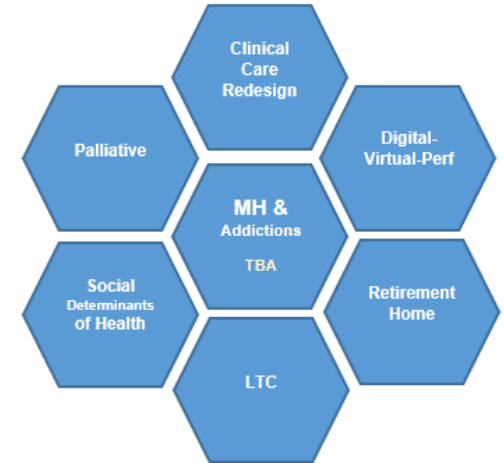
#### Provincial Planning:

1. OHT Digital Health COP
2. OHT PFAC COP
3. Evaluation and Performance Improvement COP
4. RISE Learning Collaborative Older Adults
5. RISE Learning Collaborative MH & Addictions
6. RISE Learning Collaborative Palliative Care

## Couchiching OHT Collaboration Table

- Meets Monthly (and ad hoc)
- Regular updates from WG on activities and collaborative opportunities
- [Formerly "Planning Table"]

## Working Groups



- Meeting Frequency Differs by WG
- Work focused on the operationalization of OHT goals and funding opportunities (each WG needs work plan)
- Reports templated updates through WG leads to Collaboration Table
- Standardized TOR for all
- Reports items through Liaison for JET escalation and decision
- Standardized Agendas & Templates for all with new LOGO
- Document Platform in progress...



# *Digital Health: Couchiching OHT*


## **Understanding current capabilities and needs**

- Inventory current systems, data and agreements
- Assessing digital resource capacity
- Interviews with OHT partner organizations to identify needs/gaps

## **Aligning with our OHT Vision**

- Digital Strategy aligned with Year One projects
- Expand access to existing solutions while planning for the future
- Embedding digital resources into Year One Projects

## **Developing Digital Governance**

- Establishing a digital committee across anchor organizations
  - Role of committee and decision making structure
- 

# Digital Health Working Group



**CFHT Infrastructure**

Secure VPN for Staff, Network Security, Office 365 Transition, Ticketing System, UPS back-ups, High Speed Internet, Junior IT, Complex Care Team Computer Procurement.

**Health Partner Gateway Onboarding**

Onboarding of anchor partners to HPG. Orientation, Training

**Integrated Decision Support**

Orientation of JET to IDS, Approval of budget, DSA/MSA Signatures

**EHealth Centre of Excellence**

Embed Coordinated Care Plans in TELUS, Practice Solutions, Primary Care Access

**QIP Alert Codes**

Alert Code Status on Complex Clients with a care plan. Access, input and contributing members across care team.

**Document Management Shared Site**

Document Management Platform for uniform access to OHT related documents, files, and reporting.

**Online Appointment Booking**

This funding is intended to support new or expanded OAB implementations within primary care settings. Proposals for OAB implementations by other providers, such as front-line community care providers, must demonstrate how the service will be accessible to a significant number of patients.

**Clinical Systems Renewal**

To support innovative projects aligned with health system recovery and OHT delivery priorities. To support OHTs and in Development Teams continue to reduce fragmentation of clinical systems and make it easier to share health information between providers that are on a common clinical system. To facilitate broader benefits across OHTs or a region through information sharing and collaboration.

**Remote Care Monitoring**

Secure Funding for CHF Remote Monitoring, Partnership with UHN medley platform, while in hospital patient is provided RPM training and equipment, nurse point of contact, medication titration protocols. Monitoring for 30-60 days.

**System Navigation**

To assist with this planning, the Ministry of Health is providing one-time funding support for Ontario Health Teams who agree to complete a series of planning deliverables by March 31, 2022, in collaboration with Ontario Health's Navigation Service team.

**Integrated Virtual and Urgent Care**

Pilot a Virtual Integrated and Urgent Care service for our community who may require urgent medical assessment or assistance with access to information and system navigation – as an alternative to presenting to an Emergency Room in-person (where avoidable).

**Remote Access for Complex Care Team**

Using Data Hubs, GOT access to remote areas and patients without access to have virtual visit with their primary care provider or specialist without leaving their home.

**OSMH FYI**

Savant, Novari Health, Tableau

**Health Information Management Plan**

Health Information Management Plan. Consult with Paula Ellison and Lynne Davies to inform plan. Bring to Digital Health for Review.

**Web Design and Branding**

THEY (Interview Collaboration Table partners, JET and First Nation to inform brand identity, web design and logo

## COHT Digital Health Challenges/Gaps

### Health Partner Gateway

- Infrastructure
- Partnerships
- Funding
- e Health Centre of Excellence
- Access to CHRIS

### Digital Funding Envelopes

- Process
- Meaningful Engagement
- Strategic Alignment

## Digital Health

- Questions ?
- Comments ?
- Suggestions ?
- Use Chat  
to all panelists and attendees

**ALL NATIONS HEALTH  
PARTNERS ONTARIO  
HEALTH TEAM:  
ADVANCING MENTAL  
HEALTH**

# What about All Nations Health Partners?

- Believed findings obtained from other OHTs might not apply to this unique case.
- Indigenous and non-health sector organization led OHT
- Mental Health and Addictions priority population for many OHTs



**ALL NATIONS**  
HEALTH PARTNERS



# About the All Nations Health Partners

The All Nations Health Partners evolved from the Kenora Area Health Care Working Group, which formed in 2015 to address a critical doctor shortage and cross-border issues.

The All Nations Health Partners (ANHP) include Indigenous, municipal and health care leaders who signed a Resolution in ceremony in 2017, to work towards the development of a seamless, patient-centred health care system. The ANHP aim to provide the right service, at the right time, in the right setting, for everyone in the Kenora region.

Cultural safety will allow the blending of traditional and mainstream medicines for wholistic healing.

In 2019, the ANHP became one of the first Ontario Health Teams, as well as the first from the North, the smallest, and the only team with full Indigenous and community partners.





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Canadian Mental  
Health Association  
Kenora  
Mental health for all



District of Kenora Homes  
& Community Support Services



**FIREFLY**



**WAASEGIIZHIG**  
NANAANDAWE'YEWIGAMIG



Kenora Association for Community Living  
A Meaningful and Satisfying Life



**KDSB**  
KENORA DISTRICT SERVICES BOARD



**Lake of the Woods  
District Hospital**



**Northwestern  
Health Unit**

Sunset Country  
Family Health Team

Township of Sioux Narrows/  
Nestor Falls



Lake of the Woods  
**KENORA**



Corporation of the  
City of Kenora

**DoK  
URA** District of Kenora Unincorporated  
Areas Ratepayers Association

Kenora Métis Council

Métis Nation  
of Ontario 

GRAND COUNCIL  
TREATY #3  
THE GOVERNMENT OF THE ANISHINABE NATION - 1876-1877

# COLLABORATIVE DECISION-MAKING FRAMEWORK

Resolution  
Ceremony



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Grand  
Council  
Treaty #3

Kenora  
Association  
for  
Community  
Living

Canadian  
Mental Health  
Association  
Kenora

Kenora  
District  
Services  
Board

City of  
Kenora

Kenora  
Chiefs  
Advisory

Wasegizhig  
Nanaandawe'-  
iyewigamig  
(WNHAC)

Kenora  
Métis  
Council

Sunset  
Country  
Family Health  
Team

Pinecrest -  
District of  
Kenora Home  
for the Aged

Northwestern  
Health Unit

District of  
Kenora  
Unincorporated  
Areas Ratepayers  
Association

FIREFLY

Primary Care  
& Specialists  
Advisory  
Council

Traditional  
Healers  
Advisory  
Council

Patients,  
Families &  
Elders  
Advisory  
Council

Lake of the  
Woods District  
Hospital

Township of  
Sioux  
Narrows /  
Nestor Falls

Executive  
Lead

Fund  
Holder

Working  
Groups

Collective decision-making

Consensus-based

Alternative dispute resolution

Shared objectives

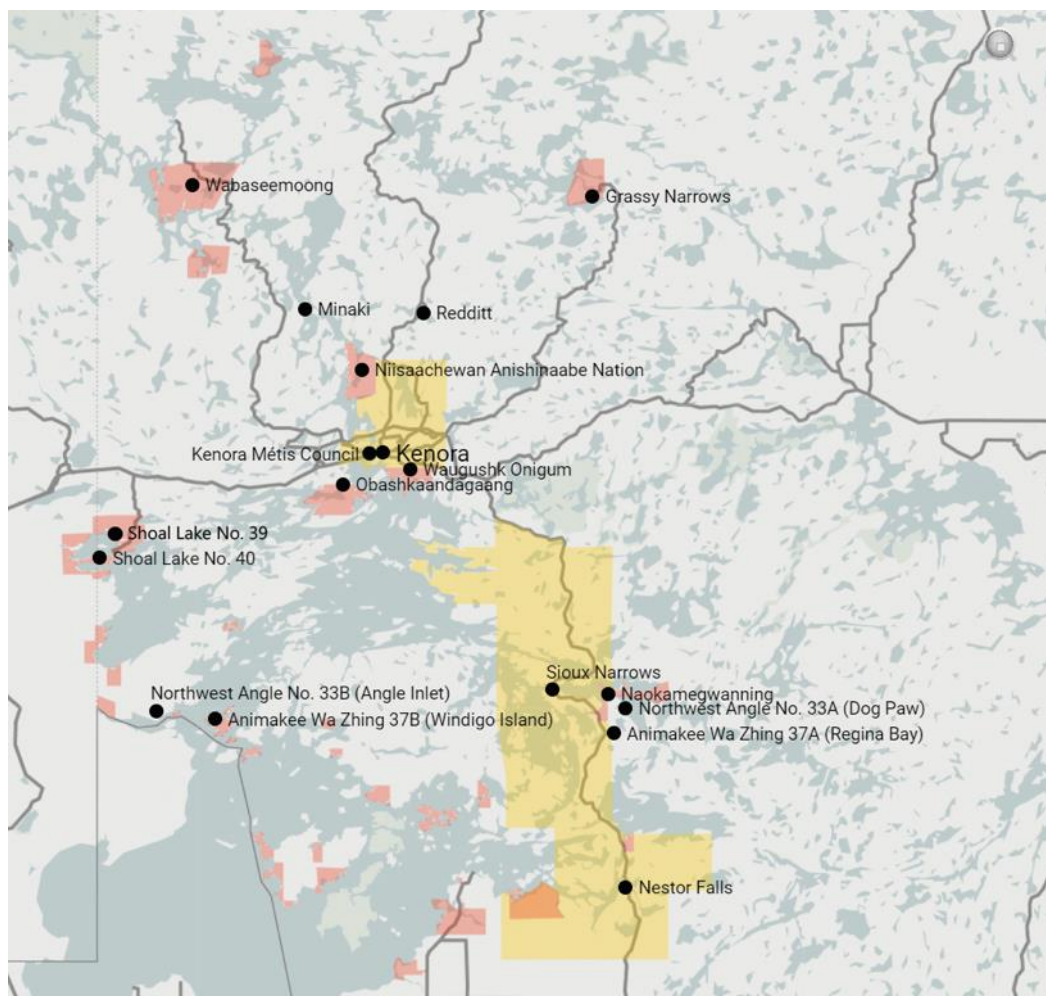
Indigenous led

Community driven

Partnerships



# Our Communities



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# **ANHP OHT Mental Health & Addictions Working Group**

Presented By: **Colleen Neil, ANHP OHT Executive Lead**

Date: **Wednesday, October 27, 2021**

# Introduction

The ANHP Mental Health & Addictions Working Group has been established to address the needs and issues of mental health and addiction service delivery and health care in the City of Kenora.



# Terms of Reference

- The role of the Mental Health & Addictions Working Group (MHA-WG) is to oversee the development of an integrated and responsive network of services that will support children, adolescents, and adults experiencing a mental health crisis in the Kenora area.
- The scope of work includes the development of several indicators to measure, assess, and enhance the impact of the mental health and addictions services.
- The MHA-WG will work collectively to establish workplan priorities, deliverables, and milestones.  
Approved workplans will be shared with the All Nations Health Partners.



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- The MHA-WG will work by consensus and will be governed by a culture of ethical conduct embodied in the Seven Sacred Teachings:

<b>Honesty</b>	Speak openly and truthfully always.
<b>Truth</b>	Focus on facts; be prepared to accept information you may not want to hear.
<b>Respect</b>	Everyone has value, and should be treated with respect. Being on time, listening, and speaking humbly, and respecting personal boundaries are all ways in which respect is demonstrated.
<b>Bravery</b>	Take risks; move toward your vision despite fears and unknowns. Have the courage to engage in sensitive or difficult conversations.
<b>Love</b>	Love describes the good life – minobimaadiziwin. It is given and received through life, earth, people, choices and opinions.
<b>Humility</b>	No one person or community is more important than another; we are all equal. Everyone has a voice, and all contributions have value. We all have gifts as well as limitations.
<b>Wisdom</b>	We constantly learn by listening, hearing, and applying what we learn – especially from our elders – in a never-ending process.



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# Achievements to Date

## Goals and Objectives

- Established **Intentions** for the group and how we will work together
- Identified **Goals and Objectives**, focusing on the ideal outcomes
- Discussed:
  - Inclusion – what groups and individuals need to be included in the process
  - Timing & Flow – determining appropriate timeframes and steps required and scheduling of facilitated meetings
  - Needs vs. Wants – identifying the overall objectives and the priorities. Determining the critical elements and the best sources of information





# Achievements to Date

## Inputs and Insights

- Gathered Inputs and Insights from the group on:
  - The System
  - Those with Lived Experience
  - Obstacles and Challenges
  - Our assumptions about the system and those we serve
  - The ideal system and its impact on those we serve

## Now what? Let's make it real...

- ***Pick a collaborative impactful task***



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# So far:

- In response to the Call for Proposals, ANHP supported two separate applications under different funding streams:
  - **Cultural and Community Hub + Spoke model for Substance Abuse and Addictions Support**
  - **Mobile Mental Health & Addictions Clinics (MMHAC)**

**Next up: Detox?**



# MH&A Contact Information

- Executive Lead: **Colleen Neil**, SCFHT
- MH&A WG Co-Chair: **Jennifer Dreaver**, Kenora Chiefs Advisory
- MH&A WG Co-Chair: **Sara Dias**, CMHA Kenora



info@anhp.net



www.anhp.net



@AllNationsHealthPartnersOHT



@anhpoh



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@All Nations Health Partners - Ontario Health Team



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# What is your context for Mental Health ?

- What population are you focused on improving care outcomes and experience for ?
- What is your context for resources ?
- What is your context for connections amongst existing providers?

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



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# 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*

# Up Next:

## HSPN Webinar Series

- 4<sup>th</sup> Tuesday of the Month: 12:00 – 1:30pm

Upcoming Topic for November

- ***Stories from the Field*** – Part 2– *Live talks led by real OHTs*
  - Governance
  - Patient and Caregiver/Family Engagement
  - Strategic Planning

... and more.

# ***Everyone is involved !***

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

*Subscribe on YouTube !*

## **Thank you!**