



2022-2023

Annual Report

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**Great
RIVER**
ONTARIO
HEALTH TEAM



ÉQUIPE SANTÉ
ONTARIO DU
**Grand
FLEUVE**

Kaniatarowanéhne

Kaniatarí:io Ata'karitéhtshera Raotinèn:ra



2022-2023 Year in Review

The Great River Ontario Health Team (GR OHT) is a collective of health and social service providers who plan and work together, as one coordinated team, to provide integrated services and supports to meet the health needs of people who seek care in the City of Cornwall, Stormont, Dundas & Glengarry, Akwesasne and parts of rural Southeast Ottawa and Russell Township. Our goal is to provide a new way of coordinating and delivering care that is better connected to patients and providers in their communities to improve patient outcomes. As a collective, we will become accountable for the care experiences, population-health outcomes and costs of care for the people and communities we serve. Through our work together, we value collaboration, innovation, person-centeredness and equity and remain mindful of our vision:

“Where everyone’s health and well-being matter!”

This past year, the GR OHT has focused on building a solid foundation. It was important to have a strong collaborative structure and to take the time to build relationships and trust among members prior to beginning any transformational work. Historically, there have been silos and a lack of awareness of services available. We believe that breaking down these silos and creating open communication pathways are key to successful initiatives and look forward to continuing this important work.

Respectfully,



Christine Penney
Collaboration Council Co-Chair



Erin Killoran
Collaboration Council Co-Chair



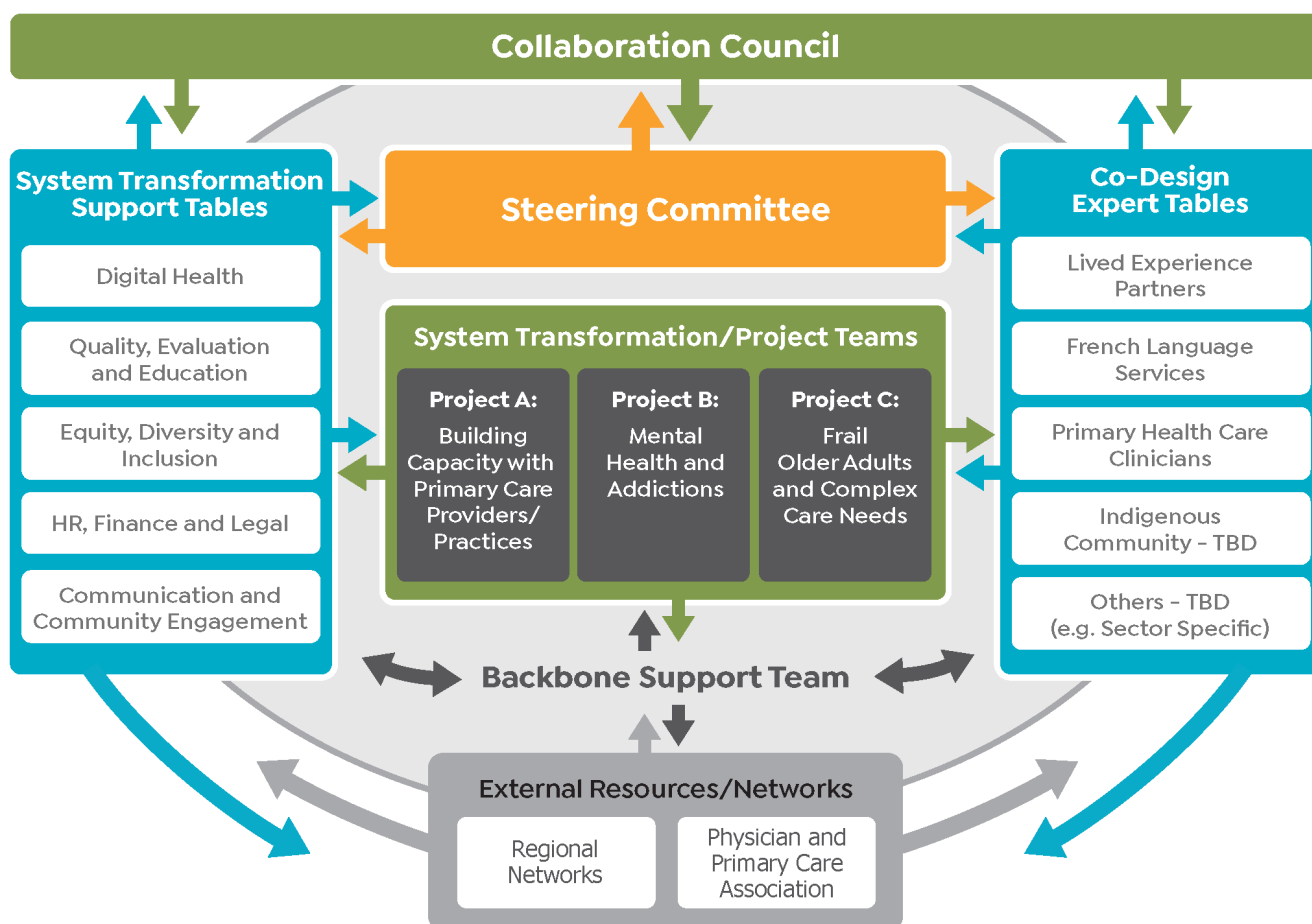
Collaborative Structure

At this time, the GR OHT has an overarching Collaboration Council, a Steering Committee, three co-design expert tables, five system transformation support tables with varying key roles, as well as three project teams that each focus on a specific priority population. Meetings for the GR OHT are typically monthly and conducted either virtually or hybrid. The GR OHT is fortunate to have such committed participants involved in the work of the OHT. Currently, the GR OHT has close to 120 active participants regularly attending meetings, ranging from health care providers, hospital staff, primary care providers, community support services organizations and people with lived experience.



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Collaborative Structure



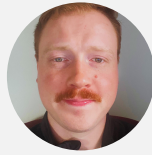
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Meet the Backbone Support Team



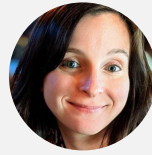
Diane Plourde

Executive Transformation Lead



Sam Sutherland

Engagement and Population Health Specialist



Sophie Cadorette

Communication and Administration Agent



Dr. Marilyn Crabtree

Clinical Lead



Munro Ross

Digital Health Lead



Tracy Crowder

Project Manager



Brenda Toonders

Navigation Specialist



A Fond Farewell!

A message from Rita Busat, December 2022

These past couple of years have been a whirlwind of activities and challenges to cap off my long career in health care planning. What was supposed to be a short-term project to keep busy during a pandemic turned out to be much more than that. But, I would not trade in those years for anything. Working with fellow team members and partners to lay the foundation for the Great River Ontario Health Team has been one of the most gratifying experiences of my work life.

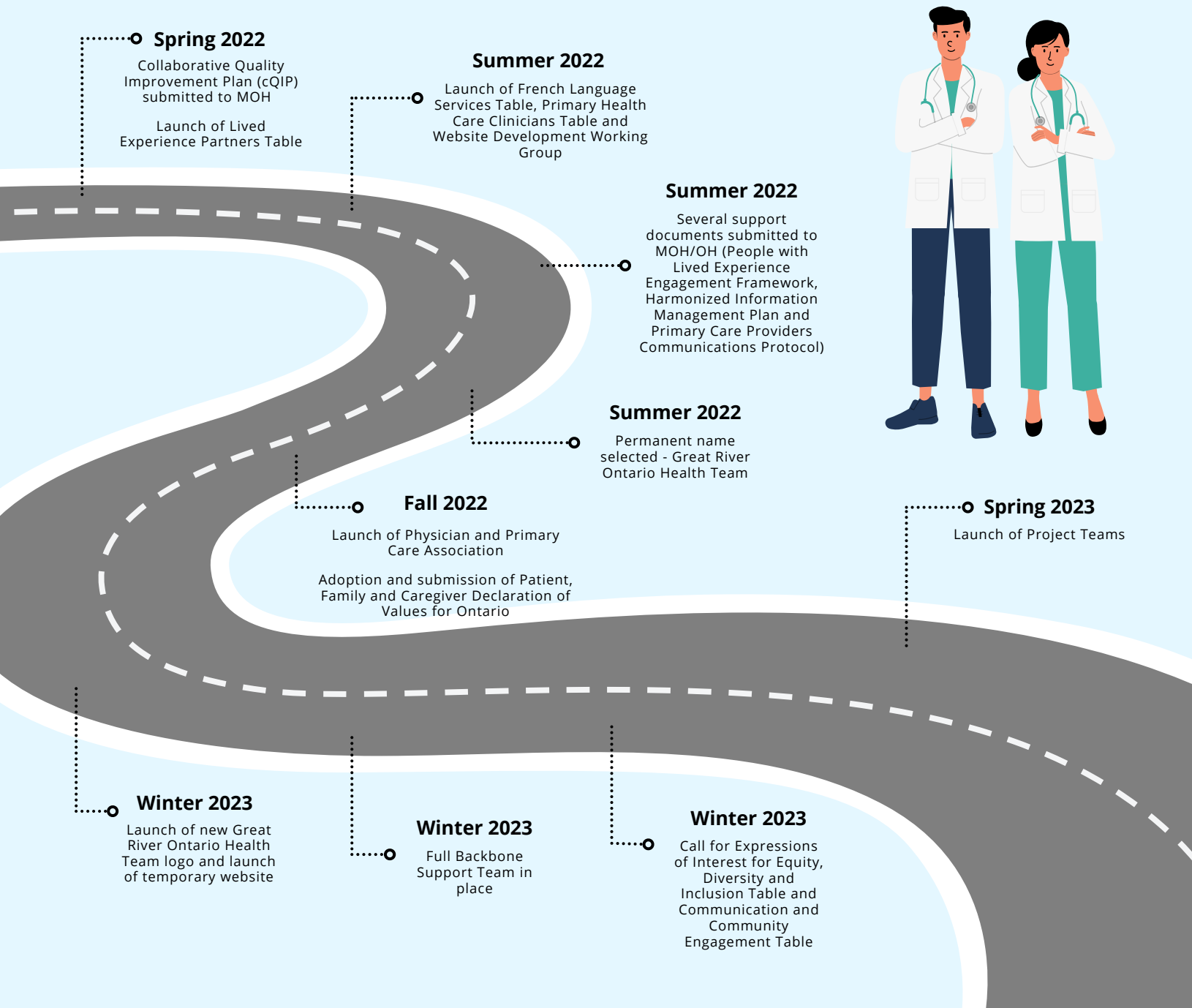
I am so proud of how community partners have come together to work towards the vision of health care where everyone's health and well-being matter. I am especially proud that our OHT was able to advance a co-design model to bring to life the Collaborative Decision-Making Agreement with a commitment to meaningful participation of lived experience partners and a focus on equity, diversity and inclusion.

I leave the Great River OHT in more than capable, experienced leadership hands. I will follow with great interest the work of the OHT as it moves forward. I remain forever grateful for the privilege of having been part of the formative years. Thank you! Merci! Niá:wen!

The GR OHT would like to thank Rita for her dedication, commitment and pivotal role in the early development of our OHT.

Our 2022-2023 Journey

The Great River OHT has been gaining momentum and reached many milestones in the 2022-2023 fiscal year.



We are proud of the progress we have made to date and continue to be optimistic for the future of the OHT.

Collaboration and Engagement Initiatives



Lived Experience Partners Table (LEPT)

In the spring of 2022, the Great River Ontario Health Team launched its Lived Experience Partners Table and has been actively engaging with its members in various ways. Monthly meetings are held where there are opportunities for discussion, feedback, presentations as well as engagement activities. Members of the Lived Experience Partners Table are also actively involved in various tables and teams across the GR OHT, to embed lived experience through all stages of co-designing system transformation changes.

In December 2022, the GR OHT held a team building day for members of the Lived Experience Partners Table. A facilitator led the day which included a co-design activity and discussions on the health care system member interests, expectations and engagement opportunities of the larger community.

The Lived Experience Partners Table will continue to play an active role as the Great River OHT expands. In early 2023, the Lived Experience Partners Table participated in a small confidential socio-demographic survey to identify areas of need to have a range of perspectives at the table. Recruitment is currently underway to identify additional members for the table, with a particular emphasis on equity deserving groups that were identified during the survey.



French Language Services (FLS) Table

In the summer of 2022, GR OHT launched its French Language Services Table. The FLS Table strategically advises, guides and supports all the groups and projects shown in the GR OHT collaborative structure in the delivery of and access to French language services for the Francophone population. The Table also advises the Steering Committee on matters regarding French language services.



Primary Health Care Clinicians Table (PHCCT)

Primary Health Care Clinicians are an important stakeholder in the structure of the Great River OHT. In the spring of 2022, the GR OHT launched the Primary Health Care Clinicians Table with support from the Clinical Lead, Dr. Marilyn Crabtree, which includes different clinicians in the region as well as two Lived Experience Partners. The PHCCT informs the work and decision-making of the GR OHT with the focus to strengthen the foundation of primary care in the GR OHT region.

Events and Activities



Primary Care Digital Health Survey

In 2022, the GR OHT conducted a primary care engagement and digital health survey with the goal of developing a strategy and roadmap for the deployment of Patient Portals incorporating access to primary care patient health information. As a result of the survey data collected, we have been able to identify physicians and clinicians' pressure points, digital health and human resources capacity challenges. Many are faced with IT and administrative burdens fuelled by a shortage of workers. This has provided us with some valuable insights as we begin our work on collaborative care. A full presentation of the survey results was held in January 2023 to the primary care community and in February 2023 to the members of the OHT.

In February 2023, an in-person event was held to present the results of the Primary Care Digital Health Survey and discuss the concept of a Primary Care and Physician Association. The membership of the Cornwall Academy invited members of the Winchester-Kemptville Branch Society of the Ontario Medical Association to look at bringing these two groups together to form a fulsome Primary Care and Physician Network.



Health Recruitment Strategic Planning Summit

In late 2022, a partnership was formed between the Great River Ontario Health Team, United Counties of Stormont, Dundas and Glengarry and the Social Development Council of Cornwall and Area to organize the Health Recruitment Strategic Planning Summit that took place on March 3rd, 2023. The Summit brought together a diverse group of experts, practitioners, human resources managers, recruiters, government representatives, CEOs and other key stakeholders that are actively involved in the recruitment of physicians, nurse practitioners and other health care providers to our area. The Summit was intended to explore and highlight the different recruitment efforts that are being undertaken; the human resources needs of local health care agencies; as well as encourage participants to explore collaborations and solutions to recruitment challenges.



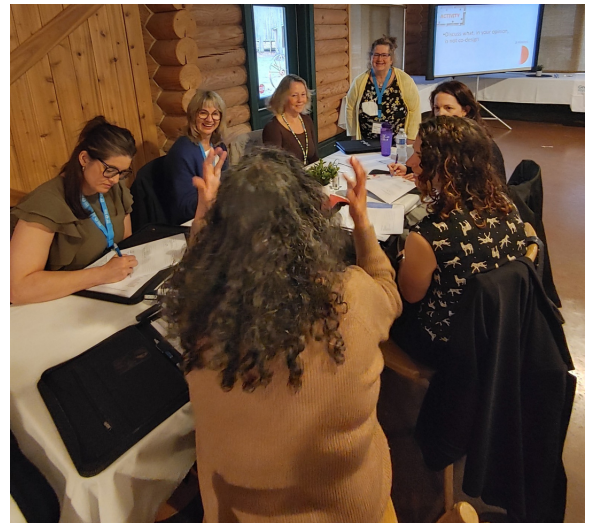
The Summit took place in Long Sault, a central location to the various regions of the Great River Ontario Health Team. There were over 100 professionals in attendance from 62 different organizations in the region. This included representatives from all townships, cities and First Nation's territories within the Great River region.

Events and Activities



Meet & Greet OHT Retreat

In April 2023, the GR OHT hosted a Meet & Greet OHT Retreat at the Sand Road Maple Farm, a local maple syrup farm in the region. The goal of the day was to educate members on co-design through facilitated activities as well as provide an opportunity for the members of the OHT to network in person. This event helped foster meaningful relationships and showed our appreciation for the commitment and dedication of our GR OHT members.



Navigation

In January 2023, we launched our temporary website inclusive of our OHT's 24/7 digital self-serve navigation directory and eReferral service on a Caredove platform. This service/tool supports the first step towards the 2023/24 fiscal year work to (1) plan, leverage and implement connections to Home and Community Care Support Services/211/811 navigation live answer services and (2) a foundational knowledge of services to support OHT gap analysis and planning in the future. The directory supports improved navigation through links by category of needs rather than by organization using the Caredove eReferral Network.

It also facilitates any agency offering community services to receive referrals and offer notifications back to the sender, a required element of future navigation service definitions. The pathways primarily supported by the GR OHT Caredove eReferral Network are assisting our OHT identified priority populations: individuals experiencing mental health and addiction challenges, and frail older adults with complex care needs.



Project Teams

During the 2022-2023 fiscal year, we have been working towards the implementation of our project teams to begin our transformational work.

The goal of all project teams is to provide information, guidance, and co-design expertise in support of the OHT mandate for their priority populations and to research, collaborate, and collectively recommend strategies for implementation to achieve the system change goals identified by the OHT in its annual cQIP (collaborative Quality Improvement Plan). In addition, the project teams will co-design implementation strategies and functional mechanisms with various OHT work groups, support and expert co-design tables to enable and support optimization of clinical workflows as they relate to clinicians and organizations that provide services to our population and to their care partners.

In March 2023, the following 3 project teams were launched.

Project A Building Capacity with Primary Care Providers/Practices (Primary Care Team)

The Primary Care Team will optimize workflows, practices and effectiveness for primary care clinicians while simultaneously improving timely access to care for our population. The Team will balance three tenets of the quintuple aim, specifically, better patient experience, better provider experience, and better value.



Project B Mental Health and Addictions (MHA Team)



The MHA Team will optimize the ability for persons suffering from concerns related to mental health, substance use health, and/or addictions to effectively and easily access supports and services within the community to achieve improved health outcomes and reduce the use of emergency rooms and inpatient facilities for these conditions as much as possible.

Project C Frail Older Adults and Complex Care Needs (Frailty Team)

The Frailty Team will optimize the ability for frail older adults to age in place and avoid, or at least delay as much as possible, admission to residential and/or long-term care homes and look at ways of more efficiently addressing complex care needs and chronic diseases.





Next Steps

Looking ahead, the GR OHT is excited to continue its momentum from the 2022–2023 fiscal year. A strong foundational structure has been set, allowing us to shift our focus to our priority populations and the upcoming projects. In the 2023–2024 fiscal year, the GR OHT will look to accomplish the following:

- Launch the Equity, Diversity and Inclusion Table and develop a framework and guiding document to be used by all OHT partners.
- Launch the Communication and Community Engagement Table and develop a communication plan and community engagement strategy to increase public awareness.
- Conduct patient experience surveys to help inform patient-centered system transformation changes.
- Recruit additional Lived Experience Partners with an emphasis on equity deserving groups.
- Explore primary care team-based expansions for the community.
- Provide relevant training opportunities to partners to support their work and the work of the OHT.
- Assess and identify French language services quality improvement initiatives within our OHT members' services and support their efforts in the offer of French language services.
- Continue to expand Caredove platform navigation services, online booking and launch official website.
- Create working groups that will begin working on system transformation projects lead by the project teams.

We thank you for your continued support in our efforts to deliver better, faster, more coordinated and patient-centered care.



Visit our new website

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Great River Ontario Health Team is supported
by funding from the Government of Ontario.