



Municipalities and Ontario Health Teams (OHTs): The Durham Experience

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Commissioner & Medical Officer of Health
The Regional Municipality of Durham

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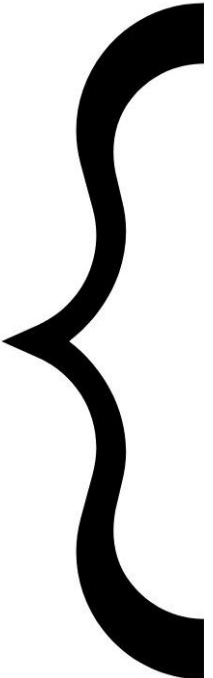
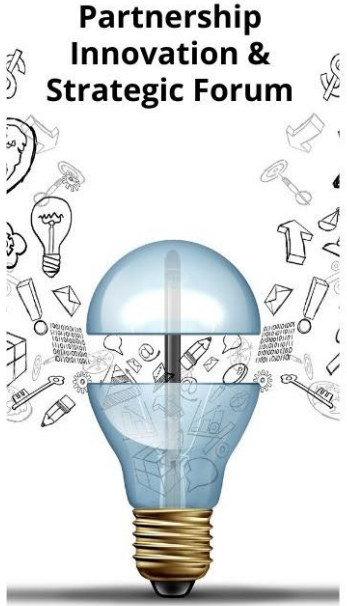


Outline

- Durham OHT (Current Shared Decision-Making Framework)
- Durham OHT Work Supported by the Region of Durham
- Current/Future Opportunities: Durham
- Potential Opportunities: Other Municipalities
- Key Allies/Enablers
- Appendix – Durham OHT: Journey to Date



Durham OHT





Durham OHT Work Supported by the Region of Durham

Paramedicine	Public Health	Social Services
Webinars & Townhalls	Downtown Oshawa Neighbourhood (Housing, Legal & Privacy)	Downtown Oshawa Neighbourhood (Housing, Legal & Privacy)
Coordinated 911 Regional System Response	DOHT Communications Working Group* Branding Exercise – Capstone Students	Mental Health & Addictions
Downtown Oshawa Neighbourhood (Housing, Legal & Privacy)	Webinars & Townhalls	Community Calendar
Community of Practice	Social Media & Website	Community of Practice
Mental Health & Addictions	Outreach through FAX Abouts	Coordinated COVID-19 Regional Response
Coordinated COVID-19 Regional Response	Coordinated COVID-19 Regional Response	
Leadership: Executive Leadership Table; Partnership, Innovation and Strategic Forum; Working Groups Back Office: Comms; Harmonized Information Management Plan; Legal; Privacy		





Current/Future Opportunities: Durham

Public Health

- Chronic Disease Management & Prevention (as per The Path Forward)
- Health Equity & Population Health Management
- Mental Health & Addictions
- Primary Care
- Strategic Planning & System Design (DOHT)

Paramedicine

- Coordinated 911 Regional System Response
- Innovation & New Initiatives (e.g., Innovation Fund Application)
- Strategic Priorities (e.g., Downtown Oshawa Neighbourhood Project)

Social Services

- Housing & Homelessness Support



Potential Opportunities: Other Municipalities

- Chronic Disease Prevention
- Community Paramedicine
- Health Equity
- Infectious Diseases
- Mental Health and Addictions
- Primary Care
- Priority Populations
- Population Health
- Strategic Planning





Key Allies/Enablers

Allies

- alPHa
- AMO
- OMA
- OAPC
- Others

Enablers

- Collaboration and Partnerships
- Digital Health
- Human/Financial Resources
- Municipal/PHU Capacity/Expertise
- OPHS Alignment (PHUs)
- Other





Appendix

Durham OHT: Journey to Date



Overview

- Ontario Health Teams (OHT) History
- Current Durham OHT Priorities
- Future of OHTs



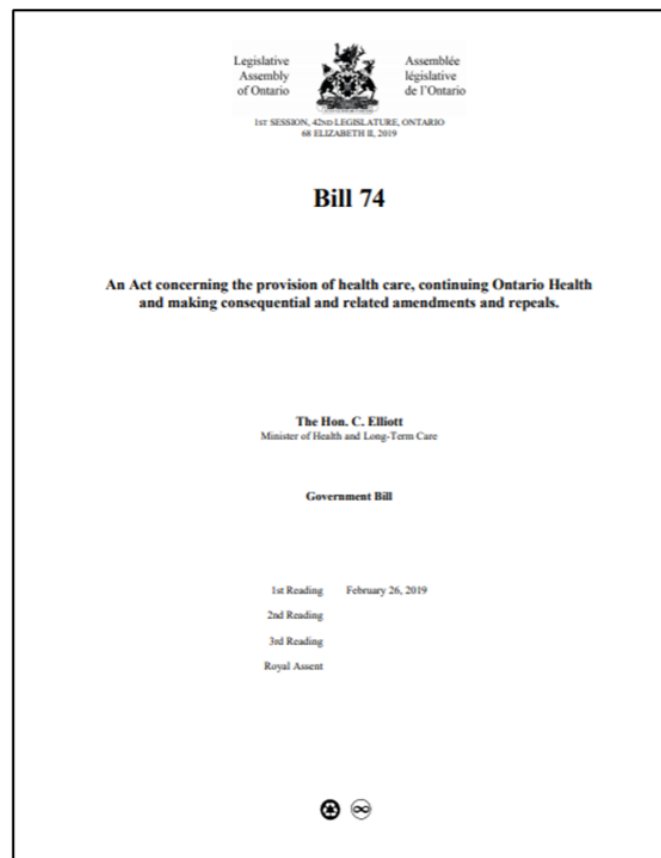


Background and Context

The People's Health Care Act, 2019

The Act lays out two strategic initiatives aimed at addressing these challenges: the establishment of Ontario Health and the development of Ontario Health Teams (OHTs)

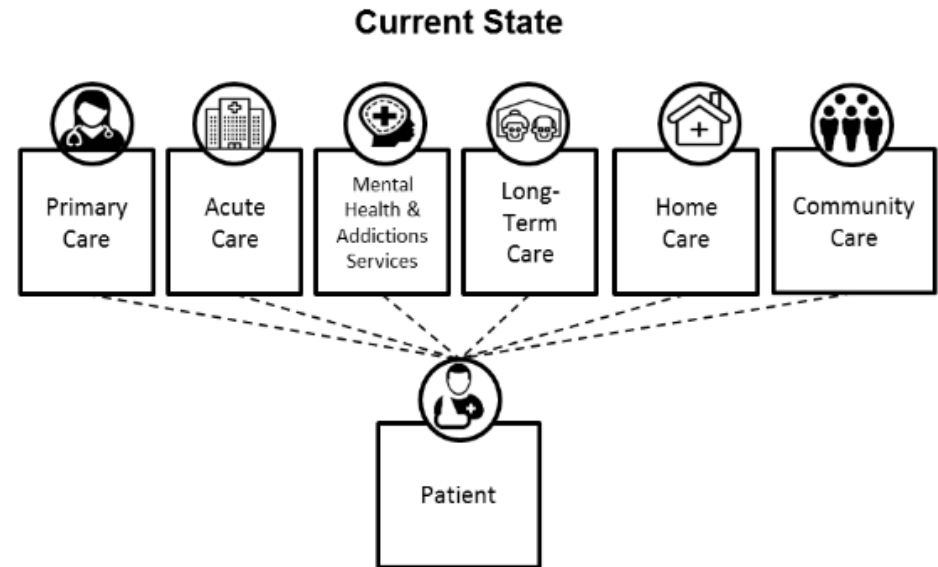
1. Consolidating and streamlining a number of health care oversight agencies
2. The promotion of OHTs as provider-led vehicles for improved delivery-system integration





What is an OHT?

- Ontario Health Teams (OHT) were introduced to provide a new way of organizing and delivering care that is more connected to patients in their local communities
- Currently 54 Approved OHTs across the province
- Total of 5 in Ontario Health East Region





Durham OHT ~ Cohort 1

On November 29, 2019, Christine Elliott, Deputy Premier and Minister of Health, was at Grandview Children's Treatment Centre to announce the Durham OHT as one of the first 24 teams in the province.

"With our new Durham Ontario Health Team, patients will benefit from better integrated health care, with a seamless experience when moving between different health care services, providers and settings."

- Christine Elliott, Deputy Premier & Minister of Health





Durham OHT Signatory Partners

- Patient Family and Care Partner Advisors
- Alzheimer Society Durham Region
- Brock Community Health Centre
- Carea Community Health Centre
- CBI Health Group
- Clarington Family Health Organization
- Community Advantage Rehabilitation
- Community Care Durham
- Complex Injury Rehab Inc.
- Durham Mental Health Services (LAKERIDGE HEALTH)
- Grandview Children's Centre
- Lakeridge Health
- March of Dimes Canada
- Medical Associates of Port Perry
- North Durham Family Health Team
- Oshawa Clinic Group
- Partners in Community Nursing
- Saint Elizabeth Health
- **The Regional Municipality of Durham**
- Victorian Order of Nurses, Ontario Branch, Durham Site



Vision for the Durham OHT

In the LONG-TERM MATURITY

The Durham OHT will provide the full continuum of health and social services to the entire population of Durham throughout their life span



In the IMMEDIATE TERM

The Durham OHT will prioritize two high-needs groups

- ❑ Older adults living with frailty
- ❑ Individuals living with complex conditions



The Durham OHT also recognizes the key role that **mental health and addictions** play for these populations

Home and Community Care Support Services and Primary Care as Enablers

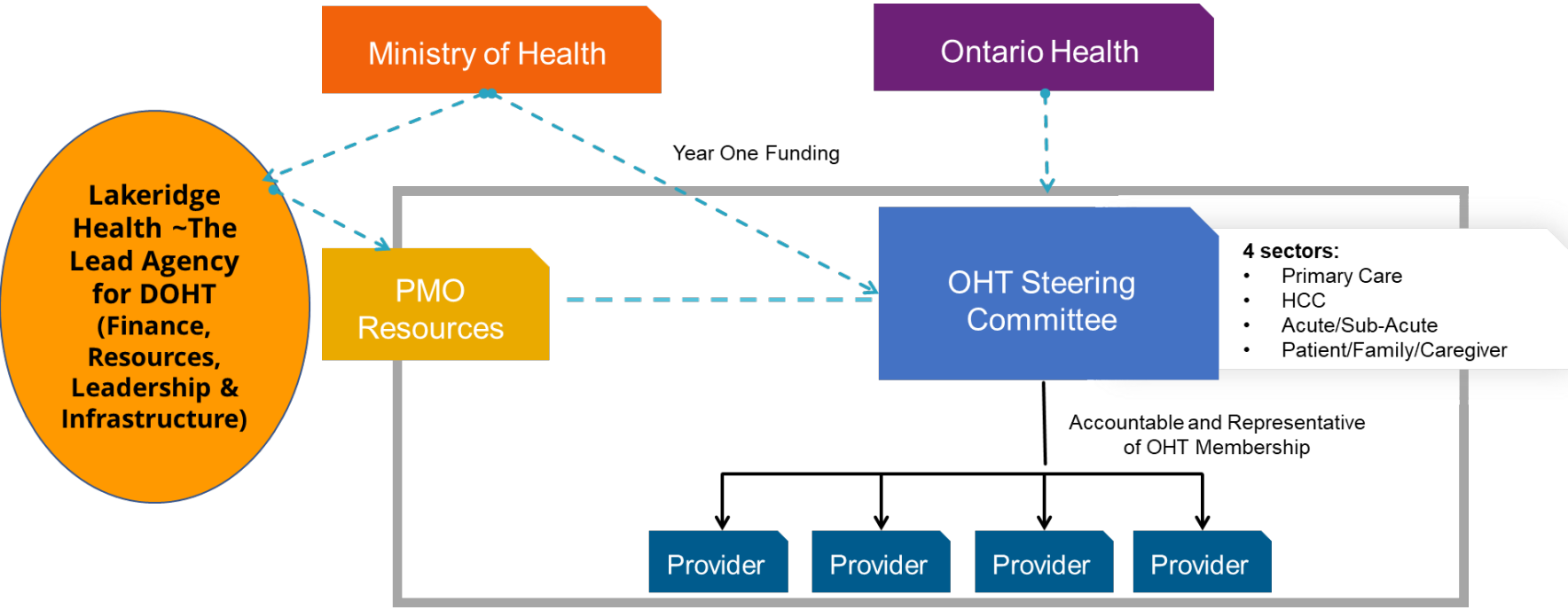


Patient Centred Care

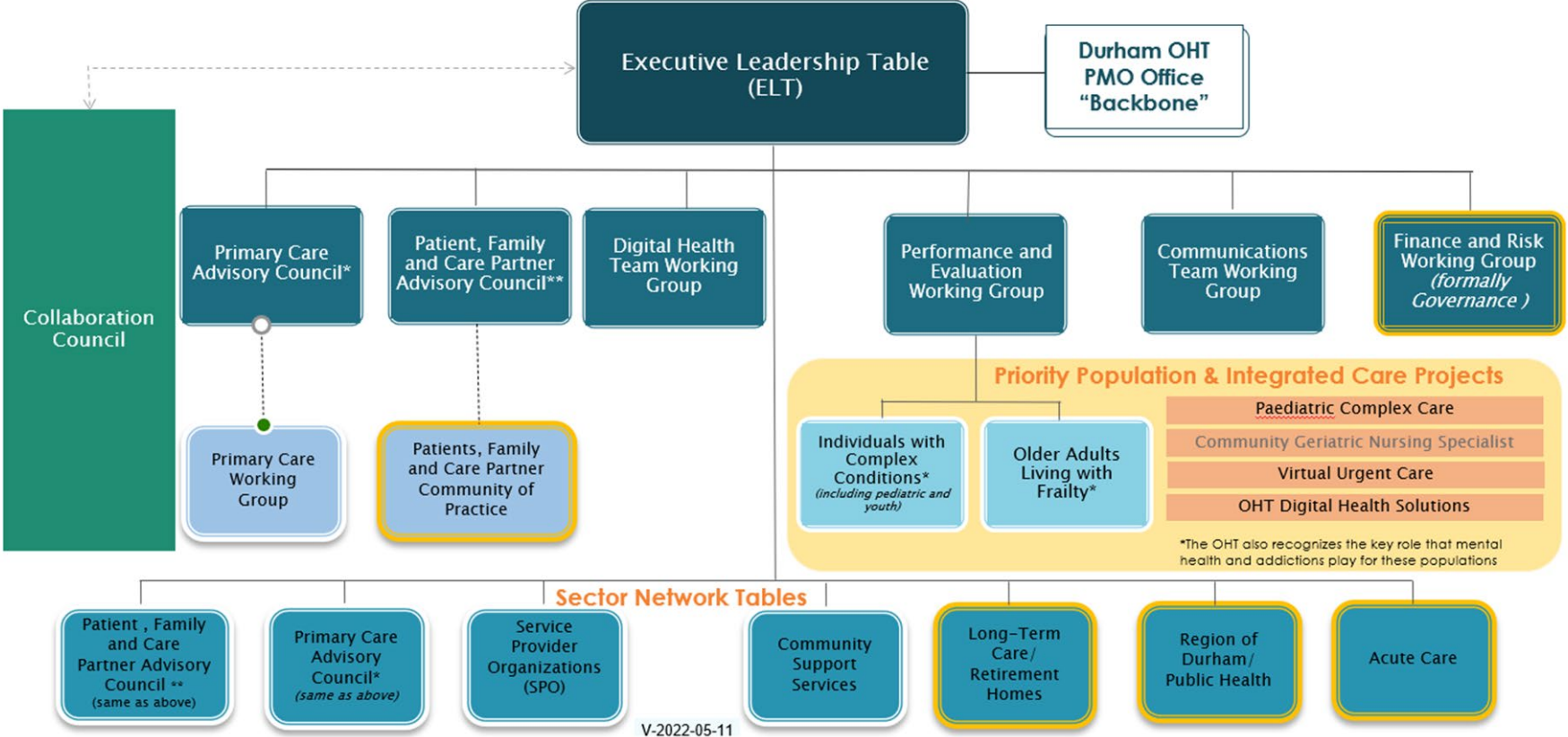
Continuum of Health and Social Services



Shared Decision-Making Framework ~ 1.0



Shared Decision-Making Framework ~ 2.0





Shared Decision-Making Framework 3.0





COVID-19 East Region Steering Committee
 Sponsor: Renato Discenza
 Membership: Susan deRyk, Steve Gray, Lisa Burden

COVID-19 Durham Region Executive Team
 Sponsor: Susan deRyk
 Membership: Dr. Tony Stone, Steve Gray, Lisa Burden, Dr. Lubna Tirmizi, Dr. Robert Kyle, Leslie Motz, Lisa Kitchen, Dr. Dan Ricciuto, Community Services Representative

COVID-19 Durham Region Response Partners (formerly Steering)
 Sponsor: Susan deRyk
 Co-Chairs: Dr. Tony Stone & Steve Gray
 Membership: Former Steering Membership plus additional stakeholders to be identified.

Home Care/LTC
 Lead: Lisa Burden

Primary Care
 Lead: Steve Gray

Hospital
 Leads: Dr. Tony Stone and Leslie Motz

Public Health (includes RDPS)
 Lead: Dr. Robert Kyle

Communications
 Lead: Lisa Kitchen

Working Groups (Additional may be added as required)

LTC Working Group:
 Co-chairs: Dr. Ed. Osborne & Dr. Larry Nijmeh

Primary Care Working Group
 Co-chairs: Dr. Lubna Tirmizi & Mélanie Hill

Testing and/or Assessment Working Group
 Co-chairs: Dr. Joel Kennedy and Dr. Rebecca Wray

Public Health Liaison Groups (Economic Task Force, School Boards)

Community Services Working Group
 Chair: Lisa Kitchen

Working Groups report up to the Executive Team for decision making/guidance through the Lead(s).

Project Manager: Emily Van de Klippe
Project Support: Megan Fitzgibbon
Administrative Support: Melissa McAslan





The Durham OHT Approach

Our Shared Purpose

Durham OHT will provide the full continuum of health and social services to the entire population of Durham Region.

To achieve this vision, the Durham OHT will continue to prioritize building more connected services and improve care pathways to address two high-needs groups across Durham Region: older adults living with or at-risk of frailty and individuals living or at-risk of developing complex conditions. We also acknowledge that mental health and addictions are an important focus for both populations.

Focusing on these key populations offers opportunities to develop and implement innovative solutions that will allow patients to receive all their care including primary care, hospital services, mental health and addiction services, long-term care, home and community care, social care and support services from **one team**.

Guiding Principles

Collaboration and Partnership	Empowerment and Advocacy	Transparency
Respect	Learning	

Strategic Priorities

Integrated Care	Digital Health	Population Health & Wellbeing
Comprehensive Primary Care	Collaboration	Community Engagement

Key Enablers

Inclusion, Diversity & Equity	Governance and Resources	Inclusion of patients, families and care partners
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Measures (Based on The Quadruple Aim)

Health Outcomes	Individual/Family/Care Partner Experience	Provider Experience	Value
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Durham OHT Priorities

- Home and Community Care Modernization, Leading Project, Downtown Oshawa Neighbourhood
- Primary Care Action Plan - 2023
- Coordinated Regional Response





Primary Care Action Plan 2023/2024

Primary Care Key Priorities

1. Access &
Capacity

2. Physician
Recruitment &
Retention

3. Resources &
Education



Durham OHT Accomplishments

- COVID-19 Regional Response
- Communication Strategy – Including the Durham OHT Website – www.doht.ca
- Patient Family and Care Partner Advisory Council





Regional Response

Roadmap

COVID-19 Treatment Centre

Treatment options for COVID-19 Introduced and collaboration with Central East Region Hospitals to create seamless access to treatment

February 2022

January 2022

Call to Action

Jan 4, 22, Urgent "Call to Action" to included all Primary and Community Care

January 2022

Communication Strategy

Development of a Communication Strategy that included processes and guidelines of how we communicate, internally and externally

Recovery Plan

The warmer months transitioned the regional response work with many Primary Care offices started to see patients again. Recovery Plans underway keeping three CACs and the CTC operational in Durham

Spring/ Summer 2022

January - June 2022

Continued Regional Response

Responding to the Regional crisis for access to care, the team continued efforts with opening, a forth CAC, Cold and Flu Clinics, creating communications for COVID-19 & flu vaccinations, children's health and access to over the counter medication, ED diversion and partnership with pharmacists

Fall/ Winter 2022/23

Community Town Halls and Webinars

In January, in collaboration with our partners, two Community Town Halls were held, and June 2022 and March 2023. The Team held two Primary Care focused Webinars in February and April 2022

**Durham
Ontario
Health Team**



Access to Care in the Community

The COVID-19 Regional Response Team continued to work post Wave 5 and to this date, responding to the influx of needs and requirements of Durham residents

COVID-19 Vaccination and Assessment Centres:

- Support and collaboration with vaccination efforts, mobile testing, outbreak testing and treatment

Avoid the Emergency Department this season and protect you and your loved ones from COVID-19 and the flu.



People 60 and over and the very young are most at risk for serious illness and hospitalization. It's important that people of all ages get vaccinated to reduce transmission.

For more information:

Flu:
durham.ca/flu

COVID-19:
ontario.ca/book-vaccine
905-721-4842

Durham Ontario Health Team





Community Town Halls

SAVE THE DATE

Thursday, June 23, 2022
7:00 to 8:00 p.m.

Join us for a focused discussion related to the theme
Primary Care in a Post-COVID World

Register by phone at 1-877-227-3217 ext. 3648 or online at
www.durhamohtownhall.ca by end of day on June 22, 2022.

You may also register on the day of the event by calling 1-800-303-9368 at 7:00 p.m.

Community Town Hall
HOSTED BY THE DURHAM ONTARIO HEALTH TEAM

Durham Ontario Health Team

**Virtual
Community
Town Hall**

THURSDAY
MARCH 2, 2023
7:00 - 8:00pm

Topic of Discussion:

**Highway to Health:
Keeping Healthy in
Durham Region**

Join Us!
Hear from expert leaders and
have your voice heard during an
interactive discussion.



How to Register:

durhamohtownhall.ca

townhall@careachc.ca

1-877-227-3217 ext 3648

Speaker: John Riches

- ED Diversion
- Ambulance Wait Times



Speaker: Jazin Bond

- Preventative Care
- Regional Programs



Community Communication

NEED IMMEDIATE HELP?



Call 911
or
Go to your nearest
Emergency Department

IF NOT, CONSIDER YOUR OPTIONS



- Primary Care Provider/Family Doctor
- Virtual Care Options
- Urgent Care Centres
- Health Connect Ontario - available 24/7 online, or by calling 811

Visit doht.ca for more information
 Durham Ontario Health Team

Feeling sick?



Call your Primary Care provider

- If they are closed, listen to their message to get hours of operation
- For urgent care options visit lh.ca

Cold, Flu and COVID Clinic (CAC) is a medical clinic that can:

- Test, assess, and provide treatment for all ages for COVID-19, other cold and flu-like illnesses
- Book an appointment at feelingsick.lh.ca

Call 811

- Get advice from a nurse 24/7
- Online chat at ontario.ca/HealthConnectOntario

If you or your child are severely ill call 911 or go to your nearest emergency department

Know your options!




I FEEL UNWELL. WHAT DO I DO?


If you are person with moderate to high risk, book a test at a COVID-19 Assessment Centre. If you're unsure of your risk, visit www.lh.ca or speak to your health-care provider right away.

Symptoms

I was exposed to COVID-19, but have no symptoms.

I have moderate cold or flu-like symptoms.

Severe illness





Risk

I am at low risk of severe illness.

I am at moderate to high risk of severe illness.

Any risk.







What to do

Stay home, self-isolate and follow public health guidance.

Book an assessment or test at a COVID-19 Assessment Centre.

Go to your nearest Emergency Department.

Visit www.lh.ca to understand your health-care options.

COVID, Cold, and Flu Care Clinics

Testing, Assessment, and Treatment

[Click Here](#)


COVID-19 Vaccine Information

[Click Here](#)


Urgent Care Options

[Click Here](#)


COVID-19 Response


Experiencing mild or moderate illness?

CONSIDER THE OPTIONS BELOW BEFORE GOING TO THE EMERGENCY DEPARTMENT.


- Urgent Care Centres
- Durham Virtual Urgent Care Clinic
- Urgent Care Durham (Virtual)
- Primary Care Provider
- COVID-19 Assessment Centres
- Seniors Urgency Room

Visit www.lh.ca for more information.


Are you severely ill?
Go to the Emergency Department




For treatment of imminent or potential threat to life.

One System. Best Health. 


COVID-19 THERAPEUTIC CLINIC





BY REFERRAL ONLY

Scan the QR Code or visit the COVID-19 page at www.lh.ca to learn more.







New Partnerships

- School Boards
- Pharmacists
- Collaboration!

Feeling sick?

811

Family Doctor

911

Clinical Assessment Center (CAC)

KNOW WHERE TO GO!

- Call your family doctor
 - If they are closed, listen to their message for hours of operation
 - Find urgent care options at lh.ca
- A Clinical Assessment Centre (CAC) is a medical clinic that can:
 - Test, assess, and provide treatment for people of all ages
 - COVID-19 and other cold and flu-like illnesses
 - Book an appointment at covid19swab.lh.ca
- Get advice from a nurse 24/7
 - Call 811
 - Online chat at ontario.ca/HealthConnectOntario
- If you or your child are severely ill call 911 or go to your nearest emergency department

Know your options!

Durham Ontario Health Team | Lakeridge Health

DECIDING TO GO TO THE EMERGENCY DEPARTMENT

It's not always easy to decide if your child really needs to come to the Emergency Department (ED). We understand that you are worried when your child is sick or injured and may decide to come to the ED. Many visits to the ED are due to minor illnesses that can be easily managed in a doctor's office or clinic. Family doctors know their patients best, and have the skill and resources to manage most problems. Talk to your family doctor first.

Many visits to the ED are for minor illnesses that your doctor or clinic can manage.

Help keep the Emergency Department for emergencies
The most seriously ill or injured children and youth receive care first and are the reason that we have Emergency Departments. Children and youth with less serious problems will wait longer. Our triage nurses assess how serious the problem is, and decide how quickly patients need to be seen by the doctor.

Life threatening: Children and youth who need help right away. Physicians and nurses will drop what they are doing to care for these patients.

Emergency: Children and youth who need assessment and care within 30-60 minutes.

Urgent: Children and youth who need care that day.

Less urgent: Children and youth who can be cared for by a family doctor or clinic. Some injuries are best managed in the Emergency Department

Durham Ontario Health Team | Lakeridge Health

This reference is for educational purposes only. If you have any questions, ask your healthcare provider. Referenced from ctheo.on.ca

Durham Ontario Health Team | PRIMARY CARE NETWORK DURHAM | Lakeridge Health

PRESCRIBING PAXLOVID WEBINAR
DURHAM REGION
JANUARY 5, 2023
@ 7:00PM

On December 8, 2022 the Ministry of Health announced that pharmacists will now be able to prescribe Paxlovid. Not all client cases are the same and everyone's definition of client complexities are different too.

The Durham Ontario Health Team (OHT), Primary Care Network Durham & Lakeridge Health COVID-19 Treatment and Clinical Assessment Centre (CTC/CAC) are hosting an interactive webinar on January 5 at 7:00pm to share experiences and resources as well as provide education on prescribing Paxlovid.

PRESENTING

Join our physician leaders of Durham Region who will share their experiences, resources and help answer your questions related to prescribing Paxlovid.

Dr. Rebecca Wray, Durham OHT Primary Care Co-Lead, Regional COVID-19 Response Co-Lead

Dr. Brad Wiggers, Infectious Disease Specialist, Lead COVID-19 Treatment Clinic, Lakeridge Health

To register email: covidresponse@lh.ca





Durham OHT – www.doht.ca

Durham Ontario Health Team

Supporting a continuum of care with providers across Durham Region



Home

About Us

Resources

Connecting the DOHT

Contact Us

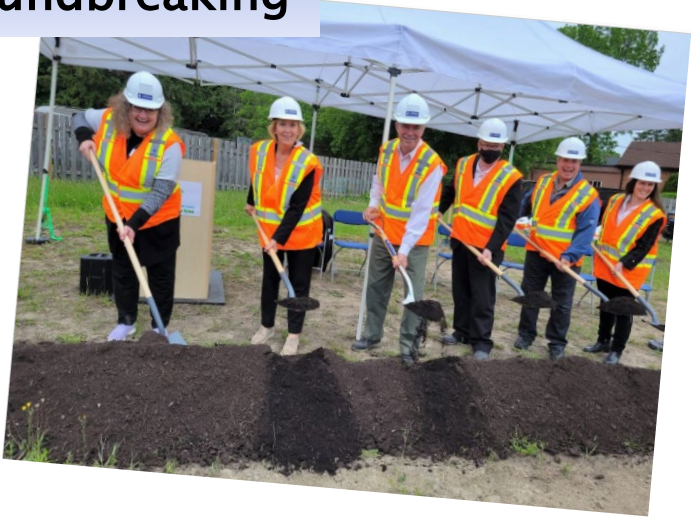


Welcome to
Durham Ontario
Health Team



COVID-19 POP-UP Testing Site for Durham Frontline Staff

Brock CHC Groundbreaking



Leading Project Summit





Accelerating OHT Impact: Next Steps for OHTs

Ontario Health Teams:
The Path Forward

Building OHTs to Last



Common Structure to Progress to Full Implementation

Establishing a New Not-for-Profit Corporation



Consistent Collaboration in Decision-Making

Standardizing Groups That Must Be Involved in Decision-making



Sustainable Operational Capacity

Identifying an Operational Support Provider for Back-Office Functions



Consistency in OHT-Led Public Communications

Setting a Consistent and Recognizable Approach to Communications

Delivering Better Care



Clinical Pathways to Improve Patient Care

Implementing Common Integrated Clinical Pathways for OHTs



Ontario



Future of OHTs – Healthy Communities

