Ontario Health Teams and Supportive Housing

AMO Housing Knowledge Exchange on Community and Supportive Housing

October 2nd, 2024

Ontario Health

The Ontario Health Team Model

58 Approved OHTs

- Introduced in 2019, Ontario Health Teams (OHTs) are a model of integrated care delivery where **groups of health care providers and organizations work together as a team to deliver a full and coordinated continuum of care for patients**, even if they're not in the same organization or physical location.
    - OHTs are comprised of sectors including primary care, home and community care, community care, public hospitals, mental health and additions, patient, families & caregivers
- The goal is to provide better, more integrated care across the province.

OHTs Integrate Care Around Patients

Organizations and providers work together as an OHT, with patients as partners to ensure integrated and coordinated care.

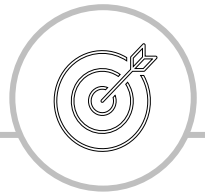
More information available here

How OHTs Will Make a Difference

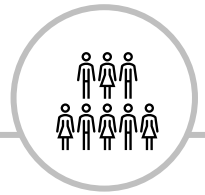
OHTs are tasked to deliver meaningful change for patients and are a powerful tool for system integration. At a mature state this includes:

- ✓ Provide a **full and coordinated continuum of care** for an attributed population, which is defined based on how and where Ontarians access to care.
- ✓ Offer patients 24/ 7 access to coordination of care and system navigation services and work to ensure patients experience **seamless transitions** throughout their care journey.
- ✓ Manage the health of their attributed population using a **population health management** approach.
- ✓ Be measured, report on, and **improve performance** across a standardized performance framework based on the **'Quintuple Aim'.**
- ✓ Operate within a **single, clear accountability** framework and funded through an **integrated funding** envelope.
- ✓ Have better access to **secure digital tools**, including online health records and **virtual care options** for patients.

OHT Goals



Improve the patient and caregiver experience



Improve the health of populations

Reduce per capita cost of health care

Improve the work life of providers

Advancing Health Equity

OHT Membership Requirements

In 2002, the Ministry of Health expanded the number of sectors that must be represented in OHT decision-making

- Primary care providers
- Home and community care providers
- Community care providers
- Public hospitals
- Patients, families and caregivers
- Physicians and other clinicians
- Mental health and addictions

OHTs are encouraged to include additional sectors, including municipalities and public health units, in OHT decision-making

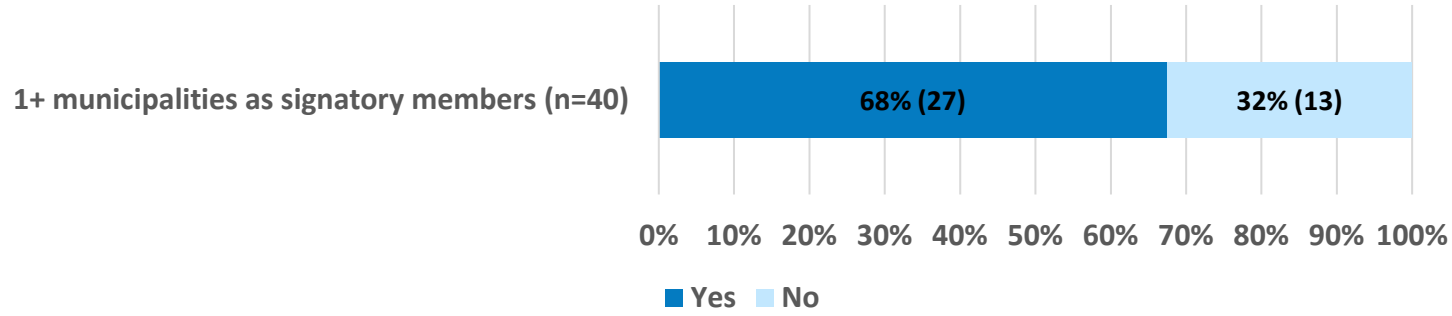
Municipal Engagement

The majority of OHTs have at least one municipal member

Municipal Representatives

- Human services, Housing, Community Services, Strategy Policy and Performance Directors
- Paramedics
- Communication and Marketing Directors
- CEO
- Associate Medical Officer of Health

Collaborations



Examples of Municipal Engagement

Themes:

- Municipal leadership in emergency response for new paramedic led programs (e.g., Community Mental Health and Addictions Clinics) or COVID related initiatives.
- Municipal engagement in decision making, funding, and expert consultation for expansion of programs or services (e.g., Community Wellness Hub)
- Municipal resources are being leveraged for data collection and analysis initiatives.

OHTs and Supportive Housing

MEDIA ADVISORY

September 23, 2024

Join TCHC and the West Toronto Ontario Health Team for the grand opening of the iHelp centre at 1901 Weston Road

TORONTO – Wraparound community supports and services addressing mental health and addiction, primary care, and healthy aging are the key focus areas of two iHelp centres resulting from a new partnership between Toronto Community Housing (TCHC) and the West Toronto Ontario Health Team.

Rooted in community-specific engagement, the two iHelp centres meet the needs of TCHC tenants and area residents in an innovative new way – bringing critical supports that are not always available close to home.

Key Themes

- Many OHTs have members who are supportive housing providers
- Many OHTs are partnering with supportive housing providers to provide integrated health care services
- Some OHTs have also partnered with municipalities to provide health care services to homeless patients

OHT Spotlight - Greater Hamilton Health Network

The Greater Hamilton Health Network (GHHN) has emphasized supportive housing initiatives, particularly in response to challenges encountered in congregate care settings during COVID-19.

Summary of current initiatives:

- Starting in 2021, the GHHN has piloted a wraparound model of care in residential care homes (low-income housing subsidized by the city). This includes a shift in the medical model in a home to include an onsite resident physician and other health services (mental health services, home care coordinator.).
- GHHN has been able to connect primary care doctors to residents in about 50 subsidized homes across the city.
- Recently, they have launched two wellness hubs in city-owned supportive housing buildings, specifically targeting those aging in place. These hubs are designed to co-locate various services in a vertical neighborhood setting, which simplifies access for residents and integrates care more closely with their living environments.

Municipal Collaboration:

- The City of Hamilton has been a foundational member of the GHHN. The City's General Manager served as the OHT's first Board Chair.
- This connection has allowed the GHHN to include municipal priorities within the GHHN's strategic plan.

OHT Spotlight - Guelph Wellington OHT

The Guelph Wellington OHT has developed significant supportive housing initiatives with a strong emphasis on integrating health and housing with the belief that "housing is health".

Summary of current initiatives:

- Since its inception in 2019, GW OHT partners have been advancing integrated patient care teams (IPCTs) which are primary care–based, integrated teams of providers who are dedicated to meeting the needs of a distinct group of people, such as individuals experiencing homelessness with complex mental health and addiction issues.
- GW OHT partners contributed to the development of a 32-bed permanent supportive housing unit funded through private and multiple levels of public funds.
- This year, three symposiums focused on the integration of health and housing were held.

Municipal Collaboration:

- The joint Health and Housing Community Planning Table, co-chaired by the GW OHT, received $450,000 from the City of Guelph to address the basic needs of persons experiencing homelessness.
- The GW OHT lead co-chairs a "Health and Housing Integration Community Planning Table" with the County of Wellington. It serves as a collaborative forum where Guelph Wellington health and housing providers develop integrated health and housing solutions.

Key Messages

Municipalities are encouraged to become active members of their OHTs to enhance access to integrated health and social services, including supportive housing initiatives.

Municipal leaders and supportive housing organizations should reach out to OHT Executive Directors to explore opportunities for partnership.

There are already many examples where health and social services have been integrated within social housing units

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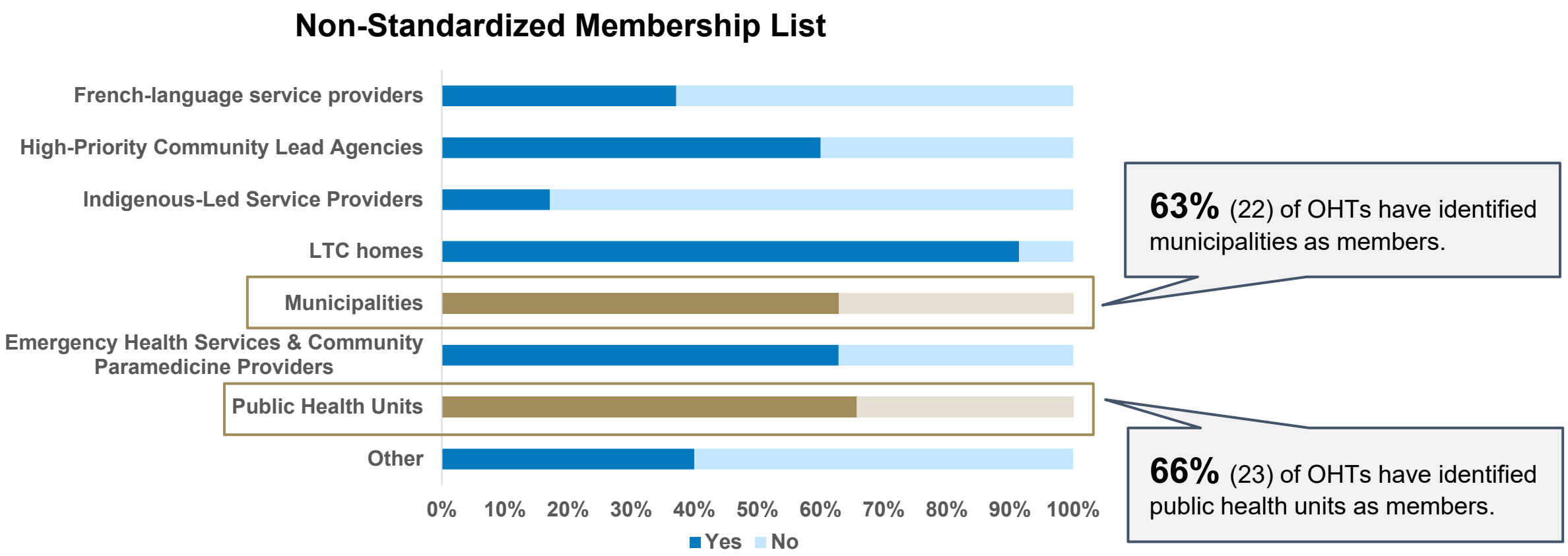
Thank You!

Questions?

Ontario Health

Baseline Update: A Snapshot

Teams were asked to complete an optional membership self-assessment to identify which partners are represented in the OHT's collaborative decision-making. Below are the responses from Cohort 1 (n=26 answered) and Cohort 2 OHTs (n=9 answered), ***Total N=35***



63% (22) of OHTs have identified municipalities as members.

66% (23) of OHTs have identified public health units as members.

*Data above from optional membership self-assessment as part of the 2023 mid year TPA reporting to identify which partners are represented in the OHT's collaborative decision-making. Graph above shows responses from Cohort 1 (n=26 answered) and Cohort 2 OHTs (n=9 answered), Total N=35

OHTs: The Path Forward

Ontario Health Teams: The Path Forward

In November 2022, the ministry released *The Path Forward*, which included new direction for OHTs to ensure they can deliver better patient care and are built to last.

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

Home Care Leading Projects