

# Ontario Health Teams: Overview and Hamilton Context



May 2019

# Welcome

## **In today's webinar we will:**

- Provide brief overview about Ontario Health Teams
- Share background about how team came together in Hamilton
- Highlight key aspects of initial submission (self-assessment)
- Outline next steps

# Introductions

- John Fleming, Patient Advisor, Co-Chair
- Bernice King, Patient Advisor, Co-Chair
- Paul Johnson, General Manager, Healthy and Safe Communities, City of Hamilton
- Mary Burnett, CEO, Alzheimer Society, Brant, Haldimand Norfolk, Hamilton Halton

# Overview: The People's Health Care Act

The People's Health Care Act, 2019 legislation introduced in February and **received** Royal Assent on April 18, 2019.

## The Act introduced reforms centred on:

- Consolidating health care oversight agencies into a **'super-agency'** called **Ontario Health**;
- The development of provider driven **Ontario Health Teams** to **integrate health and social service organizations at a regional level** for improved delivery of services.



# Overview: The People's Health Care Act

**The reforms aim to achieve the 'quadruple aim' set out by the Institute for Healthcare Improvement, which includes:**

1. Better patient and caregiver experience;
2. Better patient and population health outcomes
3. Better value and efficiency; and,
4. Better provider experience.

# What is an OHT?

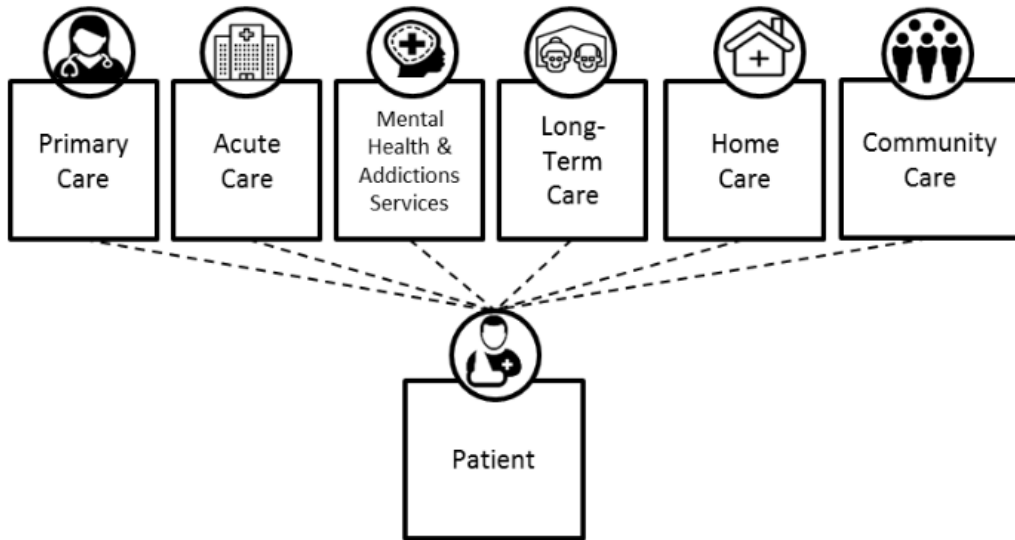
## OHTs are:

- Groups of providers and organizations that are clinically and fiscally **accountable for developing a full and coordinated continuum of care to a defined geographic population**
- Providers working together to **improve the health of an entire population**, reducing disparities among different population groups
- Enabled to locally redesign care in ways that **best meet the needs of the diverse communities they serve**



# Overview: Ontario Health Teams

## Current State



## Future State: Ontario Health Teams



# Overview: Ontario Health Teams

- Province-wide approach
- Ministry intends that **all providers in the province will be part of one of these teams** with a single accountability agreement with Ontario Health
- Continuous application and maturation process; **early adopter sites being identified this spring**
- Developed around health needs of communities



**Ontario Health Teams:**  
Guidance for Health Care Providers  
and Organizations



# OHT Assessment

Ministry provided resources to support local groups in becoming an OHT including:

- Ontario Health Team Guidance Document
- Self-Assessment Document
- Webinars
- Reading List

**Key steps:**



# OHT Assessment Domains

1

Patient Care &  
Experience

2

Patient Partnership &  
Community  
Engagement

3

Defined Patient  
Population

4

In-Scope Services

5

Leadership,  
Accountability and  
Governance

6

Performance  
Measurement, Quality  
Improvement &  
Continuous Learning

7

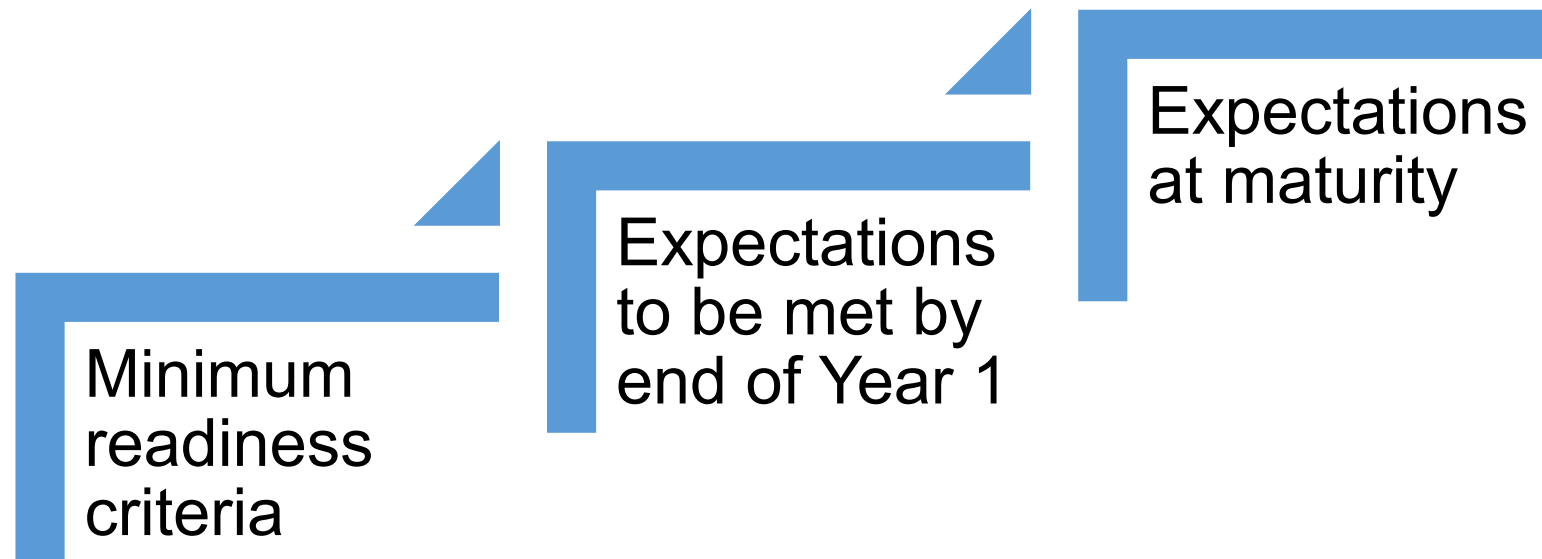
Funding and Incentive  
Structure

8

Digital Health

# OHT Assessment

Ministry has established expectations for each of the 8 domains:



# Overview: Ontario Health Teams

At maturity, **every Ontarian will have access to an OHT that will:**

- Provide a **full and coordinated continuum of care** for population within a geographic region
- Offer patients **24/7 access to coordination of care and system navigation services**; work to ensure patients experience seamless transitions throughout their care journey
- Be **measured, report on and improve performance** across a standardized framework
- Operate within a **single, clear accountability framework**
- Be **funded through an integrated funding envelope**
- **Reinvest into front line care**
- **Improve access to secure digital tools**, including online health records and visual care options for patients

# OHT Hamilton Context

- Hamilton has strong history of collaboration and support for improving health and disparity issues:
  - **Hamilton Anchor Institution Leadership (HAIL)** – Group of public sector and other leaders conceptualized in October 2011 during a McMaster health forum focused on addressing health and poverty issues at the neighborhood level
  - **Hamilton Community Health Working Group (CHWG)** - Examining how the health and wellbeing of the population with a view to making patient care experiences more seamless and integrated.
- Building on past collaboration, and local integrated care successes, representatives involved in the initial stage of this work formed a steering committee to complete the first step, a self-assessment submission to be considered one of the OHT early adopters.

# OHT Hamilton Phase One Submission

Hamilton Health Team proposal is working towards long-term improvements in the overall health and well-being of the whole community, while balancing a short-term focus on redesigning how to connect, coordinate, and deliver health and community support services to better serve two vulnerable populations.

**In the short term (Year 1)** the team proposes to focus on the following populations:

- **Individuals (adults, youth, children) with mental health and addiction concerns**
- **Seniors with multiple chronic conditions**



# OHT Hamilton Phase One Submission

Key elements of the submission:

1. Embedding patients in the development of the Hamilton Health Team
2. Expanding reach across the community
3. Growing our base of partners
4. Creating integrated health records that patients can access

# Primary care engagement

- Primary care is central to the success of Ontario Health Teams.
- Focus is on development of integrated care paths, including seamless transitions among primary care, home care and acute care
- Continue to build on existing partnerships with primary care
- Committed to embedding clinical leadership within the planning, and the governance structure of an Ontario Health Team.

# Signatories to Phase One Submission

Signatories to the initial proposal include the following organizations:

- Alzheimer Society of Hamilton
- Canadian Mental Health Association – Hamilton Branch
- City of Hamilton Healthy & Safe Communities Department
- De Dwa Da Dehs Nye>s Aboriginal Health Centre
- Department of Family Medicine, McMaster University
- Good Shepherd Centres
- Hamilton Family Health Team
- Hamilton Health Sciences
- Indwell
- Lynwood Charlton Centre
- McMaster Family Health Team
- McMaster University (Digital Health focus, School of Nursing)
- Ontario Telehealth Network
- Patient Representatives (co-chairs)
- St. Joseph's Health Care Hamilton
- St. Elizabeth's Health Care
- Thrive Group
- Wayside House of Hamilton
- Wesley Urban Ministries

# Ministry Process Update

- MOHLTC received more than 150 applications from groups across Ontario

Dates for OHT Applicants	Dates
Open call for self-assessments	April 3, 2019 ✓
Deadline to submit self-assessments	May 15, 2019 ✓
Selected groups invited to submit full application	<b>Early July 2019</b>
Deadline to submit full applications	<b>September 2019</b>
Province to announce OHT candidates	<b>Fall 2019</b>

- Recent media reports indicate government plans to name seven to 10 teams as early adopters of the concept in the fall
- Ministry has indicated they will continue to accept, assess and evaluate groups interested in becoming an Ontario Health Team; those not selected to be early adopters will continue to refine their approach in a continuous maturation/application process

# Early Engagement Work

## **Primary Care**

- Two town halls for physicians at the David Braley Health Sciences Centre
- Hamilton Primary Care Network: Includes Hamilton's Family Health Teams and Community Health Centres with additional outreach to other primary care organizations and independent physicians
- Hamilton Family Medicine twitter presence - @HamiltonFamMed

## **Community Support Service (CSS) Agency Network**

- Webinar/Teleconference – May 2
- CSS Network Meeting – June 13
- Email updates from Partnership Council

## **Long-Term Care Home Network**

- Webinar/Teleconference – May 2
- Email updates from Partnership Council

Going forward Hamilton Health Team partners will continue to expand and engage a full array of health and social services providers in Hamilton.

# Hamilton Health Team: Next Steps

Hamilton Health Team waiting for information from the Ministry regarding application status (July) and details of full application content and expectations.

The Team continues to plan for next steps by:

- Identifying resources (financial/in-kind) to facilitate HHT application development.
- Developing Phase 2 HHT project structure to support application development by establishing working groups for Year 1 patient populations, patient representation, and drafting terms of reference.
- Expanding engagement of Hamilton health and social service providers, primary care providers, community organizations, patients and families to seek input and support further development of application.



# Questions and Answers

## **How can my organization participate in the OHT going forward?**

- This is at an early stage, however we recognize engagement and involvement of local agencies is critical to our collective success as it moves forward in the next phases of work.
- Going forward we will continue to expand and engage a full array of health and social services providers in Hamilton.

## **What are the next steps moving forward?**

- The OHT application is a competitive process and is still at a very early stage. The Ministry is reviewing the initial self-assessment proposals and will provide a formal response in early July.
- Locally we continue to prepare, plan for the next phase and consider broader engagement which is critical to the success of this transformation.

# Ontario Health Teams



May 2019

# Closing Remarks

## **As noted earlier:**

- We will continue to be guided by the Ministry's process on this work
- We are committed to continuing to build on work we have done together and continuing to provide the best care for residents in a coordinated way.

## **Next Steps:**

- Continue listening and communicating with community stakeholders.

# Thank You

- This webinar has been recorded and will be shared along with a project website link to all who have registered, and with other stakeholders who may have not been able to participate today.
- We look forward to further communication and engagement with you as this work develops and as we hear from the Ministry.