Collective Impact:
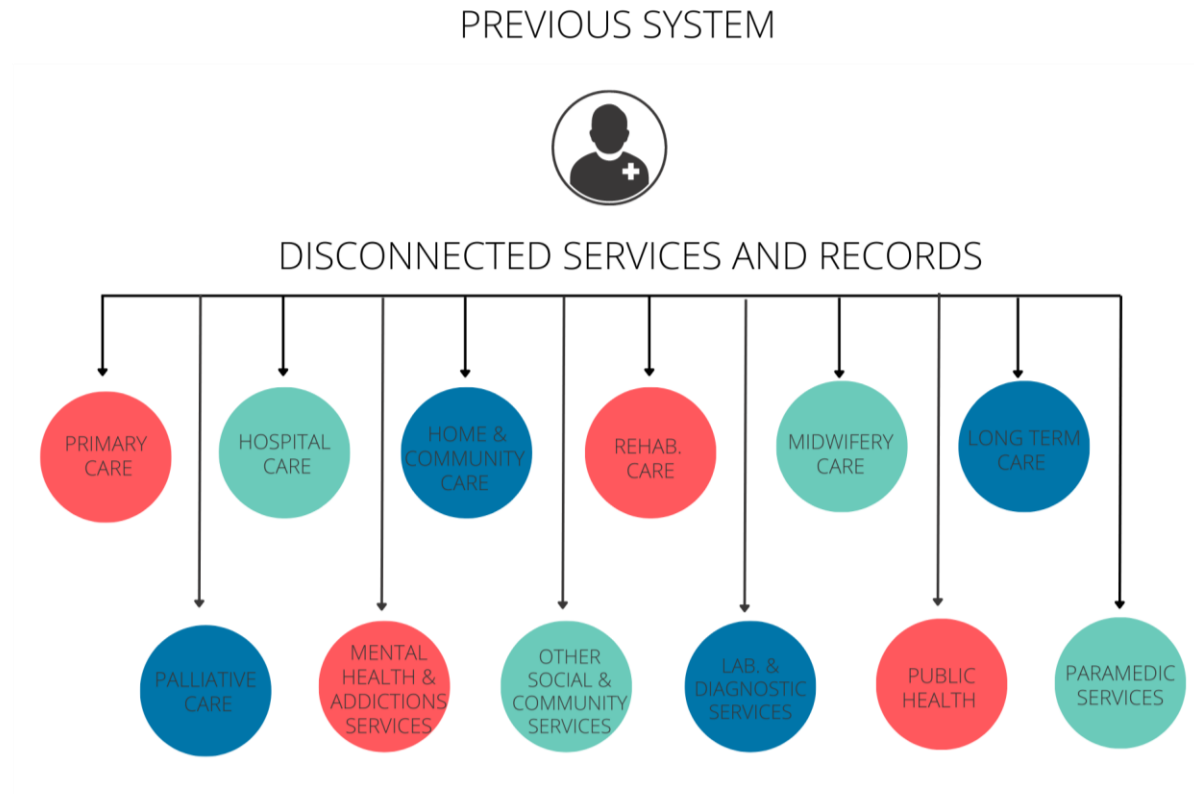
Healthy and Safe Communities and the Greater Hamilton Health Network – 2023 Update

June 12, 2023

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Development of Ontario Health Teams

In 2018, the provincial government committed to transforming the healthcare system.

The vision was to create a more connected system that is centred around patients, their families and care providers.
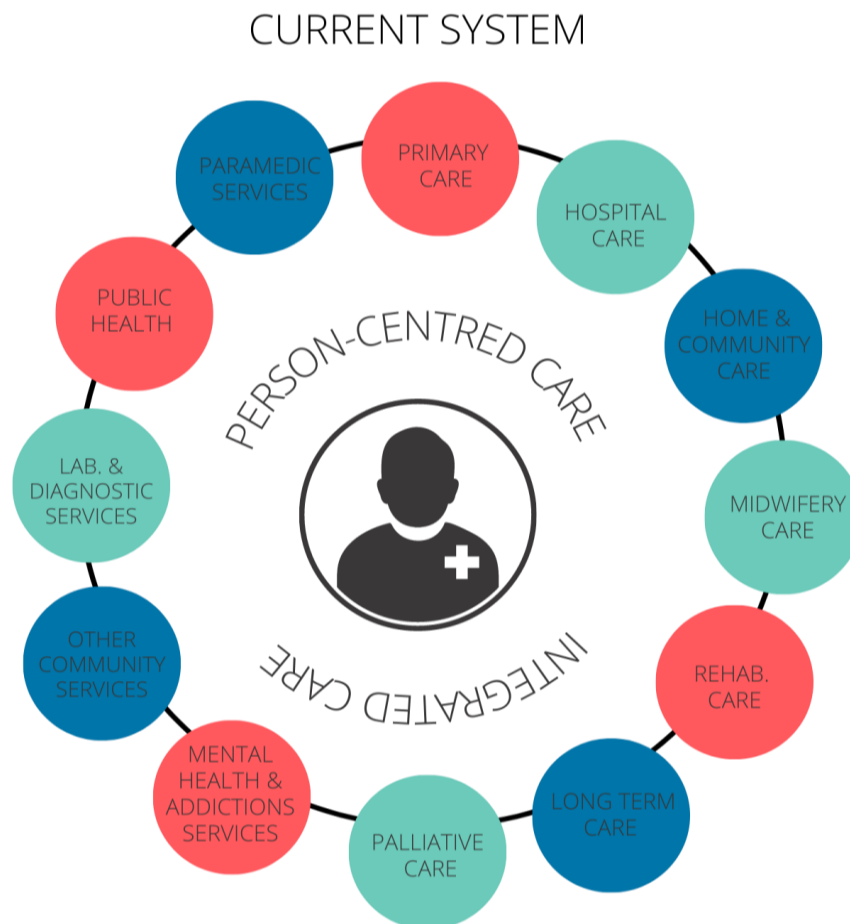
PREVIEW SYSTEM

DISCONNECTED SERVICES AND RECORDS

PRIMARY CARE

HOSPITAL CARE

HOME & COMMUNITY CARE

REHAB. CARE

MIDWIFERY CARE

LONG TERM CARE

PALLIATIVE CARE

MENTAL HEALTH & ADDICTIONS SERVICES

OTHER SOCIAL & COMMUNITY SERVICES

LAB. & DIAGNOSTIC SERVICES

PUBLIC HEALTH

PARAMEDIC SERVICES

Adapted from Ministry of Health and Long-Term Care (2022)

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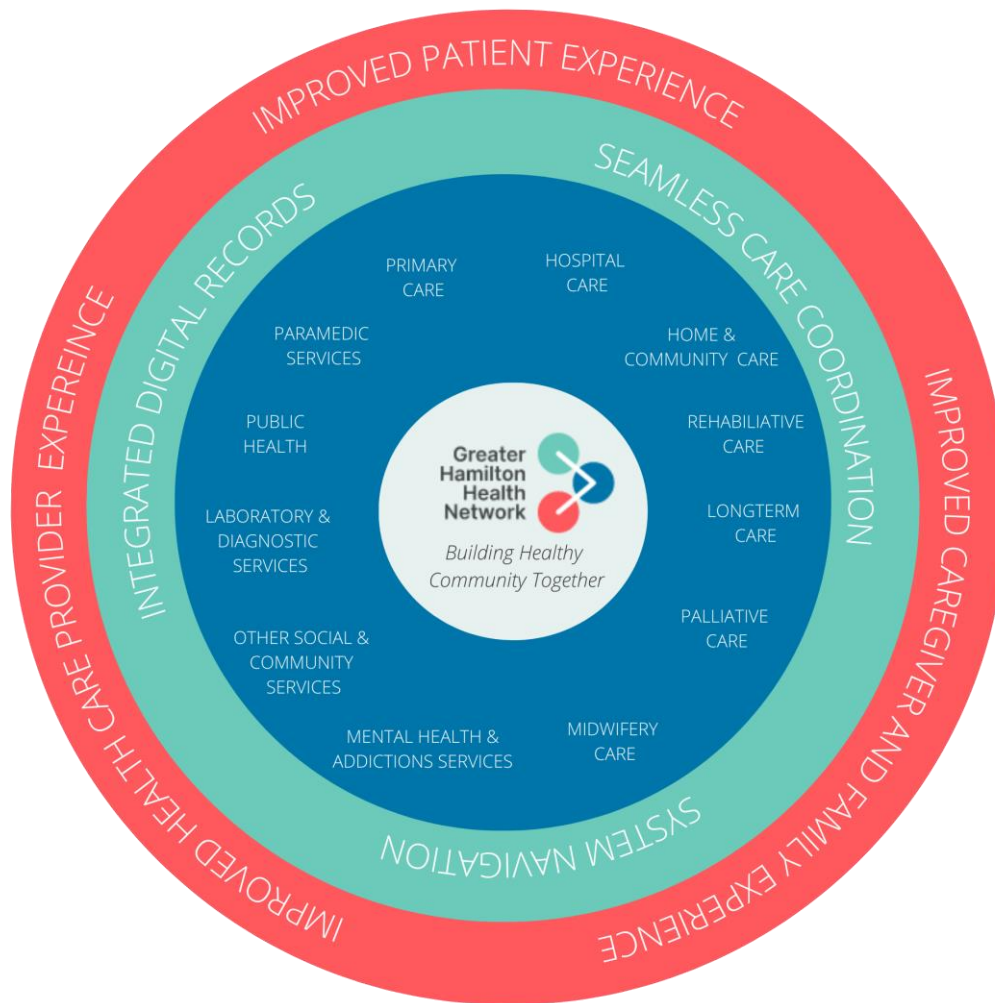
Development of Ontario Health Teams

This new vision was achieved through Ontario Health Teams.

Under Ontario Health Teams, local providers, irrespective of the care they provide or where they provide care, work as **one coordinated team and deliver a full continuum of care** to the populations they serve.

CURRENT SYSTEM

PERSON-CENTRED CARE

INTEGRATED CARE

PARAMEDIC SERVICES
PRIMARY CARE
HOSPITAL CARE
HOME & COMMUNITY CARE
MIDWIFERY CARE
REHAB. CARE
LONG TERM CARE
PALLIATIVE CARE
MENTAL HEALTH & ADDICTIONS SERVICES
OTHER COMMUNITY SERVICES
LAB. & DIAGNOSTIC SERVICES
PUBLIC HEALTH

Adapted from Ministry of Health and Long-Term Care (2022)

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Development of Ontario Health Teams

This model allows for easier:

- Patient navigation

- Transitions between providers

- Coordination between providers

- For providers to respond to local needs

Greater Hamilton Health Network Team

With approval in late 2019, the Greater Hamilton Health Network, **was one of the first Ontario Health Teams in the province**.

The team proudly serves residents of Hamilton, Haldimand and Niagara North West.

NIAGARA NORTH WEST

HAMILTON

HALDIMAND

Greater Hamilton Health Network Team

The Greater Hamilton Health Network (GHHN) Board is comprised of 18 directors, including:

- 15 seats based on sector representation or stakeholder council participation.
- 3 seats based on the skills or competencies required by the Board.

Collectively, the Board developed a governance strategy that resulted in the Greater Hamilton Health Network becoming the first incorporated not-for-profit Ontario Health Team in the province.

In late 2022, the Ministry of Health announced this model as the gold standard model all Ontario Health Teams should adopt.

Board Seats	# of Seats
Primary Care Council *	2
Patient Family and Care Partner Leadership Council*	2
Health Equity Council *	1
Haldimand Council *	1
Home Care Sector	1
Hospital Sector	2
Community Organization (General)	1
Community Organization (Mental Health and Addictions)	1
Congregate Setting/ Long-Term Care Home	1
City of Hamilton – Municipality	1
Indigenous Sector	1
Francophone Sector	1
Independent Seats	3

* Nominated based on GHHN stakeholder council participation

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Greater Hamilton Health Network Team

The Greater Hamilton Health Network's Strategic Plan reflects a blend of both local and provincial priorities.

The Greater Hamilton Health Network prioritizes and makes decisions on care pathways based on these 5 core principles and will remain nimble enough to respond to ongoing system and community pressures.

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Greater Hamilton Health Network Team

The Greater Hamilton Health Network's strategic priorities:

DIGITAL HEALTH

- Online Appointment Booking
- Navigation and Patient Portals
- Virtual Care Pathways
- Expand Virtual Models and Maturity across the GHHN

INTEGRATED POPULATION HEALTH

- Living Healthy in Congregate Care
- Mental Health and Addictions
- Medical Assistance in Dying
- Let's Get Home Program
- Lower Limb Preservation Integrated Program

ENGAGEMENT

- Patient Family Care Partner Leadership Network
- Engagement Community of Practice

HEALTH EQUITY

- Governance
- Positive Spaces
- Language Accessibility
- Collection of Race-Based and Socio-Demographic Data

PRIMARY CARE

- Primary Care Network Development
- Eva Rothwell Project
- Expansion of Team Based Primary Care

GOVERNANCE

- Building the Coorporation

HALDIMAND

- Haldimand Stakeholder Council

Greater Hamilton Health Network Membership

The Greater Hamilton Health Network currently includes over 40 local health and social service organizations and continues to incorporate new members.

Each organization is responsible for contributing their unique expertise to guide the overall direction of the Greater Hamilton Health Network.
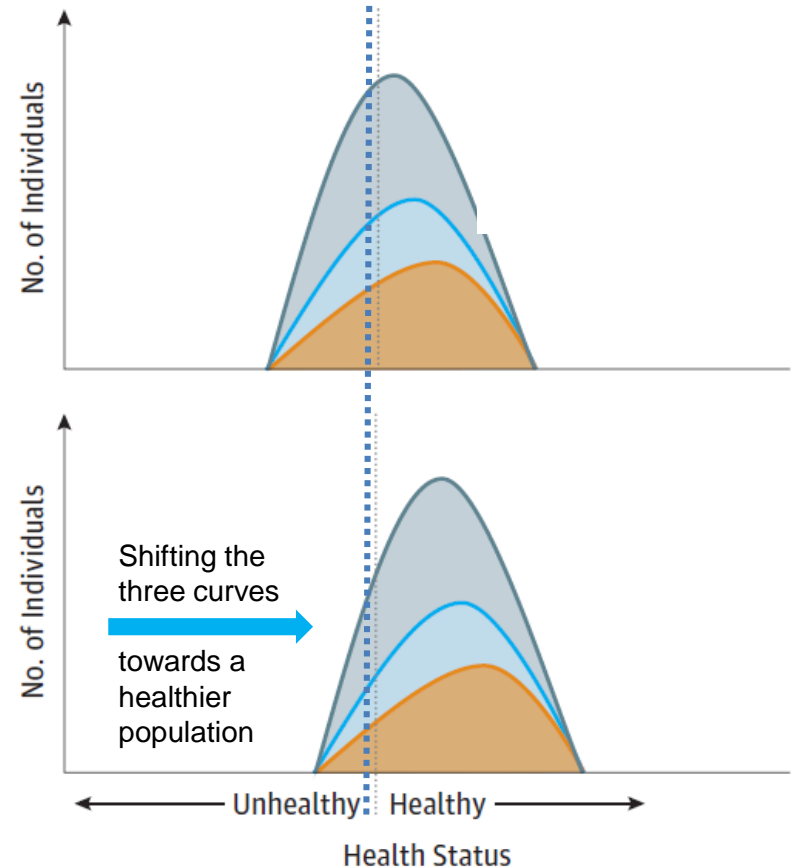
Population Health Approach

Ontario Health Teams use a population health approach to inform local health system planning.
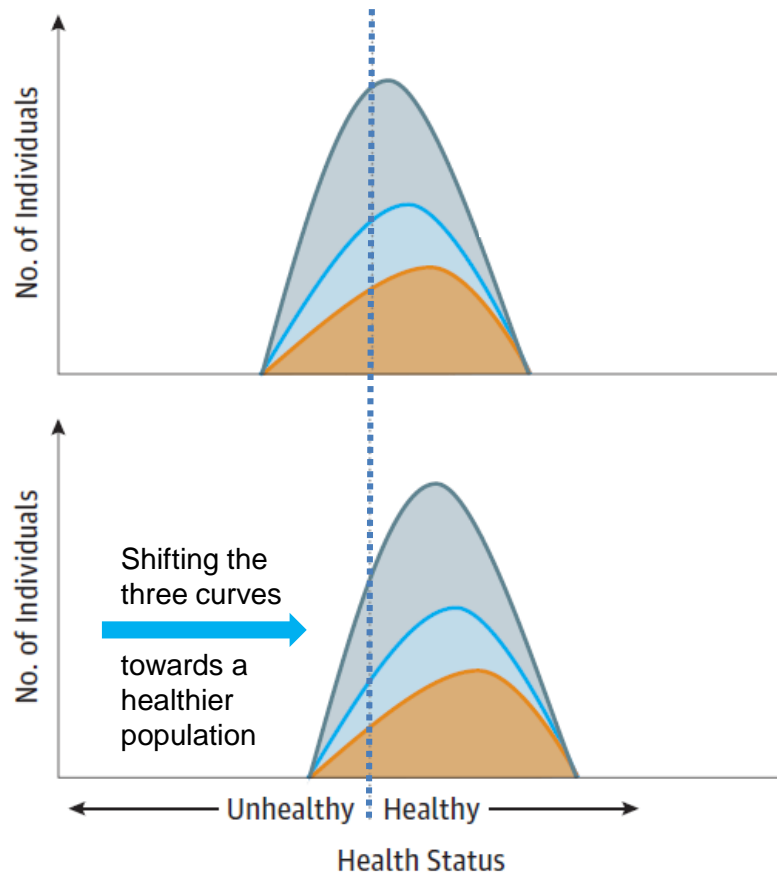
A population health approach intends to:
- Improve the health of the entire population
- Reduce the health inequities among priority populations

This is often referred to as "shifting the population health curve" so that there is **better and more equitable health for the whole community.**

Shifting the three curves

towards a healthier population

Unhealthy : Healthy

Health Status

No. of Individuals

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Population Health Approach

Greater Hamilton Health Network members implementing population-based policies & interventions

Focuses on social determinants of health, health promotion & disease prevention

Greater Hamilton Health Network members providing clinical outreach services for specific populations

Proactive management of behavioural risk factors and chronic health conditions

Greater Hamilton Health Network members providing services to patients seeking acute care issues

Reactive to individual health needs

Adapted from Washington AE et al JAMA 2016 315(5); 4590460

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Population Health Approach

Applying a joint population health approach means:

HEALTH OF THE WHOLE POPULATION, INCLUDING PRIORITY POPULATIONS

INCREASE INVESTMENT IN UPSTREAM INTERVENTIONS

EMPLOY EVIDENCE-BASED DECISION MAKING

APPLY MULTIPLE STRATEGIES TO ADDRESS THE SOCIAL DETERMINANTS OF HEALTH

WORK WITH PARTNERS ACROSS LEVELS AND SECTORS

ENSURE PUBLIC INVOLVEMENT TO ENSURE SERVICES ARE ADDRESSING NEEDS

INCREASE ACCOUNTABILITY FOR HEALTH OUTCOMES

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Population Health Approach

Public Health Services (PHS) conducts Population Health Assessments in order to identify and monitor community health needs.

This includes identifying:
- Emerging health issues
- Health inequities
- Priority populations

This information helps to inform the direction of the Greater Hamilton Health Network and their member organizations.

Decision Making

Program and Service Planning

Awareness and Advocacy

Policy Development

Accountability

Strategic Spending

Collective Impact

Collective Impact

BETTER PATIENT EXPERIENCE

GOAL: ENSURE TO THAT PATIENTS HAVE EASY ACCESS TO THE SUPPORTS THEY NEED, WHEN AND WHERE THEY NEED THEM.

Women's Health Drop-In Day Clinics

- Drop-in style clinics specifically designed for women who are homeless

- Offers a variety of health and social service supports using a "one-stop shopping" approach

- Creates a space where women are already accessing and feel comfortable

- Healthy and Safe Communities (HSC) offers service including COVID-19 and flu vaccinations, Sexually Transmitted Infections (STIs) and Blood Borne Infection (BBI) testing and education, naloxone training and kits and housing supports among others.

- To-date, has served over 480 women across Hamilton.

- Won a top award at the 2022 International Conference of Integrated Care in Denmark for an innovative service delivery model.

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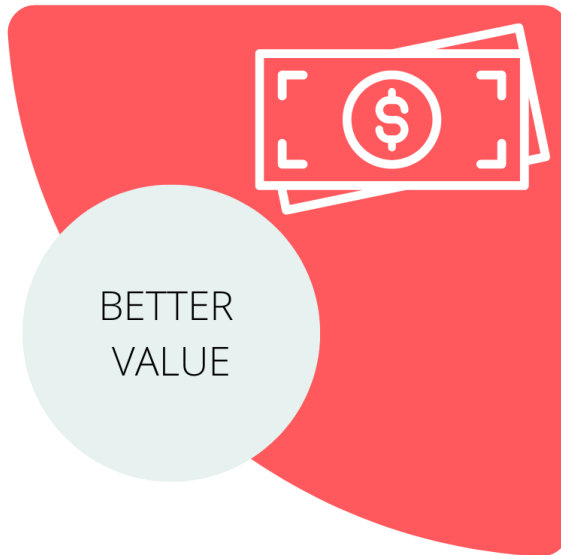
Collective Impact

BETTER PROVIDER EXPERIENCE

GOAL: MAKE IT EASIER FOR PROVIDERS TO SUPPORT THEIR CLIENTS AND REDUCE THE TIME AND ENERGY NEEDED TO PROVIDE CARE.

Digital Health Strategy

- Developed an integrated digital health system that connects hospital record systems and integrates a electronic referral platform

- Other initiatives include patient-facing projects that aim to support clients with system navigation and appointment bookings

- Helps to connect patients with Healthy and Safe Communities services and through digital booking and electronic referrals

- To-date, completed 16 digital health initiatives spanning acute and community care

- In 2022, the Greater Hamilton Health Network received over $2M in funding for local digital health initiatives to support this work.

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Collective Impact

BETTER VALUE

GOAL: REDUCE THE HEALTH CARE COSTS PER CAPITA, WHILE MAINTAINING THE QUALITY OF CARE AND PATIENT EXPERIENCE.

Let's Go Home Program

- Aims to reduce hospital admissions by connecting patients accessing the emergency department with community supports

- Connects patients to longer term services that better meet their needs

- Community services tend to be less expensive and help to address the root cause the patient is facing

Collective Impact

POPULATION HEALTH OUTCOMES

GOAL: IMPROVE THE HEALTH OF THE ENTIRE POPULATION BY REDUCING THE HEALTH INEQUITIES THAT CURRENTLY EXIST.

COVID-19 Response

- Public Health Services led collaborative planning efforts and response to COVID-19 through the Hamilton COVID-19 Response Table (HCRT) and the Vaccine Readiness Network (VRN). Greater Hamilton Health Network leadership and membership was involved in these planning tables.

- The Hamilton COVID-19 Response Table (HCRT) worked to address issues like monitoring and surveillance, assessment & testing, infection control practices, capacity planning and vaccination among other issues

- The Vaccine Readiness Network (VRN) focused on addressing concerns related to equitable access to both vaccine information and appointments

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Key Messages

As the Greater Hamilton Health Network continues to strengthen and expand their partnerships, evolve and take on further responsibilities, this collective impact will continue to grow.

The need for a collaborative, integrated and efficient health care system has never been greater as our region is facing immense pressure to address growing health care shortages and waitlists.

With the complex health and social service issues our community is facing, including housing & homelessness, and mental health & addictions, our health care system requires a coordinated cross-sectoral effort to address the root cause of these issues.

Together, the Greater Hamilton Health Network and Healthy and Safe Communities will continue to prioritize as local health and social service demands increase, while remaining nimble enough to respond to ongoing system and community pressures and work to improve the Ontario Health Team model.

Rather than function as individual organizations, it is important that the Greater Hamilton Health Network and Healthy and Safe Communities continue to work together to improve the health of the community by leading local health system transformation, resulting in a healthier community for everyone.

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