

# Engagement Session: Patient, Client and Family Advisors/Partners

Working Together to Improve Care for People of Northwestern Ontario!

May 19, 2021



## Session Recording

### DISCLAIMER:

Please note that we will be recording the first portion of today's session (informational component only, not the engagement/discussion portion) to share with stakeholders who may not have been able to attend or as reference for those that were in attendance.

The recording will be posted on the [www.nwoic.ca](http://www.nwoic.ca) website.

We will also capture questions and answers and share these (anonymized) with participants and post to the website for reference of other stakeholders.

# Land Acknowledgement



NORTHWESTERN ONTARIO  
Integrated Care  
Working Group

## Who's who?

- **Who you are hearing from today**
  - **Who has been invited to participate**
- Jack Christy, Working Group Co-Chair & PFA Representative
  - George Saarinen, Working Group Member & PFA Representative
  - Jessica Logozzo, Working Group Co-Chair & EVP, Regional Transformation and Integration
  - Chantal Chartrand, Working Group Member & French Language Services Representative
  - David Newman, Ontario Health North
  - Jodeme Goldhar and Joanna Dunlop, Ontario Health
  - Kaleigh Demeo, Executive Assistant – Note Taker
  - Patient, Client, Family Advisors from across Northwestern Ontario!



NORTHWESTERN ONTARIO  
**Integrated Care  
Working Group**

## Our goals for the session...

- To **share information** regarding the work that is underway by the Northwestern Ontario Integrated Care Working Group (and broader partners)
- To **hear from you – including your stories!**
- To **talk about next steps to improve care across our region** – including ideas for ongoing co-design, engagement and communication



## How we will spend our time today...

### 1. Setting the stage (10 min)

- Introductions
- Ground ourselves with the patient experience!

### 2. Sharing our work (20 min)

- Overview of 'Northwestern Ontario Integrated Care Working Group' work
  - *Background and rationale*
  - *Preliminary recommendations*
  - *Proposed next steps*

### 3. Discussion and feedback (25 min)

- Feedback and discussion
  - *Share patient, client, family, caregiver experiences*
  - *Ask questions*

### 4. Summary and thank you! (5 min)

- Next steps

## Starting with WHY...

### WHY it is important that we are together today...

- We all want to **improve care for the people within our region!**
- There has been a lot of innovations and successes across the region, though **we still have a lot of work to do...**we know that status quo is not an option!
- There is work happening across the region (locally and regionally!) – it is important to **share progress, build understanding and create a common foundation** on which to move forward
- **Collaboration is the only way!**
- We need to **hear your voice...at the beginning!**



## Who we are...

The 'Northwestern Ontario Integrated Care Working Group' – consisting of approximately 30 cross-sectoral and cross-geography system partners – has been working together to develop recommendations on:

- A local Ontario Health Team (or other more culturally appropriate model of care) coverage model for the North West;
- A coordinated approach to planning for regional specialized services; and,
- What regional-level resources/supports may be required going forward.

Evolved from the Working Group that developed a regional proposal for Ontario Health Teams in 2019.

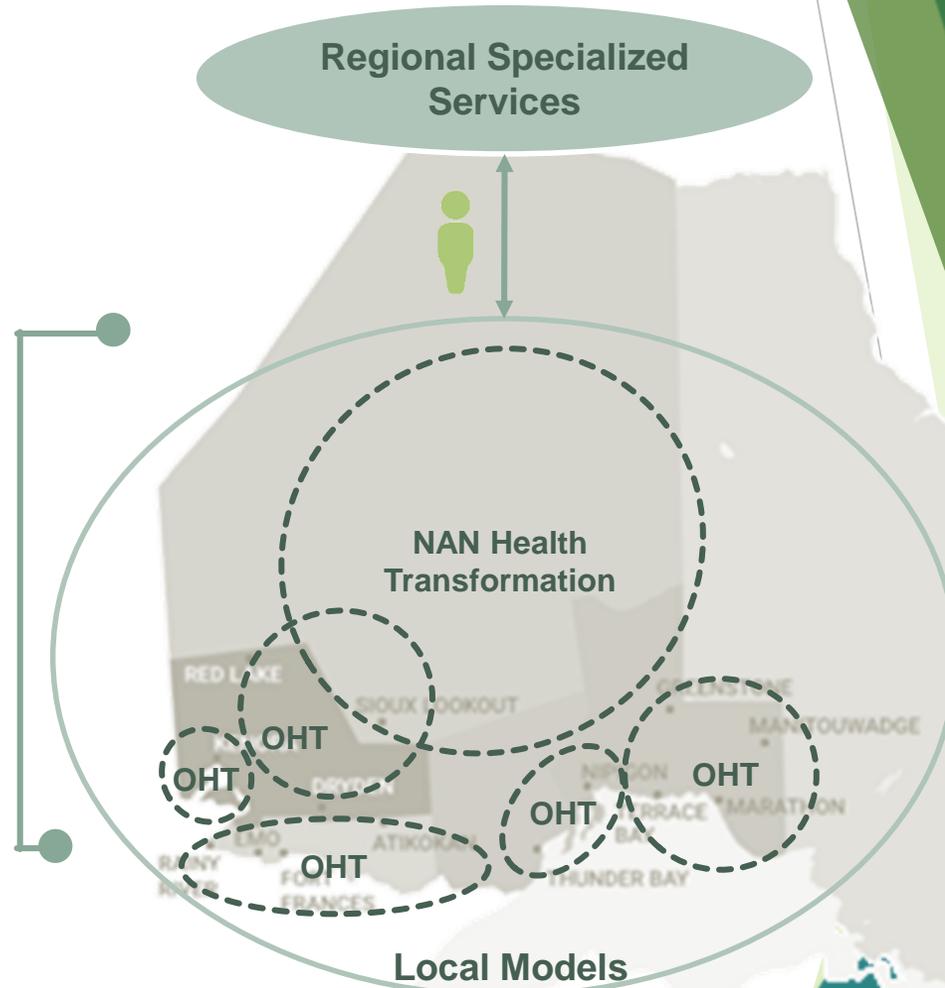


# Our work and what it means...

**A system where we can work together to ensure the needs of the population are met...locally and regionally**

Coordinated approach for planning 'Regional Specialized Services'

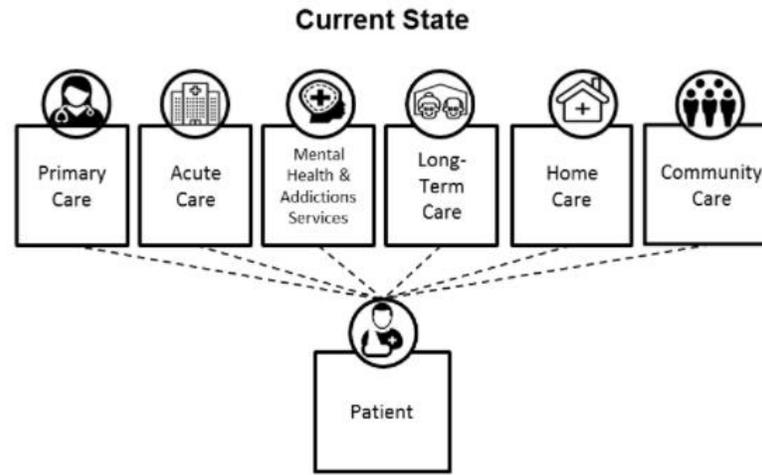
A formalized network of locally integrated systems (Local Health Hubs, SLFNHA and OHTs)



# Integrated Care...what does it mean for patients/clients?

Moving from...

A system where patients/clients experience care in silos – where people have to share their information multiple times or have trouble navigating their care as they transition through their journey and access various services by various different teams....



To...

A system where patients/clients receive their care from one team – where people's information is shared seamlessly through their journey and all of their care providers work collaboratively to ensure they receive the care they need, when and where they need it



How will we improve patient care through integration?

**We will continue to work together regionally...**

#### Regional Specialized Services

- Services that require specific expertise and resources
- Meet the needs and ensure access to care for a defined geographical population
- Require broader planning at the district, regional or provincial level

#### Regional enablers:

- Health Information System and digital technologies
- Health Human Resources
- System level planning

## How we will continue to work together regionally...

To facilitate a **coordinated approach to specialized services** the following is **recommended**:

1. Leverage existing networks to advance the goals of local integrated care systems (i.e. OHTs)
2. Continue to utilize the Northwestern Ontario Integrated Care Working Group to advance discussions that require regional coordination

How will we improve patient care through integration?

**We will support seamless and integrated care at the community level...**

In formulating recommendations, the following **principles for organizing OHTs/Models of Integrated Care**, were considered:

1. Status quo is not an option
2. Any models we pursue must support: integrated delivery of care at the local community level; what is already working well locally; and, improved connection to the broader regional system
3. Our models need to be supported by a reasonable level of data – however, it's not only about existing referral or utilization patterns – it's also about:
  - Safe, timely, effective, efficient, equitable and patient-centred care
  - Economies of scale
  - Readiness and willingness of partners
4. We need to start somewhere – we won't get it perfect, and we may not even get it right at the start

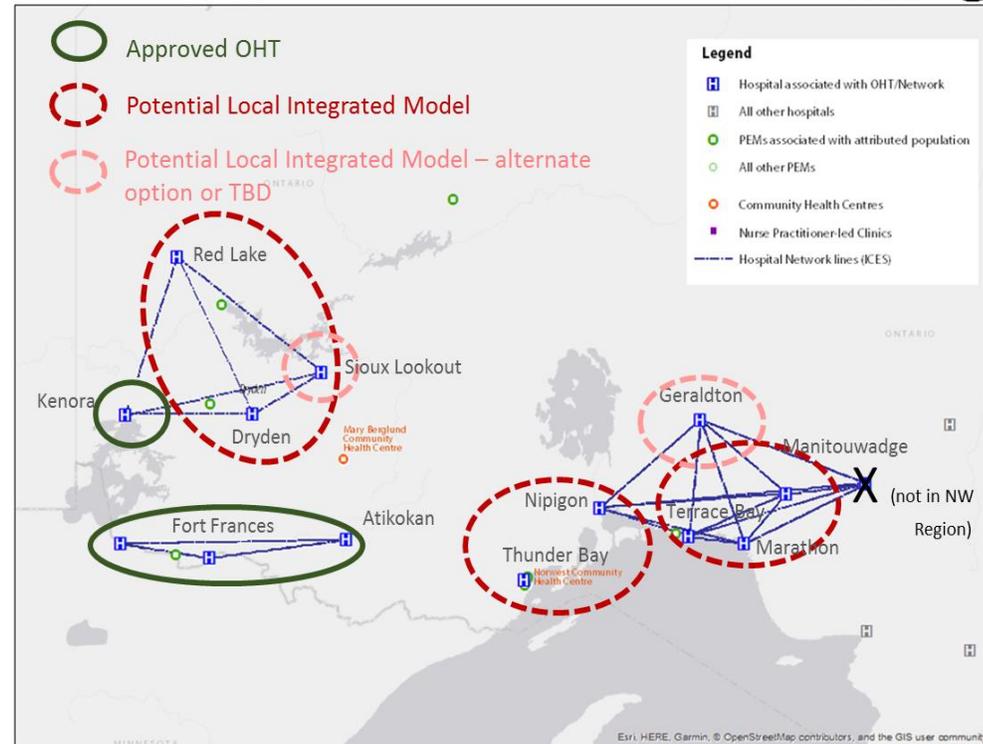


# How we can support locally integrated care...

## Proposed Model for working together locally

Networks 38, 39, 41 & 49

Ontario 



1. Kenora (All Nations Health Partners) – approved OHT
2. Atikokan/Rainy River/Emo/Fort Frances (Rainy River District) – approved OHT
3. Dryden/Red Lake
4. Thunder Bay/Nipigon
5. Marathon/Terrace Bay/Manitouwadge

Requires further discussion

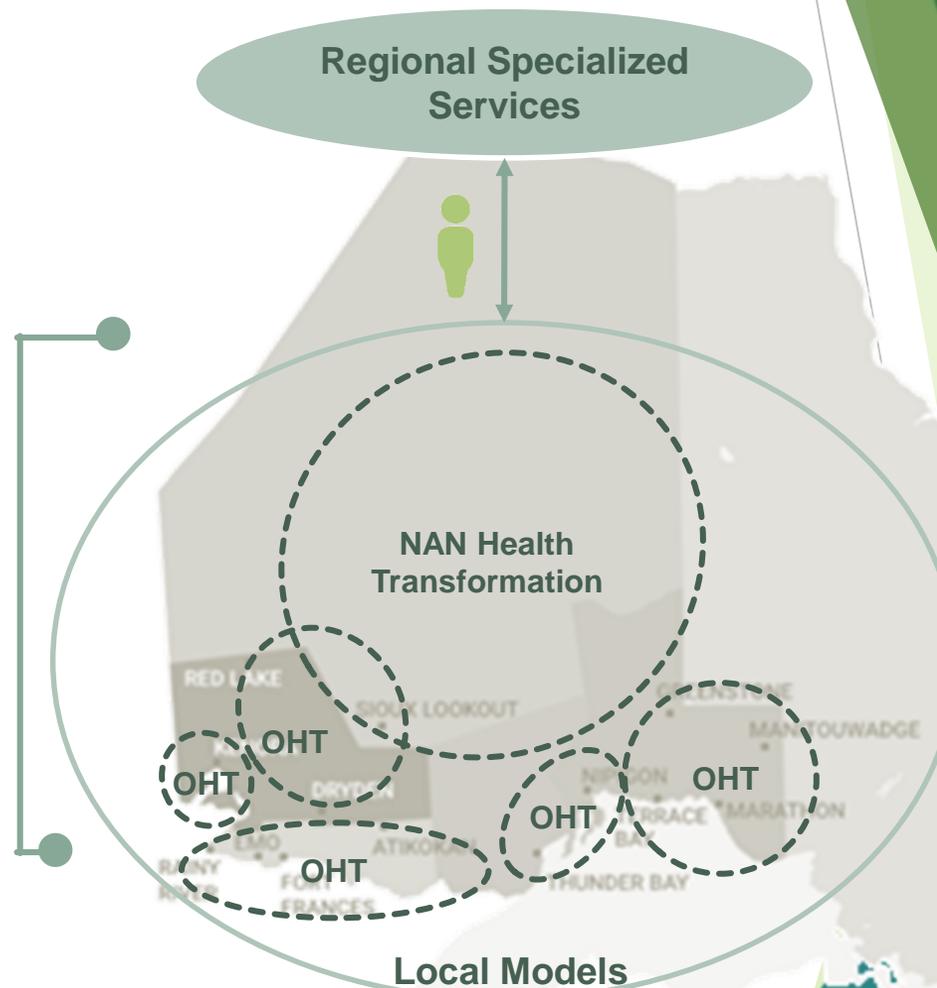
- Sioux Lookout/Far North Communities
- Geraldton

## How it all fits together...

**A system where we can work together to ensure the needs of the population are met...locally and regionally**

Coordinated approach for planning 'Regional Specialized Services'

A formalized network of locally integrated systems (Local Health Hubs, SLFNHA and OHTs)



## What is the end goal?

To be a leading integrated care (health and human services) system, where partners work together to achieve the best outcomes and care experience for the people of Northwestern Ontario.

## Next Steps

### 1. Continued engagement

- Focused engagements with key stakeholder groups – Primary Care, Indigenous, Francophone, Patients and Families
- Continued community-level engagement

### 2. Develop summary reports from engagement sessions – share back with participants

### 3. Regional Session – confirm regional Vision and shared principles

### *Move into Phase 2...*

### 1. Begin transition of Working Group – focus on tangible ways to improve transitions in care!

### 2. Begin local collaboration work



## Discussion

- What questions or feedback do you have?
- What stories can you share that highlight the challenges or opportunities we need to focus on?
- How do you want to continue to be engaged?

## Summary

1. Continued engagement
2. Develop summary reports from engagement sessions – share back with participants
3. Regional Session – confirm regional Vision and shared principles
4. Begin local and regional work – tangible ways to improve care!

### Other ways to provide feedback:

- Online – [www.nwoic.ca](http://www.nwoic.ca)
- Email – [logozzoj@tbh.net](mailto:logozzoj@tbh.net)
- Phone – (807) 632-3590
- Follow up sessions

**Thank you!**

