

Report

Opportunities to Strengthen Patient-centered Care in Lanark, Leeds and Grenville

LLG Collaborative Governance Forum Meeting – April 18, 2019
Free Methodist Church Hall, 573 Hwy 29, Smiths Falls

Introduction

This report provides highlights of the meeting of members of Boards of Directors and Executive Directors of health, social service and community agencies, and municipal representatives, working within Lanark, Leeds and Grenville.

The purpose of the meeting was: to engage members in the development of a shared vision and the identification of a set of values to help guide the design of an Ontario Health Team in the sub regions. There were about 70 participants representing 20 organizations (see Appendix A).

The slide presentation, entitled Ontario Health Teams, delivered by Adrianna Tetley, CEO, Alliance of Healthier Communities is available on the website of the Rideau Community Health Services, Health Links¹. Appendix B provides a copy of the meeting agenda.

Summary of Workshop Results

The feedback from the table discussions of the questions is summarized below. Thanks to Stephanie Giroux for compiling the draft data from the table discussion worksheets.

1. Vision & Values

Identify a few key words and/or concepts that you believe should be included in a Vision Statement?

- Patient-centered care
- Patients supported in transitions in care
- Integrated care around patient needs and outcomes
- Social determinants of health

¹ www.rideauchs.ca/index.php?option=com_content&view=article&id=135&Itemid=417

- Population health planning
- Connected, innovative, sustainable local health system
- Collaborative capacity with social services, housing, transportation, emergency management services, etc.
- Timely access to care – 24/7 navigation
- Community-based integrated delivery system
- Accountable both clinically and fiscally to meeting community needs
- Responsive, respectful, trustworthy
- Everyone has opportunities to receive the services they need, when and where they need them

Optional: please propose a vision statement to reflect these concepts.

- Our regional vision is to enhance the community and individual healthcare experience through equitable, seamless, transitions of care.
- Our regional vision is to improve the health and well-being of our community through an integrated delivery system that is characterized by collaboration, innovation, trust, and value.

What are 3 values / core beliefs you believe are important to achieve the vision?

- Respect and dignity
- Empathy and compassion
- Collaboration and collective energy
- Equity – equal and fair access
- Patient engagement in developing local health solutions
- Compassion and engagement
- Accountable and transparent – shared responsibility for improving health outcomes

2. Benefits & Challenges

What are some of the challenges and benefits to an Ontario Health Team in a rural community?

Challenges

- Co-ordination and communication across service providers
- Patient choice to access services at different locations including different OHTs
- Skills and competencies to work effectively together
- Transportation, affordable housing, etc.
- Shared responsibility, funding and accountability framework
- Technology, digital health investments

- Primary care leadership essential
- Supporting patients to become more self-supportive
- Recruitment of staff including physicians, personal support workers, etc.
- Loss of autonomy
- Appropriate population geography and size
- Wage harmonization
- Lack of trust

Benefits

- Focus on patient care, and rural and community care delivery
- Improved patient quality of care, and patient experience
- Patient navigators
- Patient access to health records
- Shared medical records across service providers
- Spread of health link knowledge to a wider population
- Enables equity, innovation, collaboration
- Many sub regional relationships already established
- Knowledge of our strengths and gaps
- Easier in rural community where people actually like each other!

3. Board Governance

What is the desired role of governors in the process to establish an Ontario Health Team in the community?

- To provide advice and guidance to ECs on some of the factors to consider in determining the OHT geography, size, etc.
- To continue to build trust across Boards of different organizations to support the health system transformation
- To develop new relationships and “networks of networks” in support of the social determinants of health
- To consider a community-based OTH board with representatives from across service providers including patient and family representatives

Concluding Remarks

Janet Cosier indicated the session had been a positive learning opportunity for the forum. She thanked the speakers for sharing their experiences and providing information on the role of Ontario Health Teams and different OHT models being considered. Janet indicated that a follow-up meeting was being organized for May 3rd to further discuss the merits of the different OHT models in LLG.

Appendix A: List of Participating Organizations

Alzheimer Society LLG
Brockville General Hospital
Community and Primary Health Care
Country Roads Community Health Centre
Community Home Support – Lanark County
County of Lanark
Every Kid in Our Communities of Leeds and Grenville
LLG Addictions and Mental Health
LLG District Health Unit
Children’s Mental Health of Leeds & Grenville
Lanark County Sexual Assault and Domestic Violence Program
Lanark Renfrew Health and Community Services
Leeds and Grenville Community Family Health Team
Open Doors for Lanark Children and Youth
Peer Support South East Ontario
Perth & Smiths Falls District Hospital
Rideau Community Health Services
Smiths Falls Nurse Practitioner Led Clinic
United Counties of Leeds and Grenville
Upper Canada Family Health Team
Economic Development – Valley Heartland

Please Note: not all the organizations who attended the workshop may have been included on this list due to challenges in capturing organizational names through the registration process.

Appendix B: Meeting Agenda

LLG Collaborative Governance Forum Workshop

Date: Thursday, April 18th, 2019

Time: 8:30 am (registration) – 12:30 pm

Place: Free Methodist Church Hall, 573 Hwy 29, south of Smiths Falls, K7A 4S8

Purpose: to engage members in development of a shared vision and identification of a set of values to help guide the design of an Ontario Health Team regional model

Agenda

1. 8:30 am to 9:00 am – Registration
2. 9:00 am to 9:05 am – Welcome & Objectives
3. 9:05 am to 9:45 am – Ontario Health Teams: *Highlights of Expression of Interest Guidelines*
 - **Presenter:** Adrianna Tetley, CEO, Alliance for Healthier Communities; and member of Primary Care Working Group, Premier’s Council
4. 9:45 am to 10:30 am – Building Ontario Health Teams: *Panel Discussion, Three Perspectives*
 - Theresa MacBeth, Director, Strategy Management and Communications, Kingston Health Sciences Centre; and Kathleen Fitzpatrick, Director, Medical Administration, Providence Care
 - Nick Vlacholias, CEO and President, Brockville General Hospital
 - Adrianna Tetley, CEO, Alliance for Healthier Communities
5. 10:30 am to 10:45 am – Health Break
6. 10:45 am to 11:30 am – Workshop Activity, Breakout Groups
 - **Objective:** to develop a shared vision and values for designing a local Ontario Health Team
7. 11:30 am to 12:00 am – Feedback from Breakout Groups
8. 12:00 am to 12:30 pm – Next Steps & Wrap Up