



**Guelph
Wellington**
Ontario Health Team

Strategic Priorities

2022-2025

April 2021

Context

The GW OHT exists to transform the way care is provided in the Guelph-Wellington community. **Our goal is to improve the health of our shared population**

To establish our priorities, we grounded ourselves in data:

- From the health care system and the outcomes it produces
- From the community and the population we serve
- From partners, providers and members of the Guelph Wellington communities we serve

Three priority areas have been established, each with a few specific goals and examples of projects that would help us advance these priorities

Guiding Principles

1. Work plans and measures will be refined by OHT Working Groups
2. Work will build both OHT infrastructure and population health approach to care
3. Capacity to complete work will guide the targets we set – *what can we reasonably achieve in 3 years?*
4. Organizations will contribute to the priorities/goals within their existing capacity/resources
5. Work will support existing partnerships and build new alignment across/between partners
6. We will leverage our existing strengths balancing this with transformation/innovation
7. This version of the plan is targeted towards internal OHT partners. Communications will be developed that are community and staff/provider facing
8. Evaluation & sustainability will be built into the work plans for each goal.

NOTE: OHT accountabilities/deliverables to Ontario Health/Ministry are unknown at this time and may not align with/be in addition to these priorities

DRAFT Strategic Priorities (2-3 years)

1. Stronger Integration and Communication
2. Shared Understanding and Advancement of Health Equity
3. System Recovery and Stability

1. Stronger Integration and Communication

Outcomes

- **Integrated care delivery within and across organizations, professions and care settings**
- **Effective tools for communication & collaboration**
- **Maturity of Guelph Wellington Ontario Health Team (GW OHT)**

Goals

- A. Secure messaging for inter-professional communication
- B. Seamless eReferral process to support timely access to services
- C. Integrated Primary Care Team (IPCT) implementation
- D. Support appropriate use of virtual care to optimize patient outcomes
- E. Improved access to mental health and addictions care
- F. Seamless information sharing by having fewer Health Information Custodians (HICs)

1. Stronger Integration and Communication



Specific Goals

A. Secure messaging for inter-professional communication - Adopt HyperCare for urgent inter-professional communication

B. Seamless eReferral processes to support timely access to services

C. IPCT Implementation

D. Support appropriate use of virtual care to optimize patient outcomes

E. Streamline access to mental health & addictions care including implementation of a community psychiatry model

F. Seamless information sharing information by having fewer Health Information Custodians (HICs)

Preliminary Measures

- Phase #1 - Increase # of health care providers who utilize HyperCare, Increase # of HyperCare messages sent
- Phase #2 - Provider and patient experience

- Increase # of providers registered to use eReferral by XX
- Increase # of eReferrals sent by XX

- # of IPCT clients with shared Coordinated Care Plans (CCP) in place, # of CCPs available in Clinical Connect
- # of IPCT patients who have an identified "Go to Person" in the CCP

TBD

- Reduce ALC days (cQIP)
- Reduce ED visits as first point of contact for MHA-related care (cQIP)
- # of Psychiatry vacancies

- Reduced number of HICs, # of shared privacy and security standards/policies across OHT partners

2. Shared Understanding and Advancement of Health Equity

Outcomes

- **Developed a shared understanding of equity**
- **Increased power of diverse communities around decisions that affect them**
- **Increased upstream interventions that address social determinants of health**
- **Relentless focus on health equity for all** - Address the needs of our shared population in a way that meets the unique needs of each individual
- **Access to care for marginalized people and communities that historically have had barriers to access**

Goals

- A. The expertise of marginalized service users are equal to that of health care partners
- B. Adoption of the Global Diversity Equity Inclusion Benchmarks
- C. Co-designed approach to equity data collection with community and patient partners
- D. Reduced food insecurity (in partnership with Guelph Wellington OHT partners)
- E. Increased access to preventative care through the identification of and reduction of barriers for marginalized communities

2. Shared Understanding and Advancement of Health Equity



Specific Goals

- A. The expertise of marginalized service users are equal to that of health care partners
- B. Adoption of the Global Diversity Equity Inclusion (GDEI) Benchmarks
- C. Equity Data Collection
- D. Reduce Food Insecurity
- E. Increase access to preventative care for marginalized communities

Preliminary Measures

- Patient Advisor feedback & participation in OHT work
- The composition of the PFAC reflects the diversity of the communities we serve (including but limited to diversity in race, culture, income, ability, age, gender, sexual orientation)
- # of GW OHT partners who implement the GDEI benchmarks
- # of patients with sociodemographic data documented in primary care electronic medical record
- TBD
- Percentage of screening-eligible patients up to date with Papanicolaou (Pap) (cQIP)
- Percentage of screening-eligible patients up to date with mammograms
- Percentage of screening-eligible patients up to date with colorectal screening

3. System Recovery and Stability



Outcomes

- **Recruit, support, and retain health human resources**
- **Pandemic response and recovery**

Goals

- A. Promote staff wellness within and across GW OHT partners
- B. Promote and explore innovative employment models that will assist in employee retention, development and satisfaction
- C. Work with community partners to collectively impact youth mental health
- D. Collectively support surgical recovery
- E. Develop an inventory/mapping of primary care, physician specialist and other clinical capacity to inform a plan to address gaps

3. System Recovery & Stability

(Simplified) Specific Goals

- A. Promote staff wellness within and across GW OHT partners by sharing our collective resources
- B. Promote and explore innovative employment models that will assist in employee retention, development and satisfaction
- C. Work with community partners to collectively impact youth mental health
- D. Collectively support surgical recovery
- E. Develop an inventory/mapping of primary care, physician specialist and other clinical capacity to inform plan to address gaps

Measures

- Staff/clinician survey
- # of innovative models, # of shared positions, turnover rates
- Reduced movement of staff between GW OHT agencies
- High school graduation rates
- TBD
- TBD