

WHO is the Guelph Wellington Ontario Health Team (GW OHT)? IT'S YOU!

The OHT is a collection of partners (including YOU!) who are working together to improve the health and well-being of those who receive health care in Guelph Wellington.



Perry Hagerman Retirement Announcement

Perry Hagerman, Senior Communications Specialist at Guelph General Hospital, is retiring after 22 years with the organization! Perry has been instrumental in supporting the GW OHT since its inception and his contributions have been very much appreciated and incredibly impactful.

"Being on the ground floor with the birth of the GW OHT was a truly rewarding experience. We were a forerunner and even set some of the communication standards which others would come to model. It definitely was a significant milestone in my 27-year career in healthcare communications and one for which I am very grateful."

Congratulations Perry! All the best on your new adventures!

Hypercare – Supporting ‘Stronger Integration and Communication’

The GW OHT is investing in Hypercare, a secure messaging app to connect providers in real-time to support patient care. Check out this example of how Hypercare can help connect providers to meet the needs of their patients:

"I was checking my inbox in the middle of a busy day and saw some very abnormal results for one of my patients. I wanted advice from a local gastroenterologist (GI) about which test to do next, and if it was ok for this patient to be managed from the community without going to the Emergency Department as I was nervous about some of the numbers in the bloodwork. I called switchboard and was put through to the cell of the GI on call - but as often happens they were busy and it went to voicemail. Thankfully I have Hypercare so I checked, and the GI was on Hypercare so I messaged them on that platform, then went on with my busy day. An hour later I received messages back from the GI, and after some questions back and forth I had good advice on the next steps on which tests to order, and that it was safe for my patient to remain at home. I used the eConsult template and billed myself the eConsult fee and encouraged the GI to bill theirs as well. I then used Hypercare again to communicate with the radiologist on call and got my patient in the next day for the appropriate test! This was a case that I very well could have sent to ER in the past because the bloodwork numbers were concerning but s/he was clinically stable. So I saved my patient and the system another ER visit and gained clinical support and confidence through using Hypercare."



– Dr Joan Chan

[Click here](#) to learn more about Hypercare. If you are interested in accessing a Hypercare license, please contact Emmi Perkins (Emmi.Perkins@GuelphWellingtonOHT.com).

Please share this newsletter and engagement opportunities broadly.

Any questions or comments, please contact Emmi Perkins, GW OHT Director, Transformation askus@guelphwellingtonoht.com

Improving Access to Mental Health & Addictions Services in GW OHT



Primary Care, CMHA, GGH, Traverse and Homewood are partnering to improve Mental Health and Addictions Services in GW OHT

A message from GW OHT Partner Executives Kim Bell (Primary Care), Helen Fishburn (CMHA WW), Don Roth (Homewood Health Centre), Toby Harris (Traverse Independence) and Marianne Walker (GGH)

We would like to acknowledge the contributions of staff and providers from GW OHT partner organizations who are working to make valuable improvements to mental health and addictions services. At this time of great need for mental health and addictions services, partners are:

- Promoting opportunities for members of our community to access services to meet their needs – click [here](#)
- Meeting regularly to collaboratively identify best available supports for clients with unmet complex needs
- Designing processes to support care plans developed in the Emergency Department (ED) to be communicated to the client's community team
- Working with the Mayor's Strategic Advisory Group to address MH&A needs in downtown Guelph
- Supporting NEW eReferral process at Here 24/7, Traverse Independence and Stonehenge
- In collaboration with Traverse, the HELPS tool (an Acquired Brain Injury screening tool) has been embedded in the Emergency Mental Health and Addictions (EMHAS) patient assessment as well as Homewood Health Centre's Acute Care Unit and Outpatient Services and has been rolled out for use within primary care teams. Our goal is to further identify undiagnosed ABI in our community, connect individuals to Traverse and reduce repeat or unnecessary ED visits.
- The Mount Forest FHT has piloted a self-referral on-line process for patients, that links the patients to on-line resources (while waiting for a therapist or instead of seeing a therapist). Early evaluation has shown that the self-referral process linked to on-line resources is reducing the number of patients who request a visit with the mental health therapist and ED visits.
- Supporting newly launched Safer Supply Program in Rural Wellington
- Evaluating integration of:
 - CMHA Mental Health Worker at Upper Grand Family Health Team
 - Traverse ABI staff with Rural Wellington Community Team and Health Hub at Guelph Community Health Centre
- Developing a dashboard of MH&A wait times in Guelph Wellington
- Collaborating to identify solutions to gaps in care for clients with complex, specialized needs (including ECT, Clozapine)
- Homewood Health Centre's Community Addiction Division Services (CADS) pilot of direct referrals to CADS from one Guelph FHT practice and connecting Mental Health and Addiction Therapist at two Guelph Family Health Teams sites.
- Developing a shared instance of Caseworks (an electronic medical record system) that will enable providers at CMHA WW, Homewood Health Centre and Stonehenge to safely and securely share information

As a result of these efforts to improve our local health system by collaborating and integrating services, residents of Guelph Wellington will have improved access to mental health and addictions services and their providers will be better able to share information and work together to identify and meet each patient's goals.

Humanizing Harm Reduction (with contributions from Tonya Evans, Peer Navigator CMHA WW)



What is harm reduction?

Harm Reduction is anything that reduces harm. It can be wearing a seatbelt. It can be clean needles to inject substances with. Harm Reduction is caring for people. Harm Reduction is building healthier communities. Harm Reduction is removing the barriers that prevent people from accessing proper health care. Harm Reduction saves lives.

Why is harm reduction important?

People are continuing to die every day at alarming rates all over the world due to the toxic drug supply that isn't going anywhere anytime soon. Harm Reduction is the answer to save lives. If people can get access to a safer supply of substances, via Safer Supply programs, they then have a chance of not only staying alive, but of receiving the care they need and deserve.

Click [here](#) to view a panel discussion (with Tonya Evans, Peer Navigator Community Mental Health Association Waterloo Wellington (CMHA WW), Adrienne Crowder, Manager of Wellington Guelph Drug Strategy (WGDS), Kristin Kerr, Executive Director of Stonehenge Therapeutic Community and Kim Hanlon, Outreach Worker for Indigenous Supports at Southwest Ontario Aboriginal Health Access Center) about things we can do as individuals, as organizations and as a community to better support those who use substances and those dealing with addiction in our community.

Healthcare Over the Holidays



Primary care providers remain OPEN for appointments to support essential and urgent care needs.

Members of our communities are encouraged to check with their primary care provider ([click here](#) for more information) regarding available services over the holidays.

SAVE THE DATE!!

PRIVACY AS ENABLER OF INTEGRATED PATIENT CARE TEAMS (IPCTs)

A webinar will be held on **Friday, January 27, 2023 from 8:00am – 9:00am** to address the following questions:

1. Who owns the information in the chart?
2. Whose responsibility is it to address information that automatically populates into the EMR in a shared care model?
3. Who is in the circle of care? With whom can IPCT clinicians assume they can share health information?
4. What activities within an IPCT require consent? When do you need express consent? When can you rely on implied consent? When is no consent needed?

The webinar will be recorded for those who cannot attend. Click [HERE](#) to register!



Please share this newsletter and engagement opportunities broadly.

Any questions or comments, please contact Emmi Perkins, GW OHT Director of Transformation

askus@guelphwellingtonoht.com

**HOW WILL WE KNOW
HEALTHCARE IS BETTER?**

Everyone has access to the information they need to work together to better meet your health goals



You will not have to re-tell your medical history over and over.

You will have access to your own electronic health records.



You will have improved access to mental health and addictions services.

GW OHT partners will better understand and respond to health and social needs.



There will be improved health equity, including more equitable access to programs and services.

There will be measurable improvements to child health and wellbeing.



There will be improved health & wellness of healthcare team members



Fewer residents will be waiting for care in Guelph Wellington

Physicians will be recruited to Guelph Wellington.



**How will we know
Healthcare is Better?**

In July 2022, GW OHT partners launched our 2022-2025 Strategic Priorities ([click here](#)). Since that time, we have been developing ‘Impact Statements’ and key performance measures/indicators (KPIs) to help us track our progress towards our goals. While we finalize the KPIs, we wanted to share this description of the impact that GW OHT partners expect achievement of our goals will have on the communities that we serve.

Staff and partners of the GW OHT wish our providers and community much health and wellness over the holidays and into the New Year!



Support for Guelph Wellington Health Care Providers



Canadian Mental Health Association
Waterloo Wellington

Association Canadienne pour la sante-mentale
Waterloo Wellington

Shift Your Mind – an 8-week facilitator-led program that builds the tools for both mental and physical fitness. This program is offered online once a week for 45 minutes and supports your staff to maintain healthy thinking and physical movement habits. We have recently piloted this program for CMHA WW staff, with great reviews. CMHA WW staff learned new skills and tools, and loved the format and the strong, positive facilitation.

Staff can register for one of 5 different date/time options that suit their schedules. Registration is on a first come/first served basis, and there is no cost for this program until March 31, 2023. Please share this good news with your health care staff! [Click here to register.](#)

Waterloo Wellington Health Care Sector Sessions:

- **Group A:** January 23 - March 27 (no session on February 20), Mondays 12 pm
- **Group B:** January 24 - March 14, Tuesdays at 3 pm
- **Group C:** January 25 - March 15, Wednesdays at 7 pm
- **Group D:** January 26 - March 16, Thursdays at 10 am
- **Group E:** January 27 – March 17, Fridays at 2pm

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