Guelph Wellington Ontario Health Team

DECEMBER 2023

HAPPY HOLIDAYS FROM THE GUELPH WELLINGTON ONTARIO HEALTH TEAM!

Wishing you and yours a healthy and happy holiday season. We look forward to continued partnership in 2024 to advance our shared work towards improved health and care for the residents of our communities.

GUELPH AND WELLINGTON COUNTY HOSPITALS AND THE GW OHT PARTNER TO HELP YOU 'KNOW YOUR CARE OPTIONS' THIS COLD AND FLU SEASON

With the respiratory illness season underway, more people are looking for health care across Guelph and Wellington County. While your regional hospitals are always here for you when you are having an emergency, most other illnesses can be managed by another health care provider.

Your Guelph and Wellington County hospitals, in partnership with the Guelph Wellington Ontario Health Teams have partnered to create a 'Know Your Care Options' website and guide to help our communities know where to go to get the right care at the right time. Click here to view.

FESTIVE COMMUNITY WEBINAR

Friday December 15, GW OHT partners will host a 'Festive Community Partner Webinar':

- 'Know our Options' for health care in Guelph Wellington over the holidays
- Health 811
- GW OHT Respiratory Preparedness/Surge Plan
- GW OHT Mid Term Report
- ConnectMyHealth
- GW OHT Home Care Leading Practice Update

Click here to join at NOON on Friday, December 15.

MENTAL HEALTH & ADDICTIONS PARTNERSHIPS IN GW OHT WEBINAR RECORDING

In response to a reduction in already limited psychiatry, GW OHT Mental Health and Addictions partners came together to "collaboratively stream" psychiatry referrals. This process involved GW OHT MH&A partners reviewing and problem-solving potential solutions to address the needs of patients who were referred for psychiatry, but whose needs weren't supported by an existing/available service in our community.

Through this process, and in response to feedback from providers/referrers from across the system, the group actioned a number of system-level process and quality improvements, including:

- Support Coordination – What is it? How to access it?
- Enhancement to the referral pathway for 'Adult Intensive Services' (ACTT & FACTT)
- Using eReferral for MH&A referrals
- Creating a shared instance of Caseworks to support shared care planning for patients served by CMHA WW, Stonehenge and/or Homewood
- Rural Virtual Psychiatry Service
- Other: Ontario Structured Psychotherapy, 9-8-8

To review a webinar that was held on December 6 where these system improvements were discussed, click here. To access the slides from the webinar, click here. To access the Q&A from the webinar, click here.

Please share this newsletter and engagement opportunities broadly

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

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The Guelph & Wellington Task Force for Poverty Elimination has led the development of a "Cold Weather Response Plan for Individuals Experiencing Homelessness". Click here to access the 2023/24 plan for more information about local supports to address the needs of individuals experiencing homelessness.

NEW 9-8-8 MENTAL HEALTH CRISIS HELPLINE

The Centre for Addition and Mental Health (CAMH) has partnering with Compass Community Services and Canadian Mental Health Association Waterloo Wellington (CMHA WW) to launch the 9-8-8 Suicide Crisis Helpline, a new Canada-wide three-digit helpline that will provide urgent, mental health support in real-time.

Accessible by text and phone, 9-8-8 provides quick access to bilingual support from trained responders who can properly assess individuals in need of crisis support and direct them to resources and services across the community. Click here to read more.

CONNECTMYHEALTH

ConnectMyHealth is a digital health solution that provides patients with an online, single access point to view their health records from participating hospitals in southwestern Ontario. Locally this includes Guelph General Hospital, North Wellington Health Care, and Groves Memorial Community Hospital. ConnectMyHealth is available on desktop and mobile devices and is free.

Individuals 16 years of age or older with health records at hospitals in Ontario Health's West Region can register for a ConnectMyHealth account.

To learn more about ConnectMyHealth, see what health information is available from your hospital records and how to register, visit https://info.connectmyhealth.ca. Registration for ConnectMyHealth accounts is done online.

LAUNCH OF OHT CONTENT ON 811

Guelph Wellington OHT content is now live on Health811. Health811 is a free, secure and confidential service Ontarians can access 24 hours a day, seven days a week, to receive health advice from a registered nurse, locate local health services and find trusted health information. Ontarians can call 811 (TTY: 1-866-797-0007), chat online or access resources online at ontario.ca/health811.

MID YEAR REPORT

The Guelph Wellington Ontario Health Team (OHT) is pleased to share the progress towards improving the health of residents and patients in Guelph and Wellington County. The Guelph Wellington Ontario Health Team (OHT) is at the mid-way mark of its 2022-2025 Strategic Priorities and has released a report on the progress to date. Click here to view the report.

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