2022 YEAR IN REVIEW

CHATHAM-KENT ONTARIO HEALTH TEAM

ACHIEVING THE BEST HEALTH AND WELL-BEING TOGETHER
**CKOHT Strategic Goals and Objectives 2021-2024**

**Population Health and Well-being**
- We will transform the health care journey for the CKOHT population.
- Transform the health system experiences and outcomes for the CKOHT priority population.
- Establish a plan to address mental health and addictions in Chatham-Kent as an expanded priority population of the CKOHT.
- Coordinate a COVID-19 recovery strategy for the health system.

**Health Equity**
- We will achieve a health system that is safe and equitable, and free of stigma for everyone.
- Increase the number of patients able to access primary care.
- Eradicate all experiences of racism, oppression, inequity and stigma in CK.

**CKOHT Maturity**
- We will deepen and grow our partnerships to accelerate maturity.
- Expand the involvement of CKOHT partners, particularly in the social, community, and support services sectors.
- Establish a Human Resource Working Group for the CKOHT.
- Mature the CKOHT governance model.

**Community**
- We will always remember our purpose and be ready to tell our story.
- Increase knowledge and awareness of the CKOHT.
- Ensure person-centered care in all aspects of our work.
- Share best practices between partners within and beyond the CKOHT.

**Performance**
- We will be innovative and accountable in achieving system performance.
- Deepen our shared accountability framework.
- Become a leader of OHTs in implementing evidence-based practices.
- Approve and implement the Digital Health Road Map.
Population Health & Wellbeing

"We will transform the health care journey for the CKOHT population."

Transform the health system experiences and outcomes for the CKOHT priority population.

Establish a plan to address mental health and addictions in Chatham-Kent as an expanded priority population of the CKOHT.

Coordinate a COVID-19 recovery strategy for the health system.

2022 Achievement Highlights:

- COPD Co-Design Task Team focused on planning for system improvements for COPD patients in CK including: standardized intake processes and common tools, enhanced transitions of care between partners such as referral pathways, and improved discharge processes.
- Improving Palliative Care in CK initiative focused on planning a new model of care will include the introduction of Palliative Clinical Care Coordinators (PCCC) in primary care who will connect eligible patients with early intervention to palliative care services and supports provided by the Palliative Care Team to enhance the patient journey and quality of life.
- Mental Health and Addictions Anti-Stigma Task Team created the “Greater Than” campaign which emphasized anti-stigma; and the importance of seeing individuals as Greater Than their mental illness and addictions.
- Worked collaboratively to develop a local COVID-19 Recovery Strategy.
- Offered training for 61 health care workers on “Burnout: From Exhaustion to Efficacy”.
- Collaborated with partners to attract, recruit and retain physicians, with a focus on Family Physicians.

Key Performance Indicators:

- **79.9%** of patients in CK have a primary healthcare provider (Family Doctor or Nurse Practitioner). We are working together to increase this percentage to increase access to primary care for residents in CK.

- **126 per 100,000** For every 100,000 people in the Chatham-Kent area, 126 are admitted to hospital per year with a most responsible diagnosis of COPD. This means that if these patients’ COPD was effectively managed or treated earlier in the community, it may not have resulted in admission to hospital. We are working collectively to reduce this number.

* based on Ambulatory Care Sensitive Conditions (ACSC) rate.

Increase the number of patients able to access primary care.

Eradicate all experiences of racism, oppression, inequity and stigma in CK.

2022 Achievement Highlights:
- Invested in important foundational training offered to health care workers across the system in CK with high attendance: Rainbow Health 2SLGBTQ+ (local video vignettes, 163 registrants for Foundations online training & 76 registrants for in-person training); 100 registered for Indigenous Cultural Safety, 15 participated in Anti-Stigma In the Workplace Workshop; 9 attended University of Windsor The Fundamentals of Race and Anti-Black Racism Course.
- Surveyed partners on equity & inclusion policies & practices to develop a Health Equity and Accessibility Action Plan.
- Invested in CKOHT staffing to support health & social equity research projects.
- Developed Inclusive Communications Toolkit and distributed to partners for Best Practices on inclusive communications.
- Implemented a health equity initiative called “Connect CK” with the CK Public Library and CK Employment and Social Services lending Wi-Fi enabled laptops, hot spots and quiet pods to allow for private appointments for residents.
- Completed an environmental scan of primary care service provision, human resource risks, and opportunities to attract primary care resources to CK.

Key Performance Indicator:
67.3% of residents feel that health care services in Chatham-Kent are inclusive, respectful and welcoming (based on CKOHT Let’s Talk Health CK Survey results combined 'agree' and 'strongly agree' responses). We are working with our partners and investing time and resources towards initiatives, campaigns, training, and specialty staff to increase this percentage so that our health care system is inclusive, respectful and welcoming to all.
CKOHT Maturity

"We will deepen and grow our partnerships to accelerate maturity."

Expand the involvement CKOHT partners, particularly in the social, community, and support services sectors. Establish a Human Resources Working Group for the CKOHT. Mature the CKOHT governance model.

2022 Achievement Highlights:
- Established Health Human Resources Working Group.
- Participated in health care staff recruitment and retention initiatives such as: Health Care Job Fair in partnership with Municipality of Chatham-Kent, Welcome Week in Chatham-Kent, and Physician Appreciation Event.
- Initiated "Be Kind" Week which took place and included "Thank-A-Health Care Worker" messages submitted and read over the radio to show appreciation for health care workers and spread the message to “Be Kind” across the community.
- Initiated CKOHT Summer Emergency Task Team working in partnership with CK Public Health to promote cooling zones, and spread awareness about the impact of climate change on the health of CK residents.
- Participated as one of seven leading projects across Ontario in the development of transforming Home and Community Care Modernization.
- Increased partnership with social services for patient navigation across CKOHT partners in both health care and social services for the 24/7 Patient Navigation Project.

Key Performance Indicators:

- # of CKOHT Steering Committee partner organizations: 15
- # of total partner organizations involved with CKOHT: 34

In the next year we are looking to expand as we aim towards evolving and maturing. We expect these numbers to increase as we grow membership.
Community

"We will always remember our purpose and be ready to tell our story."

Increase knowledge and awareness of the CKOHT.

Ensure person-centered care in all aspects of our work.

Share best practices between partners within and beyond the CKOHT.

2022 Achievement Highlights:

- Promoted awareness of CKOHT with 4 community-wide health care campaigns, distributed 6 media releases which generated 10 news articles, increase in 269 new followers across our three social media platforms and newsletter subscribers.
- Implemented second annual Let’s Talk Health CK Survey with 1222 survey responses.
- Increased physician engagement through clinical newsletters, events, and Physician Council meetings.
- Presented to showcase partnership work and best practices at many local tables such as Primary Care Council, and at provincial meetings such as symposiums, Communities of Practice, and other Ontario Health Teams.
- Co-Chaired provincial community of practice on Communications & Engagement for Ontario Health Teams.
- Implemented aspects of the CKOHT Patient, Family and Caregiver Partnership Engagement Strategy.
- Patient & Family Advisory Council (PFAC) members continue to participate at each Working Group and fully participate in co-design initiatives.

Key Performance Indicator:

100% of Working Groups have Patient, Family Advisory Council (PFAC) representation or representation from community members with lived experience to ensure person-centered care in all aspects of what we do. We will continue to emphasize on our motto of “Nothing About Us, Without Us” and including patient advisors in the planning, implementation and evaluation stages of our work.
Performance

"We will be innovative and accountable in achieving system performance."

Become a leader of OHTs in implementing evidence-based practices.

Deepen our shared accountability framework.

Approve and Implement the Digital Health Road Map.

2022 Achievement Highlights:
- Launched Best Practice Spotlight Organization (BPSO) Accreditation through Registered Nurses Association of Ontario and completed the requirements for first Best Practice Guideline “Person and Family Centred Care” across 12 local health care organizations.
- Increased Ocean electronic referral sending and receiving sites
- Confirmed and endorsed CKOHT Collaborative Quality Improvement Plan by CKOHT members and their boards
- Increased remote care monitoring in areas of surgical, mental health, and COVID-19 supports
- Finalized CKOHT balance scorecard indicators and Strategic Plan Monitor
- Increased online appointment booking across CKOHT partners
- Hosted "Pap-A-Palooza" clinics at rotating primary care locations for patients without a family doctor or nurse practitioner to receive cervical cancer screening "pap" test. In total, seven clinics, with a total of 61 women were served and their appointments have included health promotion and referrals to additional services.

Key Performance Indicator:

52.2% of eligible patients up to date with Pap test (cervical cancer screening) living in CK. We will continue to provide preventative cancer screenings to our community in innovative ways to reach the most at risk and vulnerable.

Future Indicator: Beginning in 2023 we will begin tracking % of patients able to access their health record electronically.
For more information, please visit:

www.ckoht.ca

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