

## Client Flow Overview

The Huron Perth and Area Ontario Health Team's (HPA-OHT) vision is a sustainable people-driven system that strives to provide a positive experience for all.

Member organizations are committed to:

- Embracing change to enrich the lives of citizens and putting the health outcomes of the community first.
- Creating relationships based on trust.
- Committing organizational resources towards collective improvement.
- Delivering evidence-based, fiscally responsible, and sustainable care.
- Providing optimal care, and pursuing opportunities to eliminate gaps and/or duplication in care.
- Partnering together for effective decision-making.

The HPA-OHT supports member organizations and other organizations in Huron and Perth to provide cross-sector communication, coordination, and collaboration in health care.

Currently, the HPA-OHT has eight (8) working groups that are focused on cross-sector work. The membership is comprised of sector representatives to ensure diverse voices, and to provide a sector-specific point-person for all HPA-OHT member organizations. HPA-OHT also has three (3) Advisory Councils that weave throughout all the Working Groups and Committees priorities.

- 1) **Heart Failure:** This is a priority population with the HPA-OHT. Developing a Spoke/Hub/Node model of care with shared care between levels. Community Support Services, Home Care, Hospital, Primary Care, Specialist Care are all active members of this working group.
- 2) **Hypercare Deployment:** Includes cross-sector communications between hospital, home care, and primary care with plans to expand to long-term care and community support services.
- 3) **Decision Support:** Use of data to inform decisions and to understand the local data context by the OHT and its members. Working to increase sectors providing data to Integrated Decision Support (IDS) beyond hospitals, currently working with primary care. Sector representation from Community Support Services, Hospital, Primary Care, Home Care, Physicians, Long Term Care (LTC), Mental Health & Addictions (MH&A). This working group uses the OHT dashboard to monitor data on client flow such as wait time for LTC, MH&A and Home Care services.
- 4) **Infection Prevention and Control (IPAC):** This is a priority population with the HPA-OHT. Standardized use of eight (8) IPAC policies with adoption rate of 80% by member

organizations. Includes representation from Hospital, Primary Care, Home Care, Long Term Care and Mental Health & Addictions.

- 5) **Digital:** Team drives digital integration and informs digital health recommendations for the HPA-OHT with a focus on patient/ family/ caregiver experience. Includes representation from Community Support Services, Hospital, Primary Care, Home Care, Physicians, Long Term Care, and Mental Health & Addictions. Implementation successes include eReferral, online appointment bookings, and cyber security training. Clinical Connect a healthcare report viewer has been implemented across the OHT for accessing reports for people being seen across the continuum of care. Current projects include *Navigation* and *ConnectMyHealth*. HPA-OHT Navigation is working to bring together local navigators in Huron and Perth with ongoing meetings to share knowledge, improvements to patient-facing navigation services and supports, better coordinated navigation services and measurement of improvements. Navigation is also provided through the provincial Health811 navigation service.

**Note:** *Health811* is a provincial navigation service where Ontarians can access health information, advice, and initial triage support and a connection to publicly funded health care services (i.e., local OHT).

**Note:** *ConnectMyHealth* is a new provincial patient portal that provides people with access to their health records from participating hospitals in southwestern Ontario and help empower them in their health journey. Patients can view various types of health records, including radiology reports and images, laboratory and microbiology results, hospital discharge summaries, and more.

- 6) **Mental Health & Addictions (MH&A):** This is a priority population with the HPA-OHT. Oversees the development of a coordinated and integrated system of MH&A services in HPA-OHT. Includes representation from Community Support Services, Hospital, Mental Health & Addictions, Primary Care and Physicians. Current project includes a Stepped Care model for MH&A services to ensure patient navigation and transitions are supported.

#### Advisory Councils

- 7) **Equity, Inclusion, Diversity & Anti-Racism:** Champions diversity, equity, and inclusion and anti-racism practices in the HPA-OHT. Includes representation from Community Support Services, Hospital and Primary Care.
- 8) **Communications**
- 9) **Patient Family and Caregivers**

Each working group and advisory councils report to the Implementation Committee and Planning and Priority Setting (governing bodies) of the HPA-OHT with their status report and discusses potential opportunities.

#### **Note:**

[www.hpaoht.ca](http://www.hpaoht.ca)

✉ [omt@hpaoht.ca](mailto:omt@hpaoht.ca)

🐦 [HuronPerthOHT](https://twitter.com/HuronPerthOHT)



Each of the organizations involved in the collaborative accreditation have their organization and sector-specific client flow processes. These include shared care, documented client/resident/patient handoffs to other services/sectors/organizations, and long-standing relationships within the broader health care sector in Huron, Perth and Area.

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