



YEAR IN REVIEW

2023 - 2024

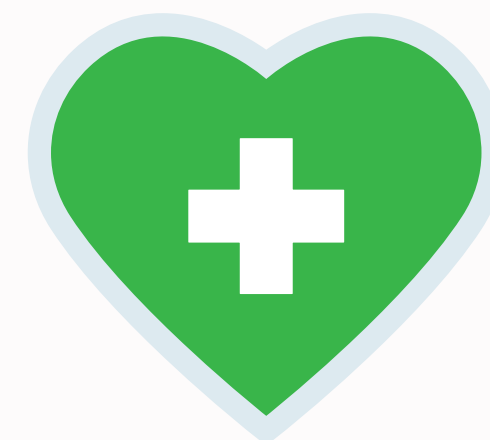


Who we are

- The Elgin Ontario Health Team aims to enhance the health and well-being of the people of Elgin.
- We are a group of community members, care providers and community organizations.
- We work together to design a better, more coordinated care system in our community.



Provide the best experience for community members



Deliver high-quality and sustainable services



Provide the best experience for providers



Achieve the healthiest community with equitable access to care for all

Vision

Elgin OHT Strategic Priorities

1

Improve care for everyone in our community, starting with those with Chronic Obstructive Pulmonary Disease (COPD)

Help people connect to the services and supports they need.

Work as a team to share information and plan services to simplify the care journey

2

Help people access services in the community, no matter who or where they are

Help more people connect to local primary care.

Connect more people to mental health services in our community.

3

Strengthen our ability to work together as one team

Gather input for our work from many people and partners across the community.

Improve our team's ability to make positive changes that support our community's needs.



2023 - 2024 Highlights



\$250,000 of funding secured to build training to better understand local First Nations' culture



Online appointment booking piloted by 35 primary care providers and other allied health professionals



Outreach to over 400 people to encourage colorectal cancer screening and follow-up



185 community members & providers trained in Mental Health First Aid

Improve care for everyone in our community, starting with those with Chronic Obstructive Pulmonary Disease (COPD)

Our achievements so far:

- **Service Access:** We are improving how we collect and report data to enhance Elgin's Community Support Services Central Intake model. This model connects people to services like Meals on Wheels, transportation to appointments, light housekeeping, education, and other supports.
- **Elgin Navigation Collaborative:** We started a collaborative to help local navigators share knowledge to better connect people to services in our community.
- **Secure Messaging Pilot:** We onboarded 48 participants from various parts of the health system to a secure messaging app, exploring new ways for care teams to communicate.
- **Provincial System Alignment:** We began aligning our local navigation supports with Ontario's Health811 service.
- **COPD Early Detection:** We agreed on steps to help identify people with COPD symptoms earlier, host testing clinics, and increase awareness of services.
- **Digital Health Literacy:** We ran an awareness campaign and educational sessions to help individuals navigate and use online health information, such as ConnectMyHealth, an online hospital records portal.



Improve care for everyone in our community, starting with those with Chronic Obstructive Pulmonary Disease (COPD)

Our achievements so far:

- **Reducing Barriers to Care:** We launched on-demand interpretation services in primary care offices to improve care experiences and outcomes. In addition, with our community partners, we provided better transportation options, improving access and reducing missed visits and staff mileage claims.
- **Linking Health and Social Supports:** We expanded access to the Alzheimer Society Southwest Partners' "The Social" program.
- **Hospital Discharge Support:** We supported the "Let's Go Home" (LEGHO) program, providing bundled community supports following hospital discharge, and are promoting the "Home First" philosophy to help people stay at home safely while waiting for long-term care placement.
- **Indigenous Pathway:** We are working with the Middlesex London OHT and local First Nations and Urban Indigenous community members to create a pathway that meets the unique cultural needs of Indigenous people with COPD.



Help people access services in the community, no matter who or where they are

Our achievements so far:

- **Funding for Primary Care:** We secured \$963,000 from the province to enhance access to local, team-based primary care.
- **Cancer Screening Outreach:** We contacted over 400 people to encourage colorectal cancer screening and appropriate follow-up actions.
- **Mental Health First Aid Training:** We hosted 14 training sessions and trained 185 individuals to help identify and support potential or developing mental health concerns.
- **Online Appointment Booking:** We supported 35 family physicians, primary care nurse practitioners and other allied health professionals to trial online appointment booking.
- **Respiratory Season Preparation:** We distributed a Fall/Winter Respiratory Season Toolkit to primary care clinics to help them prepare for supporting people through the cold and flu season.



Help people access services in the community, no matter who or where they are

Our achievements so far:

- **Digital Health Tools Event:** We hosted an event for over 40 family physicians, nurse practitioners, pharmacists and clinic administrators to learn about digital health tools that reduce paperwork, improve efficiency, and help them direct more time to caring for people.
- **Digital Health Programs Uptake:** We promoted broader adoption of digital services (eReferral, eConsult solutions) to support clinical workflows and improve experiences.
- **Mental Health Service Access:** We began exploring a new model (“Stepped Care”) to improve access to mental health and addiction services with planning underway for two workshops.
- **Mental Health & Addictions Navigation:** We collaborated with local primary care teams to hire a primary care mental health and addictions navigator.



Strengthen our ability to work together as one team

Our achievements so far:

- **New Members and Community Council:** We welcomed new member organizations and community members to the OHT and established a Community Council to strengthen the community voice in health system transformation.
- **Equity and Reconciliation:** We hosted a 3-part Deep Dive into Truth and Reconciliation series to build understanding of the history and impact of residential schools. We are incorporating Indigenous elements into the design and program planning for Elgin's new hospice.
- **Online Presence:** We launched the Elgin OHT Facebook page and refreshed our website.

“My involvement with the Elgin Ontario Health Team allows me to help shape the future of care in our community.”



Ruthann Waldick
Coordinating Council,
Co-chair & Member,
Community Council
Elgin OHT

We're looking for
community members to join
our Community Council.

Visit www.elginoht.ca

Interested in joining our Community Council?
Email info@elginoht.ca

Strengthen our ability to work together as one team

Our achievements so far:

- **Virtual Care Services Assessment:** We assessed the use of virtual care services in Elgin to understand current strengths and gaps and inform future planning.
- **Primary Care Alliance:** We are collaborating with Elgin's Primary Care Alliance to enhance the clinician voice in health system transformation.
- **Privacy Training:** We hosted privacy training for 74 staff from local healthcare organizations to refresh their knowledge of privacy legislation and meet the expectations of the Information and Privacy Commissioner of Ontario.



Thank you to our member organizations

**Alzheimer Society
Southwest Partners**

CarePartners

**Central Community
Health Centre**

**Cheshire Independent
Living Services**

**Closing the Gap
Healthcare**

**CMHA Thames Valley
Addiction and Mental
Health Services**

City of St. Thomas

County of Elgin

**Dale Brain Injury
Services**

**East Elgin Family
Health Team**

Hospice of Elgin

**Mennonite Community
Services**

Ontario Health atHome

**PHSS Medical &
Complex Care in
Community**

**Regional HIV/AIDS
Connection**

**Southwestern Public
Health**

**St. Joseph's Healthcare
London**

**St. Thomas & Elgin
Medical Association**

**St. Thomas Elgin
General Hospital**

**St. Thomas
Elgin Local Immigration
Partnership**

**Talbot Family Health
Organization**

**Thames Valley Family
Health Team**

**The INN St. Thomas-
Elgin**

VON

**West Elgin Community
Health Centre**

**Ex-officio:
Southwest Ontario
Aboriginal Health
Access Centre**



As we reflect on the past year, we are deeply grateful for the support and collaboration from the community members, care providers and community organizations that are the foundation of the Elgin OHT.

**Together, we made strides in creating a more coordinated and effective care system.
Thank you for your invaluable contributions and continued partnership as we work towards a healthier Elgin.**




**INTERESTED IN
LEARNING MORE?**

**PLEASE CONNECT
WITH US.**

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The Elgin Ontario Health Team is supported
by funding from the Government of Ontario.

