

Ministry of Health

OHT Provincial Learning and Improvement Forum

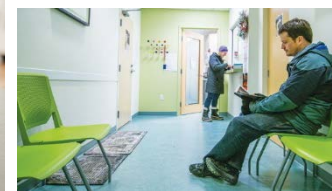
Guelph & Area OHT

February 19-20, 2019

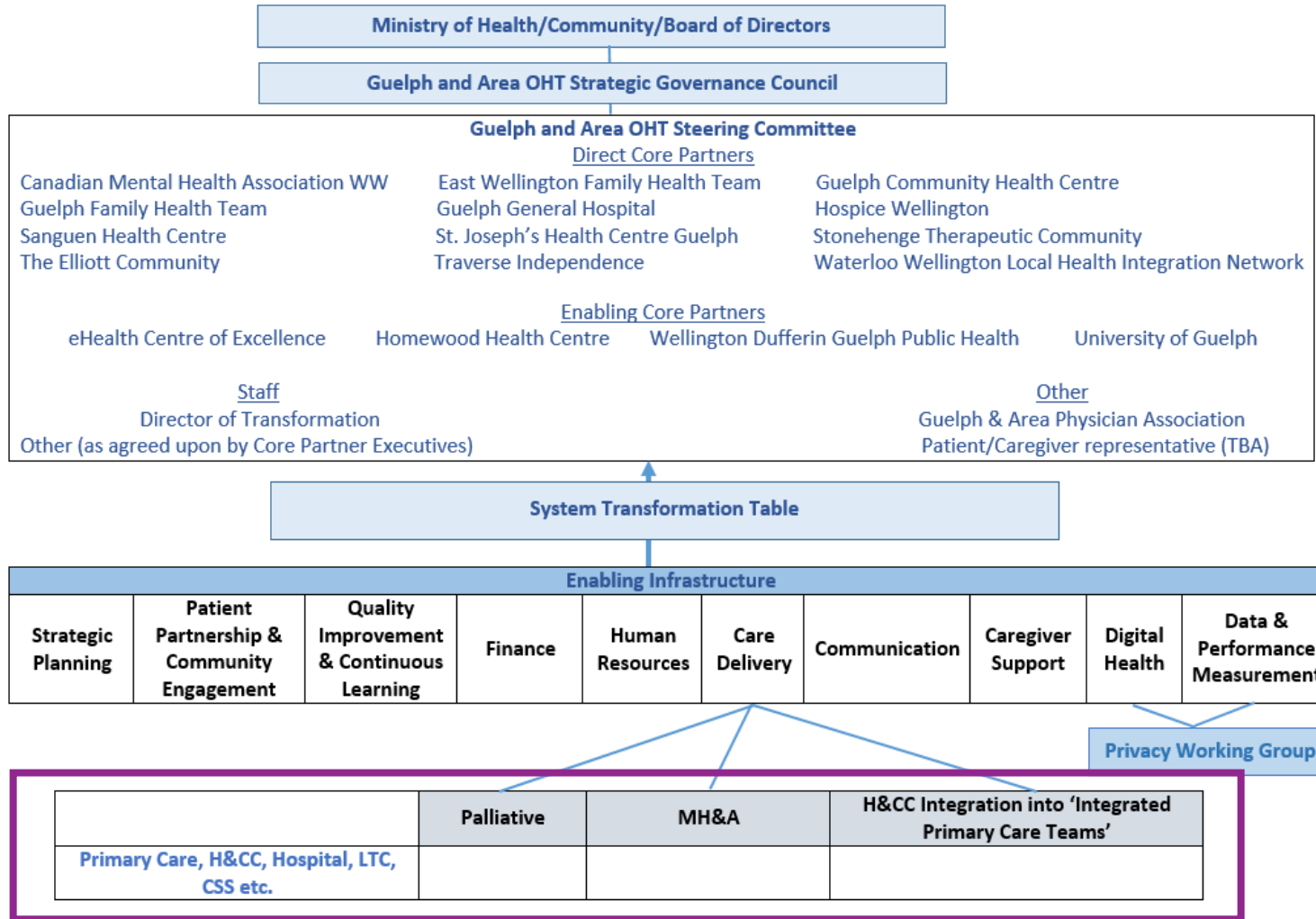
The Guelph & Area OHT Vision for Integrating Home & Community Care into Integrated Primary Care Teams (IPCTs)



Guelph & Area Ontario Health



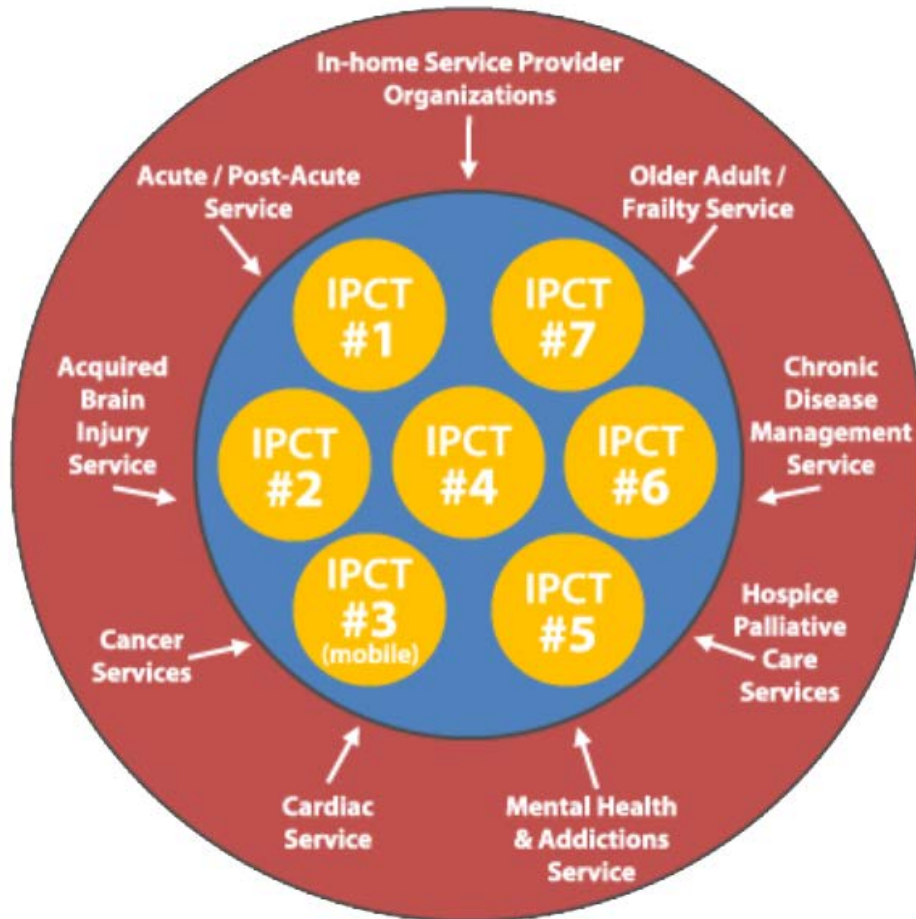
Building the Foundation



Building the Foundation

1. Defined the **FUNCTIONS** of an Integrated Primary Care Team (IPCT) including the **FUNCTIONS** of care coordination and functions of in-home care delivery
2. Identified existing primary care teams (~8000-10000 rostered patients each) that will be supported to evolve to an IPCT
3. Completing a survey / current state assessment of the current **FUNCTIONS** of each team relative to the envisioned functions of a mature IPCT.
4. Collecting data to understand the health outcomes and utilization of each PC team/IPCT
5. Working with OHT partners to quantify what IPCT **FUNCTIONS** are currently being delivered outside of primary care (w focus on Year 1 priority populations i.e. MH&A, palliative, H&CC)
6. Once all current state data/information is collected, OHT partners will collaboratively identify opportunities to integrate services to enable each IPCT to deliver the full suite of IPCT **FUNCTIONS**.

Building the Foundation



Functions identified as being most appropriately at the OHT level (because the specialized knowledge or critical mass doesn't reasonably exist at the IPCT level) will be invited to join the patient's care team when their needs require that level/type of care

Barriers and Solutions

- No path/mechanism to develop or execute plans to transition H&CC functions or resources to OHT / OHT partners for either clinical care delivery or OHT development
- Dual roles (OHT and OH/LHIN) in system planning and design with no clarity/expectations how the dual roles should support/compliment each other
- Capacity to transform the system with no resources to support leadership, coordination, change management

Tools and Platforms: Digital Health Enablers

Commitment to streamline and simplify:

- **eReferral and eConsult.** IPCT concept has focused on inviting people into care rather than referring away. Electronic referral embedded into PC EMRs that includes two-way messaging enables this relationship. HCC including SPOs are already on eReferral in Guelph and Area. Will continue to refine use in the vision of IPCT function.
- **Virtual Care.** Guelph and Area clinicians were involved in the 'Enhanced Access to Primary Care' pilot of virtual care. We will grow use of these technologies and the OTN suite of services to enhance IPCT care functions.
- **Care Plan Sharing.** Using robotic process automation (RPA), we are integrating information from existing EMRs, CHRIS and the local HIS to have an updated, actionable care plan.
- **Evaluation of needs at maturity.** We are evaluating and seeking investment on:
 - Online booking (primary care and system-wide)
 - Mobile access to PC records and sharing
 - Consumer digital health portal
 - Optimal data sharing (One HIC; One Health Information Network Provider (HINP))