

## Guelph and Area Ontario Health Team 90-Day Action Plan

The Guelph and Area OHT (G&A OHT) developed a 90-day Action Plan to guide its work in June, July & August 2020. The G&A OHT Steering Committee reflected on their own experiences during the first wave of the COVID-19 pandemic and consulted with community partners to identify system changes made due to the pandemic to determine if those changes should be maintained, stopped or improved upon to better prepare our community response to a second wave of the pandemic. The Steering Committee sought to develop a concise set of activities that “**advanced a community level approach to keeping the residents of Guelph and Area healthy and safe through the prevention and coordinated management of COVID-19 and its secondary health impacts**”. It was imperative that the 90-day Action Plan be concise so as to both achieve the overarching objective, while ensuring that staff and providers had the opportunity to rest and recover over the summer months. The 90-day plan, and the actions/activities contained within, continues to support the achievement of this objective.

G&A OHT Priority	For the period of June through August 2020, G&A OHT will:
<b>Key Priority #1</b> - Coordinated Re-Launch	a) Develop a mechanism for sharing existing data/indicators to enable an overview and a collective response to needs and risks across G&A
	b) Examine, identify commonalities and align organizational re-launch plans including virtual care, return to work policies, etc.
	c) Coordinated, collaborative COVID testing strategy including: <ul style="list-style-type: none"> <li>• continued support/operation of the G&amp;A COVID-19 Assessment Centre</li> <li>• mechanism for timely testing and results for community residents</li> </ul>
<b>Key Priority #2</b> - Infection Prevention & Control (IPAC)	a) Develop an IPAC program for G&A OHT that leverages and distributes the skills and expertise of G&A OHT partners to ensure all partners can achieve an effective standard of infection prevention and control
<b>Key Priority #3</b> - Personal Protective Equipment (PPE)	a) Building on the current PPE access strategy, identify the PPE needs of G&A OHT partners and execute a plan to optimize PPE supply & demand
<b>Key Priority #4</b> Congregate Care Settings (i.e. Long-term care home, retirement homes, other group homes etc.)	a) Continue to support congregate care settings to address PPE, staffing and IPAC issues and opportunities b) Complete Occupational Health and Safety Risk assessments of high risk settings c) Quantify N95 mask requirements across G&A OHT congregate care settings and develop a coordinated, community-level plan d) Develop an integrated system wide staffing plan that builds cross sector/cross continuum partnership and enhanced mobility of resources (so that staff are prepared for redeployment to at risk settings if needed)
<b>Key Priority #5</b> Integrated Primary Care Team (IPCT) Development	a) Integrate a dedicated Home & Community Care Coordinator within 3 IPCTs b) Complete “Plan” and “Do” of PDSA with 3 prototype IPCTs to share key data elements between CHRIS and Telus c) Take steps toward securing dedicated Service Provider Organization
<b>Key Priority #6</b> Overdose Crisis Response	a) Launch G&A OHT Health Hub

The Steering Committee will re-evaluate the status of the pandemic in late August and consider whether additional COVID-related activities need to be addressed and/or the opportunity to resume some of the G&A OHT Year 1 activities.

We are interested in your feedback regarding the G&A OHT 90-Day Plan. Please provide us with your feedback through a 2-question survey available here: [G&A OHT 90 Day Plan Survey](#)

**O**n July 23, 2020, the Ministry of Health made a significant announcement regarding “Restarting Ontario Health Team Implementation” including the announcement of 5 new Ontario Health Teams, 17 teams being invited to complete full applications AND an investment of \$25.5 million in funding for approved teams. This implementation funding is targeted to support:

- Expanding digital care, including training, education and purchasing new tools and technology for virtual visits, booking online appointments, and patient portals;
- Dedicated human resources to help develop and implement this new model of care, including more collaborative responses to COVID-19; and
- Purchasing business information tools to measure the performance and outcomes of the Ontario Health Team model

As a prerequisite for implementation funding, G&A OHT will be required to develop a ‘Collaborative decision-making arrangement’ (CDMA) demonstrating that the appropriate written agreements and arrangements between the partners are in place to ensure Ontario Health Team decisions are made collaboratively. We are excited to be entering this next phase of our journey toward becoming a fully mature Ontario Health Team.

**“COVID-19 has taught us that effectively delivering integrated care – a cornerstone of the OHT model – is key to a stronger, health care system that can respond to challenges such as we are currently experiencing.”**

Ministry of Health Connected Care Update (July 23, 2020)

## **G**uelph & Area OHT’s Commitment to Anti-racism, Anti-Oppression and Diversity

In recognition of recent global attention to Black Lives Matter, partners of the Guelph and Area OHT paused to ask ourselves - What does it mean to stand in solidarity against racism and other forms of oppression?

The Core Partners G&A OHT recognize systemic oppression is alive and well within our health care system and within our organizations, perpetuating barriers for our clients and staff. With this recognition, we make the following commitment:

**As leaders within the G&A OHT health care system we are committed to understanding and challenging oppressive systems and behaviours, so that regardless of the organizational door that they enter, all residents, patients and employees of the Guelph and Area Ontario Health Team will experience inclusive, accessible and welcoming health care spaces and services that are free from systemic barriers.**

### **How Will We Understand the Problem?**

- In order to challenge or change something, **you must first acknowledge and understand that it exists.**
- As a first step, we commit to **listening to** and **learning from** our clients and their family members in our community, as well as to our employees and community stakeholders.
- As we listen to these personal experiences, we can better understand the systemic, organizational and individual experiences of racism and oppression, and how they are creating barriers for those we serve.
- Knowledge generated from our inquiry will then help us to inform and prioritize our action steps to challenge and address these barriers.

Over the next several months, the G&A OHT, under the guidance of a developing **OHT Anti-Oppression Advisory Team**, along with leadership of Royal Roads Masters student Tracey Dun, will begin by conducting an **engaged action-oriented inquiry with patients and their family members, community stakeholders and employees** to gather data on their lived experience of oppression within our health network.

Data gathered from the research process, as well as a best practice review, will be reviewed and analyzed by the G&A OHT Core Partner Steering Committee to inform and guide future actions.

The G&A OHT Core Partners will then create an Action Plan, which will be incorporated into the G&A OHT Strategic Planning process, to ensure the resources and commitment are invested to address the identified issues.

Please reach out to Raechelle Devereaux, Guelph CHC CEO, at [rdevereaux@guelphchc.ca](mailto:rdevereaux@guelphchc.ca) with any questions that you might have about this incredibly important work that we are about to embark on.

*If you have any questions or comments, please contact Emmi Perkins -  
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