

THE 2022-2023 BRANTFORD BRANT NORFOLK ONTARIO HEALTH TEAM

Annual Report



BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM



Welcome!

to the second annual report of the Brantford Brant Norfolk Ontario Health Team! We are continuing to learn and grow as a group of organizations, primary care providers and persons with lived experience. We are still early in our journey and proud of our accomplishments to date. Many of these are visible changes to front-line care that you or a loved one may have already experienced. For example, more people are now able to book appointments online to see their primary care provider. You may have noticed additional supports in the emergency departments of the Brant Community Healthcare System or Norfolk General Hospital to support older adults and persons living with dementia. Perhaps you visited our social media or visited our website, which now has tools and information to help people find the right resources in the community. We also have new technology to improve efficiencies of our surgical programs and also improved virtual care for pre and post-surgery. These strategies are all linked by a common goal of having a more connected health care system centred around patients, families and caregivers. In 2022 and early 2023, the Ministry of Health reaffirmed their commitment to Ontario Health Teams in The Path Forward and Your Health: A Plan for Connected and Convenient Care. The BBNOHT will continue to work closely with the Ministry of Health and Ontario Health to inform and implement policy that will enable us to best meet the unique needs of the communities we serve. It is our privilege to work alongside dedicated healthcare and social service organizations and their staff, primary care providers, patients, persons with lived experience and many others to find ways to better serve our community. We look forward to continuing this important work.

Sincerely,



Ben Deignan
Director, BBNOHT



Sherri Dockree
Interim Chair,
BBNOHT Joint Board



Peter Szota
Chair, BBNOHT
Executive Leadership
Group



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Family Physician
Chair, BBN Primary
Care Council



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Communications
Coordinator



**Kerry-Anne
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Executive Assistant



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Project Coordinator,
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Hayley Francis
Administrative
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Mental Health
Integration Lead



Lynda Kohler
Project Lead,
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Change Manager,
Digital Health



Kimberly Meier
Project Lead,
Digital Health

THE BRANTFORD BRANT NORFOLK ONTARIO HEALTH TEAM

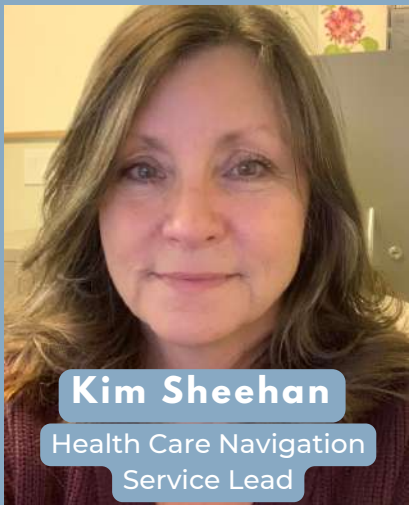
Secretariat



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Project Manager
Dementia



Kim Sheehan
Health Care Navigation
Service Lead



John Stoneman
Digital Health
Strategic Advisor



Nicki Straza
People with Lived
Experience Coordinator

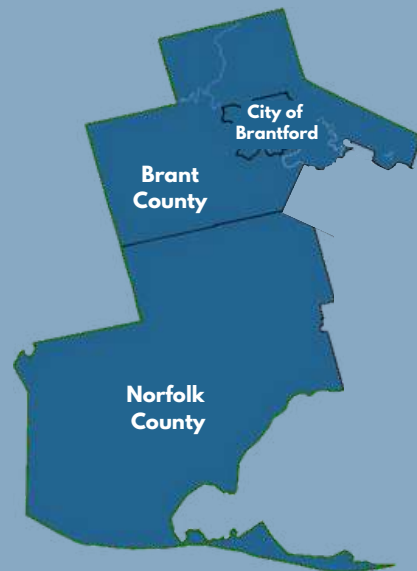
About **THE BRANTFORD BRANT NORFOLK OHT**

OHT Partner Organizations

- Adult Recreation Therapy Centre
- Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton
- Brant Brantford Paramedic Services
- Brant Community Healthcare System
- Brant County Health Unit
- Brantford Brant Norfolk Primary Care Council
- Canadian Mental Health Association (CMHA) Brant, Haldimand Norfolk Branch
- Community Addictions and Mental Health Services of Haldimand Norfolk
- Grand River Community Health Centre
- Haldimand Norfolk Community Senior Support Services
- John Noble Home
- Norfolk Family Health Team
- Norfolk General Hospital and Norfolk Hospital Nursing Home
- Participation Support Services
- PrimaCare Family Health Team
- St. Leonard's Community Services
- St. Joseph's Lifecare Centre Brantford
- Willowbridge Community Services
- Woodview Mental Health & Autism Services

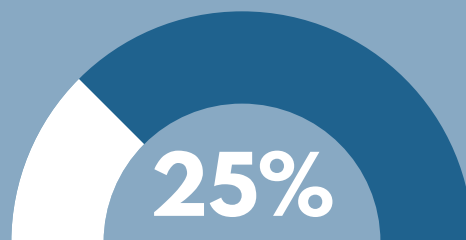
OHT Collaborators

- March of Dimes
- Norfolk County Paramedic Services
- Norview Lodge



193,000+
PATIENTS IN
BRANTFORD
BRANT
NORFOLK
ATTRIBUTED
POPULATION

98,273 MALE
94,797 FEMALE



Population age 65+

In 2022-2023, the Brantford Brant Norfolk Ontario Health Team Secretariat was supported by funding from Ontario Health as well as OHT Partner Organizations, specifically the Brant Community Healthcare System, Canadian Mental Health Association – Brant, Haldimand Norfolk Brant, Grand River Community Health Centre, Participation Support Services and Woodview Mental Health and Autism Services.

207

Number of Dementia patients that were able to be diverted to community care and avoided hospital admission in Brantford Brant and Norfolk

770

Primary care consultations provided to persons experiencing homelessness or at risk of homelessness

10,137

Number of client visits to the GRCHC Outreach station for showers, food supplies, hygiene products and service navigation assistance

585

Number of hip, knee and shoulder surgical patients enrolled in SeamlessMD at Brantford General Hospital

1,070

Unique visitors to the redeveloped OHT website bbnoht.ca from February 12, 2023 (website launch) to March 31, 2023

143,468

Patient visits to the Brantford and Norfolk COVID, Cough, Flu Care Clinics

MENTAL HEALTH & ADDICTIONS

FENTANYL TEST STRIP PILOT PROJECT

Together with the Brant County Health Unit the BBNOHT Mental Health & Addictions Steering Committee proposed and secured funding for a 6-month pilot project where rapid-acting testing strips and education are provided to persons who use drugs intending to decrease the number of accidental overdoses related to fentanyl contamination. Brant County's rate of opioid-related overdoses that present to the Emergency Department has been higher than the provincial average every year since 2017. The fentanyl test strips and educational materials are currently available at sites throughout Brantford and Simcoe with 12,000 test strips available for distribution.

DIGITAL FRONT DOOR AT RAAM

Through a partnership with the Royal Ottawa Mental Health Centre the Brant Haldimand Norfolk Rapid Access Addiction Medicine Clinic (RAAM) has fully implemented a Digital Front Door (DFD) into their everyday practice. The DFD is a virtual platform that lets people access support for their addictions from their phones or computers. Through the use of the DFD to provide access to our Brantford, Simcoe and Dunville sites we are working towards eliminating the traditional barriers that cause people to delay or avoid seeking help. In 2022-2023 the RAAM Clinic DFD supported **12,265 visits**.

2023-2024 WORK PLAN

The Mental Health & Addictions (MH&A) Steering Committee has created and committed to a coordinated Work Plan for the 2023-2024 fiscal year. The overall focus of the work plan is to "Increase overall access to community mental health and addictions services." There are four primary objectives that will make MH&A service more accessible. They are:

- Navigation
- Data and Metrics
- Program Sustainability
- Engagement, Integration and Diversity



PRIORITY POPULATION

DEMENTIA

THE DREAM TEAM: SUCCESS AND EXPANSION TO NORFOLK GENERAL

In 2021 a pilot project was developed to provide individuals presenting in the emergency room for non-acute reasons with information, support and caregiver resiliency education with a goal to divert hospital admissions and prevent future return visits. The **Dementia, Resource, Education, Advocacy, Mentorship (DREAM) team** has been immensely successful in diverting patients to alternative care and has received attention from across the province, with a visit from several MPPs!

In January 2023 the program was expanded to include Norfolk General Hospital three days per week and has already seen great success with a diversion rate of 40% in their first quarter of operation.

DEMENTIA TOWN HALLS

In February 2023 the OHT Dementia Working Group hosted their first ever Dementia Town Hall in Norfolk! The OHT had previously hosted a similar town hall in Brantford and Brant to establish the needs of that particular community. As the partnership with Norfolk moved forward, it was necessary to also evaluate the current state of Dementia services in Norfolk County and identify gaps in care for patients and their caregivers. The town hall was hosted

BRANTFORD GENERAL

Q1
APRIL-JUNE 2022

54
DIVERIONS

62.7%
DIVERSION RATE

Q2
JULY-SEP 2022

34
DIVERIONS

59.6%
DIVERSION RATE

Q3
OCT-DEC 2022

48
DIVERIONS

62.3%
DIVERSION RATE

Q4
JAN-MARCH 2023

61
DIVERIONS

71.7%
DIVERSION RATE

NORFOLK GENERAL 3 DAYS/WEEK

Q4
JAN-MARCH 2023

10
DIVERIONS

40%
DIVERSION RATE

- **TOTAL DIVERIONS: 207**
- **TOTAL CAREGIVERS WHO RECEIVED RESPITE THROUGH THE DREAM TEAM: 61**

24
ACTIVE
MEMBERS IN
DEMENTIA
WORK GROUP

virtually by the OHT and discussion was led by representatives from various Norfolk-based Dementia service providers such as The Alzheimer Society of BHNHH, VON, and Haldimand Norfolk Community Senior Support Services. Several common themes were identified such as the need for early intervention and education for both the patient and the caregiver. As the OHT evolves we will continue to evaluate Dementia services in Brantford Brant and Norfolk in order to meet the needs of our community.



HOMELESSNESS

SHELTER HEALTH SERVICES

In order to increase access to primary care services for homeless and precariously housed clients the GRCHC implemented Primary Care Outreach services at four shelter health clinics using an on-site Nurse Practitioner (NP). This program gives clients access to mental health and addictions support, referrals to harm reduction supports and other community resources. This coordinated outreach model has provided **770 client visits this year** by the program's Nurse Practitioner.

OUTREACH STATION

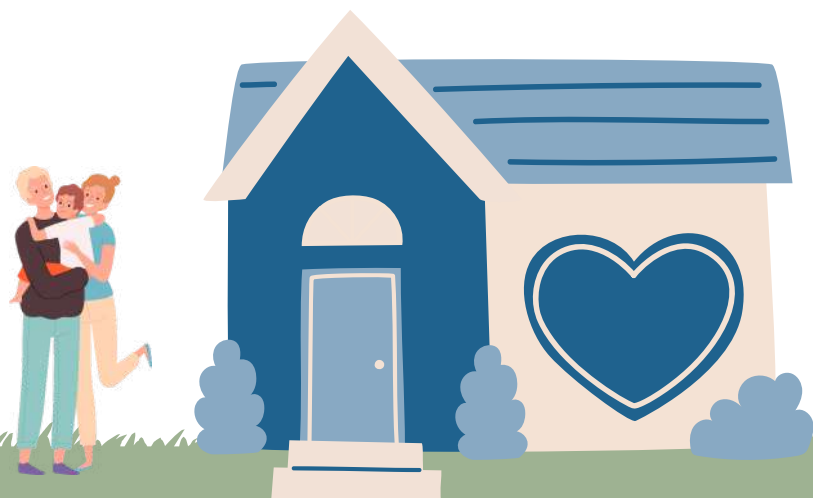
GRCHC provides a shower and outreach station to those in the community who are experiencing homelessness or are precariously housed. From April 2022 to March 2023, the outreach station experienced **10,137 visits**. Outreach station services include; access to hygiene packs, naloxone, harm reduction supplies, snack bags, laundry, showers, and access to community resources through service navigation support. The Brant Community Foundation provided a grant for outreach station snacks and supplies.

COVID-19

This year the OHT, in collaboration with the Brant County Health Unit and the City of Brantford, was instrumental in developing a COVID-19 isolation process for those experiencing homelessness.. This process was designed to reflect the new IPAC guidance that permitted congregate settings to provide isolation to COVID-19-positive clients on-site at shelters. This new process reduced the social isolation and risks of isolating in motels.

GRCHC ID CLINICS

GRCHC offers a weekly ID clinic to provide administrative support for individuals needing identification, such as assistance completing forms to acquire birth certificates, health cards, and photo IDs. The ID clinic aims to minimize barriers to replacing or obtaining personal identification documents and assisting in support and system navigation for clients needing additional support or direction to community resources. This program is provided through a partnership with Brantford Public Library, Brant County Health Unit, Community Legal Clinic, and GRCHC.



DIGITAL HEALTH

SEAMLESS MD

SeamlessMD is an app that provides at home pre-operative and post-operative care guidelines, education and support for patients undergoing Hip, Knee and Shoulder surgery at Brantford General Hospital. In 2023, **585 patients** were provided free access to a digital education and support program for the duration of their care experience. This program will continue to expand into next year, including expanding opportunities for lending technology.

NAVIGATION

The new OHT website was developed with Digital Health and Navigation in mind. The website offers:

- A 24/7 health service navigation guide (local and provincial) broken into 11 categories, making it easy for community members to search for the services they need
 - This 24/7 navigation tool will continue to evolve as the OHT develops several new digital health tools for clients & caregivers to be released in 2023
- Brantford Brant Norfolk Primary Care Council pages with digital health information and updates for primary care, as well as an access point for the new Primary Care monthly newsletter and practice toolkits

NOVARI ACCESS TO CARE (ATC)

In 2022, with an aim to reduce wait times, both the Norfolk General Hospital (April 2022) and Brantford Community Healthcare System (September 2022) implemented Novari Access to Care (ATC), a surgical electronic booking system. In addition to a streamlined and improved booking process, Novari ATC provides surgeons and their office staff with a secure communication platform. NGH currently has 5 surgeons, 1 Ophthalmologist, 1 Gastroenterologist. BCHSYS has 34 surgeons, 5 Gastroenterologist and 1 Respirologist who book using this technology.]

ONLINE APPOINTMENT BOOKING (OAB)

OAB allows patients to access and schedule real-time (24/7) primary care appointments. Multiple providers across Brantford Brant Norfolk have already adopted this process and so far there have been over **500 appointments** booked on-line and counting!



PEOPLE WITH LIVED EXPERIENCE

RECRUITMENT & ENGAGEMENT

The BBNOHT People with Lived Experience working group has made immense progress this year in both their recruitment efforts and community outreach endeavors. They have added 3 new members to the PWLE Working Group and 10 new faces to the PWLE Network, primarily from Norfolk!

In June 2022 the working group hosted three town halls, one each in Brantford, Brant and Norfolk. This was the first in-person introduction of the PWLE network to our community due to the COVID-19 pandemic. The event was successful in setting the tone for the engagement work of the PWLE moving forward,

COMMUNITY PARTNERS

The PWLE has not only increased their community network, but has also continued to build relationships with OHT Community Partner Organizations. In 2023, they will continue to seek opportunities for connection and find new ways to be useful in engaging those in our community who have stories and experience to share.



OHT WEBSITE

In spring 2022 the OHT embarked upon a redevelopment project for the new OHT website: **www.bbnoht.ca**. This new website was developed with the input and expertise of over 20 community partners and collaborators and reviewed through the client lens by members of our People with Lived Experience (PWLE) network. It was very important for the OHT website to not only contain useful information, but to be functional and easy to navigate for those who would be using it.

This website has several unique features for the PWLE network including:

- Event pages for all community partners
- PWLE recruitment survey and member testimonials
- 24/7 Service Navigation tools for Clients & Caregivers,
- Feedback and contact forms for community members to speak directly with the OHT

PRIMARY CARE COUNCIL



**BRANTFORD
BRANT
NORFOLK**
Primary Care Council

The Brantford Brant Norfolk Primary Care Council (PCC) has been instrumental in providing leadership and a cohesive voice for primary care providers in the region as well as a forum for effective engagement with primary care for the OHT. The group is comprised of representatives of the majority of primary care organizations within Brantford Brant and Norfolk and members have contributed their expertise to many of the Ontario Health Team's working groups.

In 2023, the PCC continued the work set forth by their 2022-2025 Primary Care Strategic Plan. This plan is one of the first regional provider-led initiatives of its kind in Ontario and will serve as a guide for future health system planning in Brantford Brant and Norfolk.

The plan elaborates on five main strategic objectives:

- Address provider burnout
- Improve local access to primary care
- Enhance communication
- Increase community supports for complex patients
- Advocate for increased provincial support for primary care

COVID-19 RESPONSE

The PCC also largely contributed to the local COVID-19 response plan and the development and evolution of the Brantford and Norfolk COVID, Cough, Flu Care Clinics (CCFCC). CCFCCs were introduced early in the COVID-19 pandemic to provide testing swabs and primary care assessment for symptomatic patients. CCFCCs supported local primary care practices in managing patients with viral symptoms and served as an alternative to urgent care and the emergency department at the peak of the pandemic.

On March 31, 2023 the Brantford and Norfolk CCFCC's both officially closed, signaling a new chapter of the COVID-19 pandemic. During their tenure, the local CCFCC's saw **143,468** patient visits.



THE FUTURE OF THE OHT

LOOKING FORWARD...

THE BRANTFORD BRANT NORFOLK OHT STRATEGIC PLAN

In 2023, the OHT will begin work on their 3-5 year Strategic Plan. The main objectives in creating this this strategic plan are:

- To develop a clear understanding of BBNOHT's strengths, challenges, and opportunities, leveraging pandemic learnings.
- To meaningfully engage with BBNOHT stakeholders to refine the strategy
- To create a realistic, modernized, and measurable Strategic Plan that provides the BBNOHT with a new Vision, Mission, Values, and Strategic Goals.

The development of this strategic plan will not only engage the OHT and their stakeholders, but patients and caregivers the Brantford, Brant and Norfolk communities. This community engagement will ensure that our plan is reflective of the community in which we work.

Where to find us!

Brantford

Brant

Norfolk



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Brantford Brant Norfolk Ontario Health Team



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