

Date: July 23, 2025
Time: 3:00 pm
Location: Committee Room 3-City Hall
66 Charlotte Street, Port Colborne, Ontario, L3K 3C8

Pages

1.	Call to Order	
2.	Adoption of the Agenda	
3.	Disclosures of Interest	
4.	Approval of the Minutes	
4.1	Healthcare Advisory Committee Meeting - July 9, 2025	1
5.	Presentations	
5.1	Jill Croteau, Physician Recruitment Lead - Niagara Region	3
5.2	Tara Galitz and Frank Ruberto - Niagara Ontario Health Team	14
6.	Information Package 3	29
7.	New Business	
8.	Adjournment	

City of Port Colborne
Healthcare Advisory Committee Meeting Minutes

Date: Wednesday, July 9, 2025
Time: 3:00 pm
Location: Committee Room 3-City Hall
66 Charlotte Street, Port Colborne, Ontario, L3K 3C8

Members Present: M. Lallouet
T. Triano (exited at 5:31 p.m.)
S. McDowell, Chair
P. McGarry
W. Steele, Mayor (non-voting)
M. Aquilina, Councillor (non-voting) (entered at 4:15 p.m.)
R. Bodner, Councillor (non-voting) (exited at 4:36 p.m.)

Member(s) Absent: C. Tamas

Staff Present: J. Beaupre, Deputy Clerk
B. Boles, Chief Administrative Officer
G. Bisson, Senior Community Engagement Advisor

Others Present: K. Boggio, Pharmacist and Co-owner of Boggio Family of Pharmacies

1. Call to Order

The Chair called the meeting to order at 3:08 p.m.

2. Adoption of the Agenda

Moved By P. McGarry
Seconded By M. Lallouet

That the Healthcare Advisory Committee Agenda, dated July 9, 2025, be approved.

Carried

3. Disclosures of Interest

There were no disclosures of interest.

4. Approval of the Minutes

4.1 Healthcare Advisory Committee Minutes - June 12, 2025

Moved By T. Triano

Seconded By P. McGarry

That the Healthcare Advisory Committee minutes dated June 12, 2025, be approved.

Carried

5. Presentations

5.1 Bryan Boles - Chief Administrative Officer

Bryan Boles, Chief Administrative Officer, presented to the Committee on the future of healthcare in Port Colborne.

The Chair called a recess at 4:52 p.m., and reconvened the meeting at 4:57 p.m.

5.2 Kyle and Aaron Boggio - Boggio Family of Pharmacies

Kyle Boggio, Co-owner and Pharmacist at Boggio Family of Pharmacies, presented to the Committee on the role of Pharmacists in healthcare.

6. Information Package 2

There were no questions regarding the information package.

7. New Business

There was no new business.

8. Adjournment

The next meeting of the Healthcare Advisory Committee is July 23, 2025, at 3 p.m. The Chair adjourned the meeting at 5:43 p.m.

Sydney McDowell, Chair

Jessica Beaupre, Deputy Clerk

Physician Recruitment Update

Port Colborne

Wednesday July 23, 2025

Jill Croteau, Physician Recruitment Program Manager

Overview of the Physician Recruitment Program

01

The **Physician Recruitment Program** works to **attract, retain, and support** family physicians in Niagara to address **primary care shortages**.

02

In **November 2024**, the program moved from **Public Health to Economic Development**, strengthening **strategic marketing and outreach efforts**.

03

Works with **municipalities, clinic leads, economic development, and health sector partners** to coordinate recruitment efforts.

04

Enhanced **communications, promotional materials, and physician engagement** to position Niagara as a **top destination for medical professionals**.

05

Despite recent recruitment success, **ongoing retirements and population growth** continue to drive demand for **long-term recruitment strategies**.

State of Primary Care in Niagara

- **Niagara welcomed 24 new physicians** in 2024 marking a record year for regional recruitment. To date we have **13 new physicians with 5 more starting in 2025**.
- **37 physicians are currently accepting patients**, the highest number at one time on the Niagara Region's "Find a Doctor" page.
- **2024 was our most successful year on record** for physician recruitment, but with Niagara's growing population, we continue working to meet increasing healthcare demands.



Niagara Physician Statistics 2020 - 2025

Year	New Primary Care Physicians to Niagara	Physicians Out of Practice in Niagara	Net	Total Family Physicians in Niagara; Signatory and Non-Signatory Primary Care	1:1380 Doc:Pop Ratio # needed	Recommend based on population
2020	18	13	5	253	72	325
2021	17	20	-3	250	96	346
2022	17	17	0	250	96	346
2023	19	9	10	260	86	346
2024	24	8	16	276	105	381
2025	15	2	13	289	92	381

*** 3 more starting in 2025**

*** 5 more leaving in 2025**

Statistics By Municipality for Family Physicians 2025

Municipality	2023 Census Est.	Current # of Physicians including FFS/CHC docs	% of Physicians over 65	% of Physicians over 70	Physicians needed with a doc:pop ratio 1:1380	# of Docs Short
FORT ERIE	36,209	16	19%	6%	26	10
GRIMSBY	31,233	22	5%	5%	23	1
LINCOLN	28,203	16	13%	6%	20	4
NIAGARA FALLS	105,552	44	14%	9%	76	32
NOTL	20,472	13	0%	0%	15	2
PELHAM	19,399	13	8%	8%	14	1
PORT COLBORNE	21,312	10	10%	10%	15	5
ST. CATHARINES	149,550	97	14%	6%	108	11
THOROLD	26,466	12	17%	8%	19	7
WAINFLEET	7,384	0	0%	0%	5	5
WELLAND	62,776	38	24%	11%	45	7
WEST LINCOLN	16,796	8	0%	0%	12	4
Totals	525,352	289	13%	8%	381	92

sources: 2023 census estimates stats can
Niagara Physician Recruitment June 2025
Includes CHC physicians

Challenges and Opportunities



- **13%** of current physicians are **over 65** and nearing retirement
- **Expansion of medical school seats** by Ontario Government provides future opportunity
- **Alignment of patients** to providers who are accepting has become a priority
- **Immigration and licensing** pathways have become streamlined

Collaborative Recommendations from Municipal Roundtable

Participation from all Niagara CAOs, Mayors, Economic Development, and Health Sector Partners:

5 Strategic Outcomes:

- Person-centered approach
- Regional coordination
- Small business support
- Advocacy
- Long-term capacity building

8 Priorities for Action:

- Reviewing and improving incentives
- Streamlining practice setup
- Expanding Niagara's physician recruitment office
- Strengthening partnerships and leveraging municipal land/assets
- Enhancing advocacy and systemic policy change efforts



International Recruitment Efforts

- Physician recruitment initiatives in the U.S., U.K., Ireland, and Australia.
- Over **60% of new Niagara physicians** recruited from the U.K.
- **Key recruitment events in 2025:**
 - OPRA Career Fair (Birmingham, May 2024) – Connected with 90+ family physicians looking to relocate to Ontario
 - AAFP FMX (Anaheim CA, Oct 2025) – Physicians in practice, largest AAFP conference in the US
 - Repatriation Expo (Ireland, October 2025) – Connected with 150+ students
 - McMaster Orientation, Graduation and ongoing engagement events
 - 2026, OPRA Med School Career Fair
 - 2025, OPRA Caribbean Repatriation Expo



Strategic Partnerships



- Southern Ontario Physician Recruitment Alliance (**SOPRA**) (Founded September 2023):
- **19 recruitment programs** across Ontario Health West
- **Shared database** and international marketing strategy
- Ontario Physician Recruitment Alliance (**OPRA**) (Founded April 2024)
- Province-wide initiative to coordinate recruitment efforts

Conclusion



2024 was the strongest year on record for physician recruitment



Continued commitment to attracting and retaining top medical talent



Ongoing collaboration with regional and municipal partners



Ensuring long-term access to primary care for Niagara residents

Questions & Contact:

Jill Grotteau

Physician Recruitment Specialist

 jill.grotteau@niagararegion.ca

 905-932-7419



ÉQUIPE SANTÉ ONTARIO
NIAGARA
ONTARIO HEALTH TEAM



Agenda

- What are the provincial health layers?
- What is NOHT-ESON? What is NPHA?
- Provincial priorities regarding primary care health
- Primary care expansion funding and opportunities to address health needs in Port Colborne

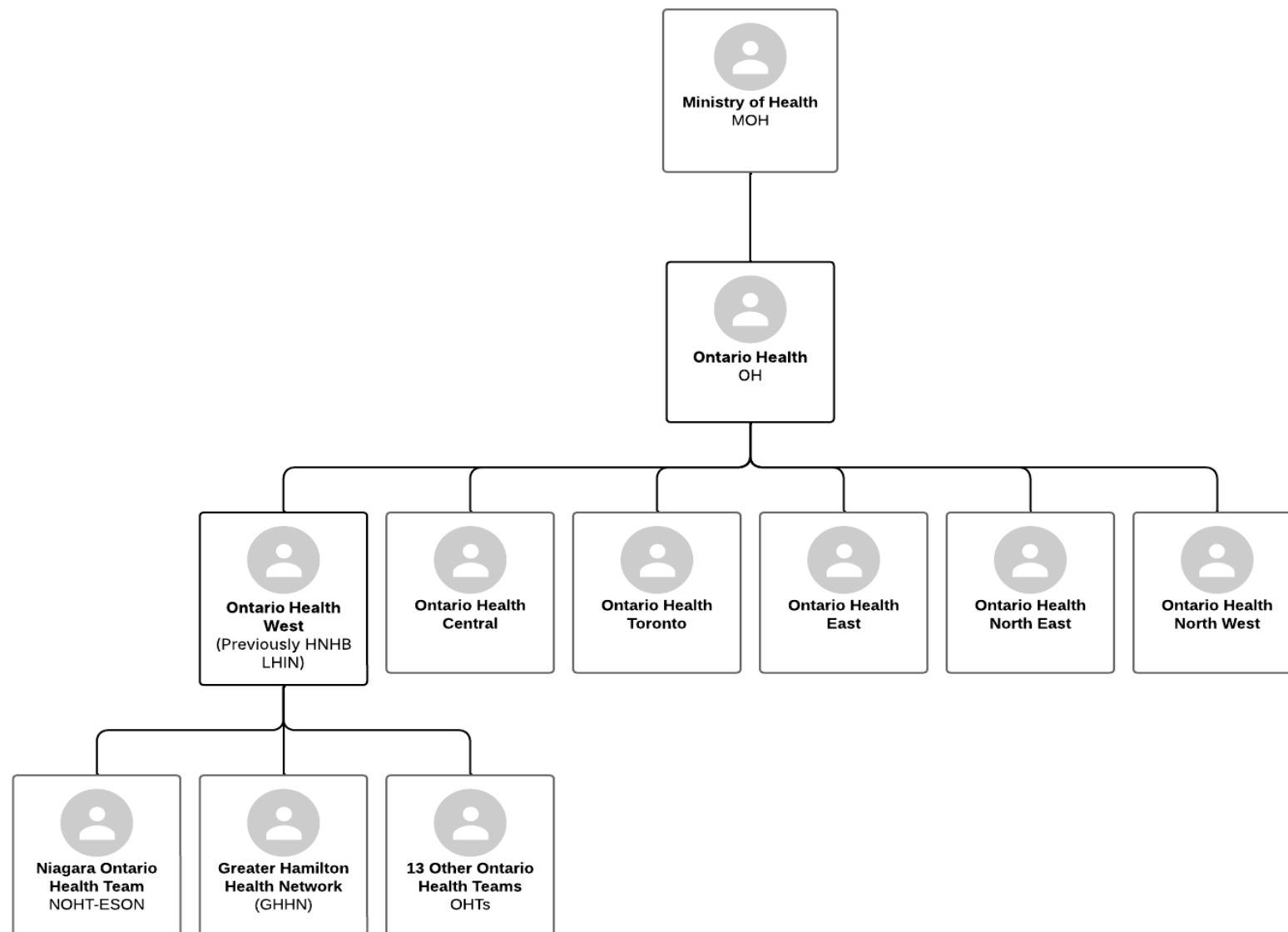


Levels of Planning

- Ministry of Health
- Ontario Health
- Ontario Health Regions (West)
- Ontario Health Teams
- NOHT-ESON and NPHA (Niagara Practitioners' Healthcare Alliance)



Levels of Provincial Health Reporting and Planning





What are Ontario Health Teams (OHTs)? Why are they here?

How health care looks now

Presently, a patient relates separately with organizations and providers within the health system.



How health care will look with OHTs

An OHT is one entity made up of a number of organizations and providers. A patient will receive health care that is coordinated within an OHT.





When did it start and
what do OHTs do?

- Ontario Health Teams (OHTs) were introduced by the Government of Ontario in 2019
- OHTs provide a new way of organizing and delivering care that is more connected to patients/clients in their communities





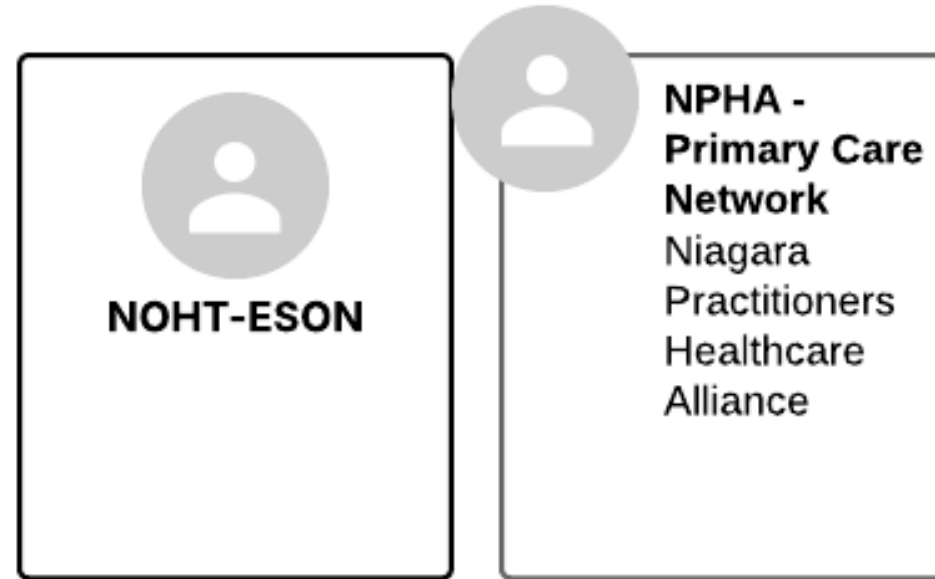
NOHT-ÉSON

What is the Niagara Ontario Health Team - Équipe Santé Ontario Niagara?

- The NOHT-ÉSON is a network of 45+ health care providers, social service agencies, educational institutions and patient/client and family/caregiver representatives
- NOHT-ÉSON partners provide a wide array of services—primary care, home care, emergency services, public health, social services, mental health and addictions, long-term care, rehabilitation, and acute care



NOHT-ESON and NPHA





Structure and Governance NOHT ESON

1

Planning Table

The overarching governing body that sets the strategic direction of the OHT.

2

Working Groups

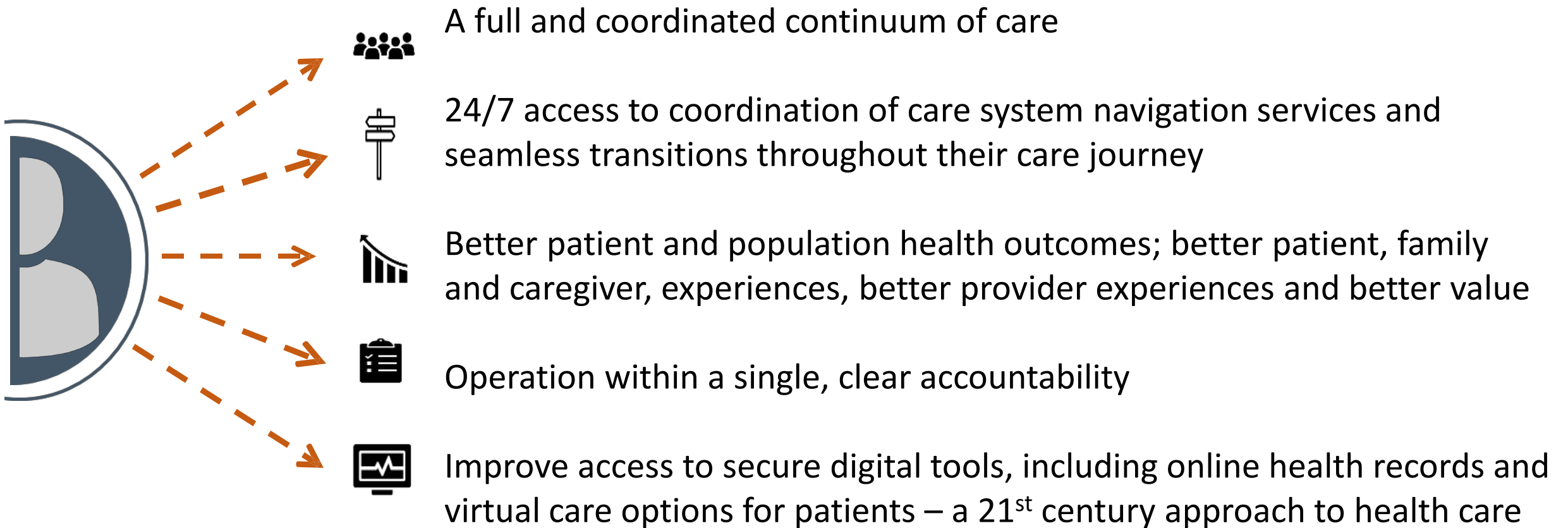
Approximately 17 various working groups, project teams, and task forces (e.g. dementia care, cancer screening, palliative care, alternate level of care, mental health and addictions).

3

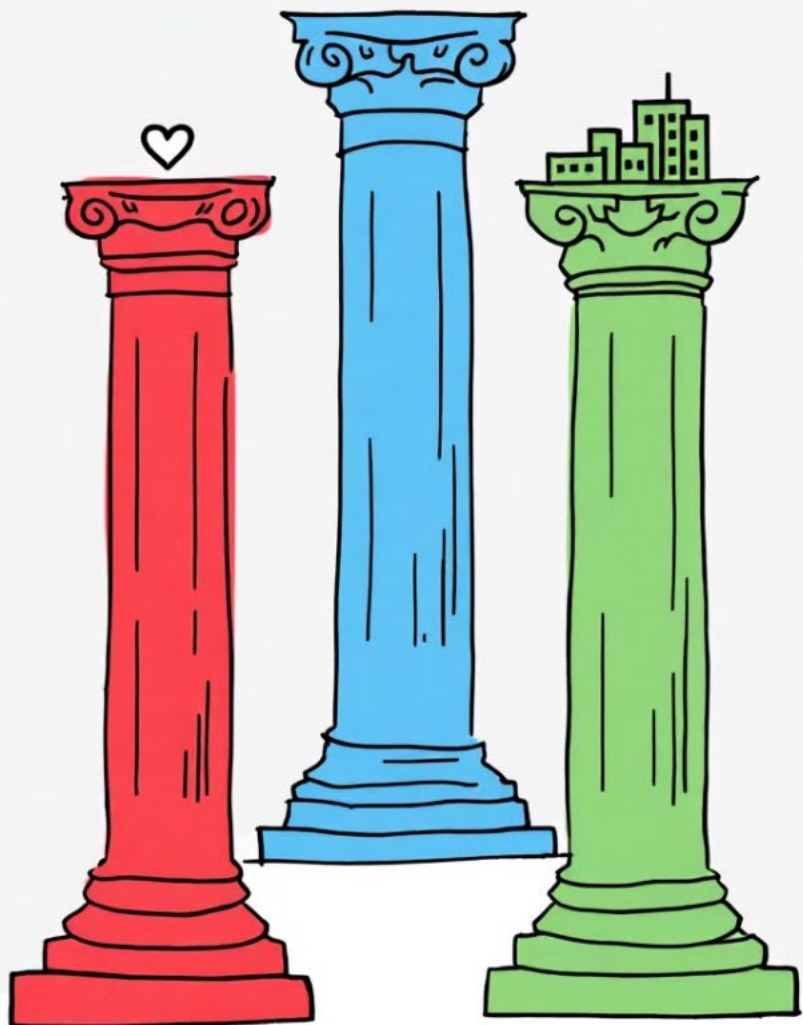
Consensus Decision-Making

All voices have equal weight. No voting.

In our future, every patient, client, family and caregiver will have access to:



Strategic Plan 2024 – 2027



1 Indigenous Health
Prioritize Indigenous voices, values, and community perspectives.

2 System Integration
Build and sustain an integrated system for seamless care.

3 Safety and Inclusivity
Embrace and respect everyone through safe and inclusive services. This is absolute.

4 Primary Care
Ensure timely and equitable access to primary care services.

5 Workforce
Build and support a strong, healthy, and diverse workforce.

6 Trust and Accountability
Foster a culture of trust, transparency, and accountability.



NOHT-ESON Staffing and Budget

1

\$750,000 annually

2

9 Staff (FT and PT)

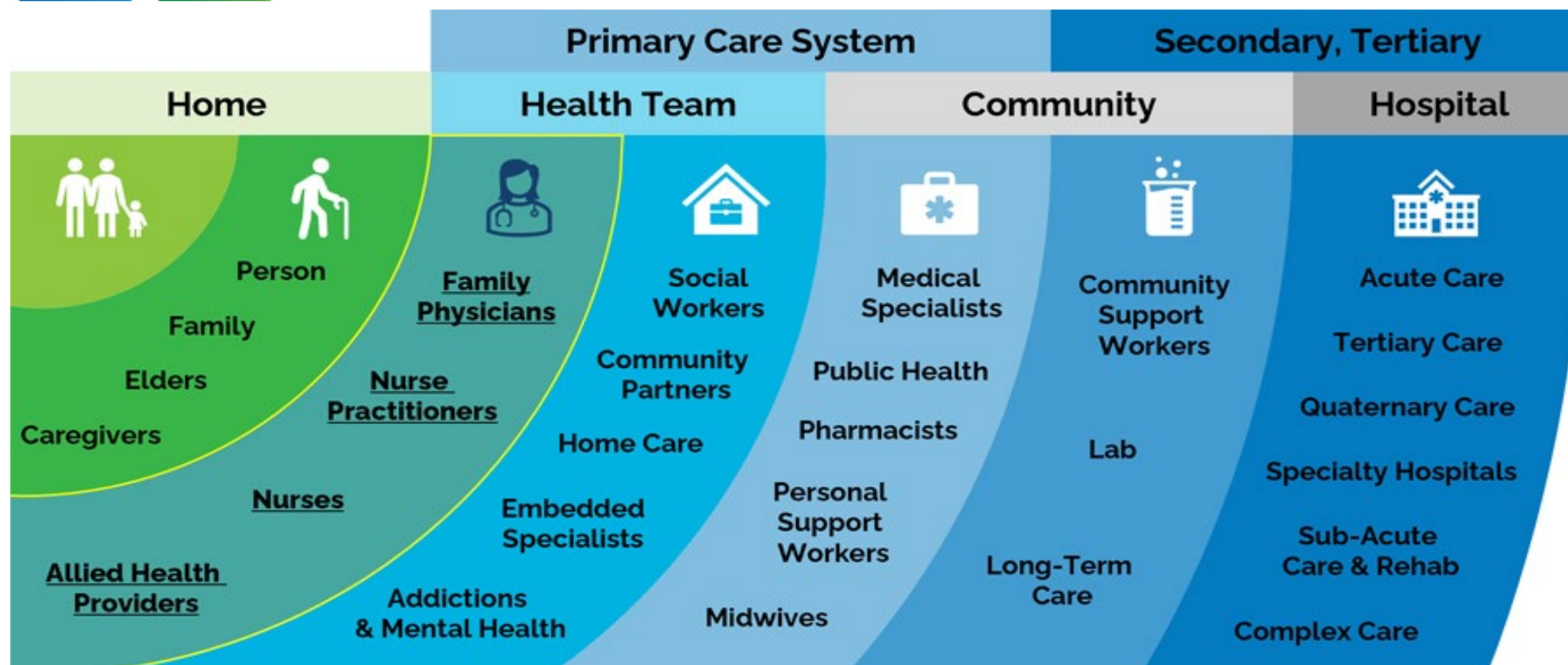
3

Website, translation, mileage, engagement, promotional material, project needs



Ministry of Health Mandate

Connecting every person in Ontario to primary care by 2029





Opportunities and Next Steps

1

Ministry of Health Call for Proposals. Expanding Interprofessional Care Access Bridges CHC and Partners Funding (2024, \$2.1M) ✓

2

Ministry of Health Call for Proposals. Expanding Interprofessional Care Access Niagara Falls CHC and Partners Funding (May 2025, \$2.6M) ✓

3

2025 2nd round of Ministry of Health Call for Primary Care Proposals – September. OH West expectation: NPHA and NOHT-ESON partners to develop a strategy and submit proposal for South Niagara: Port Colborne and Fort Erie

2026, 2027, 2028 Proposals and Funding?

Any Questions ?

Healthcare Advisory Committee

Information Package



July 23, 2025

Healthcare Advisory Committee-July 23, 2025 Information Package

Organization/Agency	Item	Description
Niagara Region	Niagara Physician Recruitment Program - Niagara Region, Ontario	The Niagara Physician Recruitment Program was established in 2001 to promote family practice opportunities and to attract and retain physicians in Niagara.
Niagara Region	2023-2026 Council Strategic Priorities	<p>The Council Strategic Priorities create a link between Niagara's population growth and the financial, social, economic and environmental requirements for building a sustainable future.</p> <p>Vision: Modern communities growing better together. Mission: Niagara Region delivers service excellence through collaborative and innovative leadership.</p>
Niagara Physician Recruitment	Niagara Physician Recruitment – Your pulse on practice opportunities in Niagara	The Physician Recruitment and Retention program is funded by Niagara Region and works to identify practice opportunities and promote a variety of settings to physicians looking to remain in the area after residency or those who are looking to relocate to our beautiful peninsula.
Niagara Physician Recruitment	Types of Practice Models in Niagara – Niagara Physician Recruitment	Ontario's family physicians primarily bill OHIP (Ontario Health Insurance Plan) as their primary source of revenue. There are a variety of different types of models based on a physician's preferred model of care.
Niagara Economic Development	Article-16 physicians added to Niagara Region since January 2024 Niagara Economic Development	Original article from March 21, 2025 by Pelham Today Includes Niagara Region Family Physician & Patient Growth Data (as of February 2025)
Niagara Ontario Health Team-Équipe Santé	2024-2027 Strategic Plan	The NOHT-ÉSON's strategic plan culminates a collaborative and inclusive process that reflects our community's diverse voices and perspectives.
Niagara Ontario Health Team-Équipe Santé	2023-2024 Annual Report	Explore the NOHT-ÉSON's 2023-24 Annual Report to uncover the transformative initiatives shaping the future of health and social care in our region.
Niagara Ontario Health Team-Équipe Santé	Resource Navigator	The Resource Navigator is your front door to local and provincial services and will help you search for health and social resources in your community.

Healthcare Advisory Committee-July 23, 2025 Information Package

Ontario Health	2024-2025 Annual Business Plan	<p>2024-2025 Annual Business Plan defines five overarching strategic priorities.</p> <ol style="list-style-type: none"> 1. Reduce health inequities 2. Transform care with the person at the centre 3. Enhance clinical care and service excellence 4. Maximize system value by applying evidence 5. Strengthen Ontario Health's ability to lead
Ontario Health	Ontario Health Regions	<p>Ontario Health has six regions that links to communities and provider partners. Ontario Health regions work with local community and health care partners to:</p> <p>Improve patient experience Improve population health outcomes Achieve better value Improve front-line provider experience</p> <p>We do this through: Implementing health system changes Leading the health systems within each region Funding health care providers Monitoring health care performance</p> <p>Our goal is to make the health care experience better for everyone.</p>
Ontario Health	Health Human Resources	<p>Ontario Health administers and supports a suite of Health Human Resources (HHR) recruitment and retention programs funded by the Ministries of Health and Long-Term Care. These initiatives respond to health system trends, expand the provincial health workforce, and maximize its equitable distribution across sectors and communities in greatest need.</p>

Growing Better Together

Vision

Modern communities growing better together.

Mission

Niagara Region delivers service excellence through collaborative and innovative leadership.

Guiding Principles

The guiding principles form the foundation for Council's Strategic Priorities by helping to steer and influence Council decisions on how Niagara Region should deliver its services to the community.

1. Strategic Lenses

- Diversity, equity, inclusion and Indigenous reconciliation
- Fiscal responsibility
- Innovation
- Sustainability and climate change

2. Partnerships

3. Transparency and Accountability

Regional Council has identified the following priorities for 2023-2026:



Effective Region

Transforming service delivery in a way that is innovative, collaborative and fiscally-responsible.

Objectives

- 1.1 Implement continuous improvement and modernized processes to ensure value-for-money in regional services and programs
- 1.2 Explore and implement opportunities to improve service delivery outcomes through shared services
- 1.3 Deliver fiscally-responsible and sustainable core services
- 1.4 Invest and support a skilled and aligned workforce at Niagara Region

Actions

- Service, Effectiveness and Accountability Reviews
- Data Management Plan
- Transportation Sustainability
- Water and Wastewater Asset Sustainability
- Shared Services Strategy
- Annual Budget and Long-term Forecast Planning
- Human Resource Plan



Green and Resilient Region

Focusing on reducing our collective carbon footprint and preparing to adapt to climate change impacts by ensuring current and future infrastructure is resilient.

Objectives

- 2.1 Deliver operations and services in alignment with the Region's greenhouse gas emission target and climate change goals
- 2.2 Partner with the Local Area Municipalities and community organizations to advance climate change and resilience in the Region
- 2.3 Build resiliency into our Regional infrastructure to support growth and prepare for the impacts of climate change

Actions

- Corporate Climate Change Plan
- Green Fleet Plan and Policy
- Energy Conservation and Demand Management Plan
- Waste Management Plan
- Community Energy Plan
- Climate Adaptation Plan
- South Niagara Water Wastewater Treatment Plant
- Water, Wastewater Master Servicing Plan Implementation
- Water and Wastewater Biosolids Management Plan
- Greening Strategy



Equitable Region

Providing opportunities for a safe and inclusive Niagara by listening and responding to our current community needs and planning for future growth.

Objectives

- 3.1 Ensure the Region is inclusive, welcoming and free of discrimination
- 3.2 Support growth and development post Bill 23
- 3.3 Improve access to affordable and attainable housing

Actions

- Diversity, Equity and Inclusion Action Plan
- Indigenous Relations Action Plan
- Health Equity Strategic Plan
- Poverty Reduction Strategy
- Community Safety and Well-being Plan
- Growth Management and Staging of Infrastructure Strategy
- Vision Zero Road Safety Implementation and Complete Streets Guidelines
- Attainable Housing Strategy
- Housing and Homelessness Action Plan/Built for Zero Homelessness Plan
- Consolidated Housing Master Plan
- Support for Affordable and Attainable Development



Prosperous Region

Advocating with senior governments for future growth and enhancing Niagara's transportation network to help support a diverse economy by creating a Region where new and existing businesses can thrive and grow locally, nationally and internationally.

Objectives

- 4.1 Attract and retain businesses, create jobs and support a skilled workforce in Niagara
- 4.2 Build "Niagara" as a global brand and invest in the growth of its emerging sectors
- 4.3 Invest and enhance access to transit, active transportation and other transportation systems in the Region
- 4.4 Be an effective and unified voice to advocate with senior governments on behalf of Niagara

Actions

- Economic Development Strategy
- Labour force development partnerships
- Agri-business Strategy
- Signature Site Strategy
- Core and Emerging Sector Focus
- Expansion of GO Transit
- Transportation Master Plan Update
- Niagara Region Transit Service Support and Growth
- Government Relations Strategy

2024 - 2027 STRATEGIC PLAN



THE NIAGARA ONTARIO HEALTH TEAM – ÉQUIPE SANTÉ ONTARIO NIAGARA (NOHT-ÉSON) IS A COLLABORATIVE NETWORK DEDICATED TO ENHANCING THE HEALTH AND WELL-BEING OF NIAGARA RESIDENTS.

WITH A COMMITMENT TO SYSTEM TRANSFORMATION AND IMPROVED HEALTH OUTCOMES, THE NOHT-ÉSON HAS CRAFTED ITS INAUGURAL STRATEGIC PLAN, SHAPING A VISION FOR THE NEXT THREE YEARS.

BEGINNING IN EARLY 2023, THE NOHT-ÉSON ENGAGED INTERESTED AND AFFECTED PARTIES, INCLUDING COMMUNITY GROUPS AND THOSE WITH LIVED EXPERIENCES, TO ASSESS STRENGTHS, WEAKNESSES, AND OPPORTUNITIES.

THIS INCLUSIVE PROCESS HAS CULMINATED IN A STRATEGIC PLAN STRUCTURED AROUND SIX Pillars, EACH WITH CLEAR GOALS AND MEASURABLE OBJECTIVES.

THE NOHT-ÉSON WISHES TO ACKNOWLEDGE THE EFFORTS AND COLLABORATION OF THE MANY PATIENT/CLIENT AND FAMILY/ CAREGIVER ADVISORS, PARTNER REPRESENTATIVES, STAFF, AND MEMBERS OF THE COMMUNITY IN DEVELOPING THIS STRATEGIC PLAN.



PILLAR ONE

TO ENSURE THAT OUR HEALTH AND SOCIAL CARE SERVICES REFLECT INDIGENOUS VALUES, PRIORITIZE INDIGENOUS VOICES IN DECISION-MAKING, AND INTEGRATE COMMUNITY PERSPECTIVES INTO ALL LEVELS OF PLANNING.

Health and social care services must prioritize Indigenous Peoples, focusing on their needs, rights, values, and aspirations. It is of the utmost importance to ensure that Indigenous Peoples have timely access to the care they choose through practices grounded in identity-affirming approaches and cultural humility. The NOHT-ÉSON has made it a priority to build and strengthen trusting relationships with Indigenous Peoples in Niagara.

OBJECTIVE 1: Ensure that people are the first priority in all aspects of health and social care services. Strive for optimal fulfillment of Indigenous individuals' needs, aspirations, and rights, placing their well-being at the forefront of decision-making and resource allocation.

OBJECTIVE 2: Enhance cultural competency, practices, and policies within health and social care services to reduce the risk of mistreatment and premature death among Indigenous Peoples.

OBJECTIVE 3: Redirect funds to prioritize optimal care that aligns with Indigenous values and preferences, ensuring that services are tailored to the unique needs and inherent rights of Indigenous Peoples.

OBJECTIVE 4: Foster partnerships with Indigenous communities, organizations, and leaders to actively involve them in decision-making processes, strategic planning, and service delivery. Conduct community outreach and education initiatives to enhance understanding of disparities and promote culturally-sensitive care.

OBJECTIVE 5: Develop integrated health, social and community services that address the holistic needs of Indigenous Peoples, considering factors such as cultural traditions, language, and spirituality. Ensure that services are accessible, responsive, and respectful of Indigenous identities and experiences. This may involve the creation of new agents.

OBJECTIVE 6: Acknowledge the paramount importance of Indigenous data sovereignty across all phases of data collection, utilization, storage, and interpretation. Commit to supporting Indigenous Peoples and communities in asserting control over their data, ensuring that data practices honour Indigenous rights, knowledge systems, and self-determination. Ensure that asserting control over data does not impede Indigenous participation in health and social care programs and services.





PILLAR TWO

TO BUILD AND SUSTAIN AN INTEGRATED SYSTEM THAT PROVIDES SEAMLESS CARE, SERVICES AND SUPPORTS.

The NOHT-ÉSON will develop a coordinated approach to care that brings together health, social, and community service providers to collaborate on the design and delivery of services for patients with specific clinical issues and chronic conditions. Integrated care means a high degree of collaboration and communication between service providers so that patients can transition through and navigate the system with ease.

OBJECTIVE 1: Further develop and implement integrated clinical care pathways, inclusive of social and community services, for priority populations, with a focus on transitions and service navigation.

OBJECTIVE 2: Improve shared access to patient- and client-level information and care plans by all providers involved in a person's circle of care, including the patient, while ensuring accuracy of information, and respecting the principles of ownership, control, access, and possession.



PILLAR THREE

TO ENSURE OUR HEALTH AND SOCIAL CARE SYSTEM EMBRACES AND RESPECTS EVERYONE IN OUR COMMUNITY THROUGH SAFE AND INCLUSIVE SERVICES. THIS IS ABSOLUTE.

We will ensure that all Niagara residents have easy access to safe, respectful, and excellent care regardless of race, ethnicity, disability, gender identity, socioeconomic status, preferred language, or other factors. The ultimate goal is attainment of the highest possible level of health for all people in Niagara, where everyone has a fair and just opportunity to attain optimal health.

OBJECTIVE 1: Improve access to and experience with the health care system for Francophone populations.

OBJECTIVE 2: Improve access to and experience with the health care system for other equity-deserving populations.



PILLAR FOUR

TO ENSURE THAT EVERY PERSON IN OUR ATTRIBUTED POPULATION HAS TIMELY AND EQUITABLE ACCESS TO PRIMARY HEALTH CARE SERVICES.

All Niagara residents must have quick and easy access to a family doctor or other primary care provider/team. Primary care serves as the patient's entry point into the health care system, and it is central to a person's health and well-being.

Primary care addresses a majority of personal health care needs, in partnership with patients, in the context of family and community. The NOHT-ÉSON is endeavouring to increase the number of practitioners and build upon team-based primary care in Niagara, and to increase access to the providers already working in Niagara.

OBJECTIVE 1: Support efforts to increase the number of practitioners and team-based primary health care providers in the NOHT-ÉSON catchment area.

OBJECTIVE 2: Support efforts to increase the number of equity-deserving people attached to/accessing primary care (e.g. physicians, nurse practitioners, PAs, RPNs, pharmacists, and health care teams).





PILLAR FIVE

TO BUILD AND SUPPORT A STRONG, HEALTHY, AND DIVERSE WORKFORCE TO MEET THE NEEDS OF OUR ATTRIBUTED POPULATION.

Canada is facing a significant health human resource crisis in many disciplines across the continuum of care, and Niagara is no exception. Health worker shortages may lead to increased wait times and service closures, and may seriously constrain the achievement of health goals.

The NOHT-ÉSON will employ a collaborative approach to workforce planning in Niagara. The network seeks to increase recruitment and retention efforts of health workers, and to develop strategies to improve provider satisfaction and experience.

OBJECTIVE 1: Develop and support system strategies to increase recruitment and retention rates in Niagara.

OBJECTIVE 2: Develop and support system strategies to improve provider experience and satisfaction.



PILLAR SIX

TO BUILD AND SUSTAIN A CULTURE OF TRUST, TRANSPARENCY, AND ACCOUNTABILITY.

Aiming to improve the way organizations of the NOHT-ÉSON work together as a system, we will increase trust, transparency, and accountability in the Ontario Health Team space. The NOHT-ÉSON will endeavour to improve communications between partners, promoting respectful and open forums, for the ultimate benefit of patients. The network is also developing and implementing evaluation and reporting frameworks to monitor performance, hold ourselves accountable, and make improvements where necessary.

OBJECTIVE 1: Following Ministry of Health and Ontario Health timelines, become a legal, not-for-profit corporation, while maintaining a consensus decision-making model.

OBJECTIVE 2: Create culturally safe forums and mechanisms for clear, respectful, and open communication among members, partners, collaborators, and staff.

OBJECTIVE 3: Establish clear expectations to ensure mutual accountability for performance, deliverables, and active participation.



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www.noht-eson.ca



ÉQUIPE SANTÉ ONTARIO
NIAGARA
ONTARIO HEALTH TEAM

The Niagara Ontario Health Team – Équipe Santé Ontario Niagara is supported by funding from the Government of Ontario.

SHAPING THE FUTURE OF HEALTH AND SOCIAL CARE

**2023 ANNUAL
2024 REPORT**



Land Acknowledgement

The NOHT-ÉSON recognizes the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabeg. This territory is covered by the Upper Canada Treaties, is within the lands protected by the Dish with One Spoon Wampum agreement, and is directly adjacent to the Haldimand Treaty territory. Today, this land continues to be the home of many Indigenous Peoples.

Acknowledging ensures we reflect on our past and what changes can be made going forward to further the reconciliation process, and it reminds us that the great standard of living that we enjoy in Niagara is directly related to the resources and friendships of the Indigenous People who make up this community.

Opening Message

The Niagara Ontario Health Team-Équipe Santé Ontario Niagara (NOHT-ÉSON) has undertaken several transformative initiatives to enhance primary care and address critical health and social care challenges in the Niagara region. These efforts have been mainly focused on connecting residents to essential services, addressing workforce shortages, and innovating care delivery models.

Through the collaboration of representatives at the Planning Table and the efforts of various working groups and ad hoc committees, the NOHT-ÉSON continues to drive innovation and collaboration in the Niagara region's health care landscape.

The primary care expansion initiative is a cornerstone of the NOHT-ÉSON's strategy to improve health outcomes in Niagara. The network also recognizes the significant impact of health care worker shortages undermining access to primary care, and one of its first actions was to launch a region-wide survey to identify gaps in health care provision and develop targeted recruitment and retention strategies.

Further, by supporting the formation of the Southern Ontario Physician Recruitment Alliance (SOPRA) with physician recruiters and other OHTs across Ontario Health West, the NOHT-ÉSON is aiming to attract and retain more health care professionals in the region. This collaborative approach aims to pool resources, share best practices, and increase the visibility of Southern Ontario on the international stage, ultimately improving patient access to primary care.

The creation of the Patient/Client and Family/Caregiver (PCFC) Advisory Council has further integrated the perspectives of people with lived experience into the NOHT-ÉSON's decision-

making processes. The PCFC Advisory Council, representing a diverse cross-section of the Niagara community, plays a crucial role in advocating for patient and client needs and ensuring that health and social services are responsive to the voices of those they serve. The Advisory Council’s input helps shape the NOHT-ÉSON’s strategic initiatives, ensuring that they align with the real-world experiences and expectations of patients and clients and their families and care partners.

The NOHT-ÉSON is at the forefront of using technology to enhance patient care, particularly through its Remote Care Monitoring (RCM) programs. These programs offer tailored support for patients with chronic conditions, surgical recovery needs, and palliative care requirements, enabling them to receive high-quality care in the comfort of their homes. The Surgical Transitions RCM, for instance, has supported nearly 900 patients since its launch, demonstrating its effectiveness in improving post-operative outcomes.

Virtual Urgent Care (VUC) and ConnectMyHealth are key digital health initiatives that the NOHT-ÉSON and its partners have implemented to improve health care accessibility. VUC provides a convenient alternative for patients with non-emergency health concerns, helping to reduce the burden on emergency departments. Meanwhile, ConnectMyHealth offers patients a unified view of their health records, empowering them to manage their health more effectively. These digital solutions are integral to the NOHT-ÉSON’s vision of a more accessible, patient-centered health care system.

Through strategic initiatives like the primary care expansion, workforce development programs, community engagement efforts, and technological advancements, the NOHT-ÉSON is making significant strides in improving health outcomes and ensuring that all residents have access to the care they need.

We invite you to continue reading through our annual report and learn more about the successes the NOHT-ÉSON has achieved over the course of the 2023-24 fiscal year, and to engage with us as these programs and others continue to expand and evolve. The NOHT-ÉSON remains committed to addressing the region’s most pressing health and social care challenges, focusing on inclusivity, innovation, and patient-centered care.



**DAVID
CEGLIE**

Co-Lead
Planning Table



**FRANK
RUBERTO**

Co-Lead
Planning Table



**NADINE
WALLACE**

Alternate Co-Lead
Planning Table



**CAROL
NAGY**

Past Co-Lead
Planning Table



**SABRINA
PILUSO**

Executive Director
NOHT-ÉSON

Mandate of the NOHT-ÉSON

The Niagara Ontario Health Team-Équipe Santé Ontario Niagara (NOHT-ÉSON) is a collaborative network of health and social care providers across the Niagara region, united under the Government of Ontario's Ontario Health Teams initiative. Our mission is to build an inclusive, seamless, and efficient health care system that simplifies access to care, improves the patient and client experience, and enhances health outcomes for all Niagara residents.

Our membership spans nearly every sector of health care and social services in the region, including academic institutions, acute and rehabilitation hospitals, complex care facilities, community health centres, community support organizations, Indigenous health and social services, mental health and addiction services, primary care providers, French-language service organizations, public health, emergency medical services, and senior care providers. Additionally, representatives from the PCFC Advisory Council ensure the voices

of people with lived experience are integral to shaping our work. Beyond improving the health of Niagara's residents, the NOHT-ÉSON fosters knowledge sharing among its members, enhances public communication, and provides a unified voice to address the region's health and social care challenges.

MISSION

To work as one coordinated team to provide service, support, and care, no matter when or where you need it.

VISION

Healthy together. Exceptional, connected care, now and for future generations.

OUR VALUES

RESPECT: We honour the feelings, wishes, rights, and traditions of all. We are driven by empathy and are committed to providing culturally safe and appropriate care.

EQUITY: We are committed to reducing barriers to access and achieving inclusive health care for all.

INTEGRITY: We will conduct ourselves consistently with honesty and make ethical decisions that are worthy of trust.

ACCOUNTABILITY: We are responsible for our actions, behaviours, performance, and decisions.

ENGAGEMENT: We will inform, include, and partner with our interested and affected parties in health and community social service planning and decision-making.



Governance

The Planning Table serves as the primary decision-making body for the NOHT-ÉSON, with representation from every partner. All decisions are made through consensus, ensuring that every representative has an equal voice. Issues are openly and thoroughly discussed until everyone can support a decision. This consensus-based approach is also used by the various working groups and ad hoc committees.

The working groups are responsible for executing tasks and providing recommendations to the Planning Table. Decisions made at the Planning Table are evaluated against the Ontario Health Team's mission, vision, and values, the mandate provided by Ontario's Ministry of Health, and the potential health benefits for patients, clients, families, and care partners in Niagara.

In 2019, the PCFC Advisory Council was created. Since then, the membership has grown from seven to 15 members. Currently, six representatives sit at the Planning Table, and all members actively contribute to the NOHT-ÉSON's working groups. Through their involvement at the Planning Table, Advisory Council, and working groups, the representatives broaden the range of perspectives from people with lived experience in accessing health and social services in the Niagara region.



Working Groups and Project Teams

The many NOHT-ÉSON initiatives contained within this annual report would not have been possible without the efforts of our working groups whose members were tasked with addressing particular challenges and bringing forward solutions/informed recommendations to the Planning Table:

- Alternate Level of Care
- Cancer Screening
- Communications and Engagement
- Dementia Care
- Financial Oversight Group
- Governance
- Health Equity
- Health Human Resources
- Home and Community Care (Paused)
- Integrated Care
- Mental Health and Addictions
 - Sub-committees include Coordinated Access, Case Management, Long-Acting Injectables, and Collaborative Quality Improvement Plan (cQIP)
- Palliative Care
- Patient/Client and Family/Caregiver Advisory Council
- Primary Care
- Stroke Care

Our Staff Team

To drive the NOHT-ÉSON's strategic initiatives and ensure day-to-day operations align with the network's mission and vision, a project management office was created, consisting of the following key roles:

- Executive Director
- Executive Assistant
- Finance Manager
- Manager of Communications and Engagement
- Manager of Indigenous Health Care Relations
- Project Manager for Information Technology
- Project Manager for Mental Health and Addictions
- Project Manager for Population Health
- Senior Human Resources Advisor

The team was a blend of full-time and part-time roles, including contract staff, secondments, and service agreements.

The NOHT-ÉSON also wishes to highlight the contributions of numerous organizations and individuals who have generously contributed additional resources and time to support the network's efforts behind the scenes. Your assistance is invaluable, and we extend our sincere gratitude for your dedication.



Partners

In the 2023-2024 fiscal year, the NOHT-ÉSON was comprised of the following partners:

- Alzheimer Society of Niagara Region
- Arid Group Homes
- Brain Injury Community Re-Entry (Niagara) Inc.
- Bridges Community Health Centre
- Brock University
- Canadian Mental Health Association – Niagara Branch
- Centre de santé communautaire Hamilton/Niagara
- Community Addictions Services of Niagara
- Consumer/Survivor Initiative of Niagara
- Contact Niagara for Children and Development Services
- Dr. Darija Vujosevic, NOHT-ÉSON Clinical Lead
- Entité² de planification des services de santé
- Foyer Richelieu Welland
- Gateway Residential and Community Support Services of Niagara Inc.
- Happy in my Home - Community Support Services of Niagara
- Heidehof - Benevolent Society for the Care of the Aged
- Hospice Niagara
- Hotel Dieu Shaver Health and Rehabilitation Centre
- Ina Grafton Gage Home
- Indigenous Health Network
- March of Dimes Canada
- McMaster University's Michael G. DeGroote School of Medicine, Niagara Regional Campus
- Meals on Wheels Fort Erie
- Meals on Wheels Niagara Falls
- Meals on Wheels Port Colborne Inc.
- Niagara College

- Niagara Falls Community Health Centre
- Niagara Health
- Niagara Medical Group Family Health Team
- Niagara North Family Health Team
- Niagara Region Mental Health Services
- Niagara Region Emergency Medical Services
- Niagara Region Public Health
- Niagara Region Senior Services
- Niagara-on-the-Lake Community Palliative Care Service
- Oak Centre Alternative Community Support
- Ontario Health atHome, formerly Home and Community Support Services
- Patient/Client and Family/Caregiver Representatives
- Portage Medical Family Health Team
- Positive Living Niagara
- Quest Community Health Centre
- Radiant Care - Pleasant Manor and Tabor Manor
- REACH Niagara
- The Wayside House of St. Catharines
- United Mennonite Home
- Welland McMaster Family Health Team



Patient-Facing Initiatives

Regional Approach to Expanding Access to Primary Care

Efforts are underway to connect thousands of people in the Niagara region who don't have regular access to primary care services, like a family doctor or nurse practitioner, with the right health care providers.

With the help of several NOHT-ÉSON partners, this initiative focuses on areas of Niagara where many people are without a regular doctor or nurse practitioner. The plan also includes services like mental health and addictions support.

In February 2024, the NOHT-ÉSON received \$2.1 million from the Ministry of Health to help launch this initiative. Bridges Community Health Centre is leading the effort, along with partners like the Centre de santé communautaire Hamilton/Niagara, Niagara Falls Community Health Centre, Niagara Medical Group Family Health Team, Niagara North Family Health Team, Quest Community Health Centre, REACH Niagara, and the Alzheimer Society of Niagara Region. Collectively, the organizations offer services across the region from Fort Erie in the south to St. Catharines in the north.

Since the funding was received, the group has hired seven nurse practitioners and seven other allied health professionals, including social workers. The aim is to connect between 5,800 and 7,200 people to team-based care or other services, like physiotherapy and mental health supports, across the region.

As part of this initiative, mobile geriatric cognitive assessments are being done across the region by the Alzheimer Society of Niagara Region. This will help people living with dementia receive an earlier diagnosis and quicker access to the right services and supports. The partners also plan to hold PAP test and vaccine clinics for people who might not have access to this level of health care.





Improving Palliative Care in Niagara

In January 2023, the NOHT-ÉSON submitted a proposal for a palliative care clinical coach (PCCC) to the Ministry of Health and Ontario Health. The network received confirmation in March 2024 that the proposal was successful with the position set to begin in fall 2024.

The PCCC plays a vital role in advancing palliative care services within participating community organizations, aligning with the strategic goals set by Ontario Health and the Ontario Palliative Care Network.

The PCCC offers palliative care coaching and mentoring to community health care staff, focusing on building their primary-level palliative care competencies. The role also requires collaboration with leaders of community organizations on local service integration, change management, and quality improvement initiatives, and calls for clinical consultations when patients' needs exceed the current skill set of providers.

Lastly, the PCCC is supporting Indigenous communities and organizations with implementation efforts, in partnership with interested and affected parties.

Creation of the Health Human Resources Working Group

Since the COVID-19 pandemic, many areas in Canada, including the Niagara region, have been dealing with shortages of health care workers. This shortage makes it difficult for health organizations to provide timely and high-quality care, sometimes forcing them to cut back or eliminate services altogether. The Niagara region is no different.

One major issue in Niagara is the need for clear information about where these shortages are and how severe they might be. The NOHT-ÉSON created the Health Human Resources Working Group (HHRWG) to address this problem. The working group's primary goal is to better understand the local situation and find solutions that work for Niagara.

One of the HHRWG's primary objectives is to build a strong, healthy, and diverse workforce to meet the needs of the community. This goal is part of the NOHT-ÉSON's new strategic plan, launching in late 2024.

The NOHT-ÉSON also aims to increase the number of health practitioners and team-based care providers. Additionally, the HHRWG is working to improve recruitment

and retention rates in Niagara and develop strategies to enhance job satisfaction for health care providers.

Members of the NOHT-ÉSON's Planning Table were invited to join the HHRWG. The group also reached out to representatives from outside the NOHT-ÉSON, including municipal and regional officials.

The HHRWG is co-led by Jill Croteau, Physician Recruitment Specialist with the Niagara Region, who is also responsible for the creation and implementation of SOPRA (see Opening Message), and Dr. Jeff Remington, Founding Physician at Niagara South Family Medicine.

The group held its first meeting in March 2024 and has already begun its work.

One of the group's first tasks was creating a survey in collaboration with the Workforce Collective, a Niagara-based non-profit organization that focuses on workforce challenges. This survey, launched in mid-June and sent to NOHT-ÉSON partners, aims to identify hard-to-fill roles, vacancy rates, and the human resource strategies used by different organizations. The results will be analyzed by a research assistant from Brock University, under the

supervision of Dr. Kathryn Halverson, Assistant Professor from the Department of Nursing in the Faculty of Applied Health Sciences.

The HHRWG is also meeting with different organizations to understand their perspectives. They have already met with groups that work with internationally-trained health professionals and are discussing a marketing strategy to highlight Niagara's learning, employment, and recreational opportunities.



PCFC Advisory Council

Patients, clients, families, caregivers, and their perspectives are integral to the work of the NOHT-ÉSON because they provide firsthand experience from various stages of life and different areas of the health and social services sectors. They work together to help the NOHT-ÉSON's Planning Table and working groups make informed decisions, representing the voices of those directly impacted by the health care system.

Currently, six PCFC Advisory Council representatives sit at the Planning Table. They, along with other representatives from the Advisory Council, provide their perspectives on the network's many working groups, amplifying the voices of the end users in the health and social services sectors.

Representatives are people from different ages, ethnic backgrounds, socio-economic statuses, and areas within Niagara. As a group, the PCFC Advisory Council is responsible for the following:

- Advocating for the needs of patients, clients, families, and care partners within the health care and social services system.
- Representing a range of experiences and perspectives, including those from priority populations like Indigenous and Francophone communities.
- Promoting positive and consistent messaging to build the public reputation of the NOHT-ÉSON.
- Ensuring effective engagement in health, community, and social services planning to build trust, transparency, and collaboration.

Addressing Physician and Health Care Workforce Shortages in Niagara

The Niagara region is facing a critical shortage of health care professionals, particularly family physicians. This shortage has led to longer wait times, increased reliance on emergency services, and overall poorer health outcomes for the population. Currently, Niagara has a deficit of 90 family doctors, with the capacity to serve only 67% of its residents. With plans to grow the population by over 125,000 by 2041, the region urgently needs to recruit 30 new doctors each year for the next decade to meet the increasing demand.

To tackle this issue, the NOHT-ÉSON sought financial support from the Ministry of Health through Ontario Health's Models of Care Innovation Fund, which supports innovative projects that optimize health human resources (HHR). The network's proposal, Building Physician and HHR Capacity in Niagara, was submitted in August 2023 and proposed building a dedicated team focused on recruiting health care professionals, particularly family physicians and physician assistants. The team was to create and implement strategies to attract doctors, including those trained internationally, and ensure they were well-integrated into the community. Additionally, the proposal called for a grant program to incentivize doctors to hire physician assistants, helping to alleviate the workload and improve patient care. Part of the funding received would have covered 50% of the salary for newly

hired physician assistants for one year.

The plan included hiring four new temporary positions: a Manager of Physician Recruitment, a Primary Care Advisor, a Human Resource Advisor, and a Resource Coordinator. The team was to work collaboratively to recruit health care professionals, address clinic space shortages, and support the integration of internationally-trained professionals into the local workforce.

The project aimed to significantly increase the number of physicians recruited to Niagara, with a goal of boosting candidate leads, site visits, and new physician hires by 50% annually.

The NOHT-ÉSON is awaiting approval of its proposal from the Ministry of Health and Ontario Health at the time of the annual report's publication.



Remedying Southern Ontario's Physician Shortage: A Regional Approach

While the NOHT-ÉSON awaits an update on its recruitment proposal, there are positive developments happening in southern Ontario.

The physician deficit is exacerbated by the fact that only 400 family medicine graduates are produced yearly in Ontario, too few to meet the needs of the 2.2 million residents without a family doctor. The situation is expected to worsen with changes to the Family Medicine Residency program, which will extend from two to three years, creating a gap year with no new graduates in 2026.

Physician recruiters play a crucial role in addressing this shortage by acting as community ambassadors, tracking local clinic needs, and navigating the complex requirements for licensing and immigration. However, many areas in Southern Ontario lack dedicated recruiters, and those that do often have limited budgets for international recruitment efforts. To tackle this issue, the 15 Ontario Health Teams (OHTs) in Ontario Health West (OHW), along with 12 physician recruiters, are collaborating to form the Southern Ontario Physician Recruitment Alliance (SOPRA).

SOPRA, the brainchild of Niagara's Physician Recruiter, Jill Croteau, aims to enhance the visibility of Southern Ontario on the international stage, making the region more attractive to physicians from abroad. By

pooling resources and working together, recruiters can attend more international events, reach new markets, and share leads more effectively. This collaborative approach is expected to increase the number of physicians coming to the area, help distribute them more evenly across the region, and ultimately improve patient access to primary care.

SOPRA's goals include raising awareness of opportunities in Southern Ontario, developing a shared client relations management platform to streamline recruitment efforts, and standardizing best practices for attracting international physicians.

In the short term, SOPRA hopes to generate more leads from outside Canada and improve data tracking of recruited physicians. Over time, the initiative aims to reduce physician shortages in Southern Ontario, leading to more equitable access to care, decreased reliance on emergency services, and better overall health outcomes for the region.



SCOPE Niagara: Enhancing Patient Care and Reducing ED Visits

Seamless Care Optimizing the Patient Experience (SCOPE) Niagara is a transformative program designed to streamline health care by connecting family physicians and nurse practitioners with a dedicated nurse navigator to improve patient outcomes. The Niagara Health-led NOHT-ÉSON initiative is particularly valuable for primary care providers registered with SCOPE, offering them direct access to Niagara Health's on-call specialists.

Since its inception in May 2022, the program has registered nearly 200 family physicians and nurse practitioners, who have collectively made almost 500 calls to the SCOPE service, seeking support across a wide range of medical needs. Over that time, the program has helped people avoid more than 1,200 unnecessary visits to the emergency department (ED) in Niagara.

In the 2023-24 fiscal year alone, SCOPE successfully diverted approximately 88% of unnecessary ED visits, highlighting its effectiveness in optimizing health care delivery and reducing strain on emergency services. These calls have addressed issues such as general internal medicine, diagnostic imaging, and kidney care, reflecting the program's broad applicability and its ability to meet diverse health care needs.

SCOPE Niagara continues to evolve to meet the changing needs of the community. Recently, the program expanded its services to include mental health and palliative care pathways, broadening its reach and impact. As the program grows, it is exploring additional options to enhance its offerings, including expanding into orthopedic care and assistance for individuals dealing with addictions. These potential expansions reflect SCOPE's commitment to addressing a wide range of health care needs and ensuring that patients receive the comprehensive care they deserve.

Enhancing Access to Non-Emergency Medical Care in Niagara

The NOHT-ÉSON, in collaboration with Niagara Health, launched an innovative service in April 2022 called Virtual Urgent Care (VUC). Designed for adults with non-pressing medical issues or health concerns that are not life-threatening, VUC provides a convenient alternative to in-person hospital visits. This service allows Niagara residents to book online appointments easily and connect with health care professionals from Niagara Health, all from the comfort of their homes or any location with internet access.

Over the course of two years, from April 2022 to March 2024, the platform saw significant utilization, with 1,902 visits recorded. This level of engagement highlights the growing demand for accessible and flexible health care options in the region.

Patient feedback on the service has been overwhelmingly positive. According to survey results, 88% of patients reported satisfaction with their VUC experience. The service's ability to provide timely medical advice and care has made it a valuable resource for many in the community. Moreover, VUC has had a tangible impact on reducing unnecessary visits to emergency departments; 51% of survey respondents indicated that using VUC helped them avoid a trip to the emergency department.

VUC represents a forward-thinking approach to health care, offering a convenient and efficient way for patients to receive the care they need without the stress and time commitment of a hospital visit.

Empowering Patients' Health Journeys

ConnectMyHealth (CMH) is a digital health solution designed to give patients in the Ontario Health West Region (Southwestern Ontario) seamless access to their health records. This web-based tool offers a single access point where users can view records from participating hospitals within the region, enhancing their ability to manage personal health information conveniently.

CMH is able to consolidate various types of health records from hospitals across the West Region into one unified view. This integration offers patients a more comprehensive understanding of their health history, and centralized access to health records supports better preparation for medical consultations, enabling more informed discussions between patients and care providers.

The NOHT-ÉSON is among the Ontario Health Teams (OHTs) in the West Region to participate in this collaborative effort that is operated by the HITS eHealth Office at Hamilton Health Sciences and funded by Ontario Health.

Among the 15 participating OHTs, the NOHT-ÉSON saw the most account registrations and activations in the 2023-24 fiscal year with more than 2,000 accounts created. The number of activations is due largely to the assistance of Niagara Health, Hotel Dieu Shaver Health and Rehabilitation Centre, and community-based primary care partners, like the Niagara North Family Health Team and the Welland McMaster Family Health Team, in sharing information about CMH with their patients.

Innovative Remote Care Monitoring Pilot Project Launched

Remote Care Monitoring (RCM) is poised to transform how health care is delivered in Niagara, offering a flexible, patient-centered approach that meets the community's diverse needs. By providing tailored support through these specialized programs, the NOHT-ÉSON is making it possible for more residents to receive the care they need in the most convenient and comfortable setting—their own homes.

The NOHT-ÉSON has partnered with the Toronto Grace Health Centre (TGHC) to launch a groundbreaking pilot project aimed at transforming transitional care for vulnerable patient populations. This innovative initiative, focused on RCM, positions the NOHT-ÉSON as the only Ontario Health Team in the West Region to undertake such an advanced program. The project targets people at risk of hospitalization and alternate level of care (ALC) patients with non-acute diagnoses, who often remain in hospitals longer than necessary due to the lack of adequate support for home-based recovery.

The six-month Transitional Care RCM pilot project is designed to provide patients with a personal alert device that enables 24/7 remote monitoring and follow-up care. This device, managed by the expert team at TGHC, allows immediate intervention when needed, whether dispatching Niagara Emergency Medical Services or contacting the patient's care partners. This approach aims to facilitate quicker discharges from hospitals. It ensures that patients receive the necessary care in the

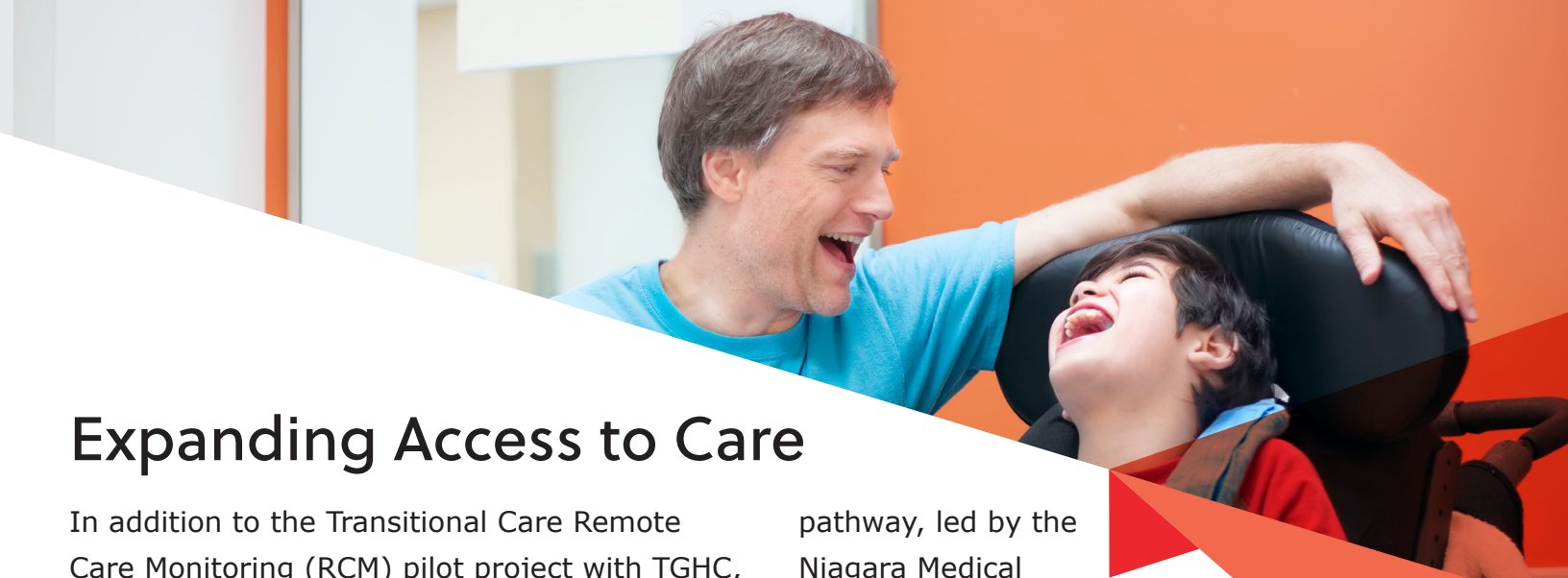
comfort of their homes, promoting recovery and reducing the strain on hospital resources.

The primary objectives of this pilot project include validating the scalability of the RCM program, assessing its effectiveness in managing both medical and non-medical conditions and enhancing support for ALC patients at home.

Participating referral groups in this pilot include Niagara Health's discharge planners for ALC patients, the Centre de santé communautaire Hamilton/Niagara, the Life Long Care Indigenous Community program, and the Let's Go Home (LEGHO) program.

The pilot project, which commenced in January 2024, initially targeted a small group of 10-12 patients, with referrals from participating groups already underway. The program's early results have shown promise, leading to expansion plans, including adding medication dispensing services.

The program's success could lead to a broader implementation, offering a sustainable solution to improve patient experiences and outcomes while reducing hospital readmissions. As the project progresses, updates will be provided, ensuring interested and affected parties are informed of its developments and successes.



Expanding Access to Care

In addition to the Transitional Care Remote Care Monitoring (RCM) pilot project with TGHC, RCM is leveraging advanced technology and integrated care teams in other areas to provide targeted support for individuals with specific health care needs, making it easier for patients to receive high quality care without leaving their homes.

The NOHT-ÉSON has developed other streams of RCM, in addition to Transitional Care RCM, each designed to meet different patient needs. Some of these streams have already been implemented, while others are still under development.

The Community RCM program, for instance, includes two clinical pathways: one for palliative care services, focusing on patients with congestive heart failure and chronic obstructive pulmonary disorder, and another for diabetes management. The palliative care pathway, led by Hospice Niagara, has already shown significant benefits, such as increased patient engagement, timely support to avoid emergency room visits, and a reduction in caregiver burden. As of November 2023, about 30 patients had enrolled in the program, with the potential to expand to serve 75-100 patients, depending on their conditions.

Another critical pathway within the Community RCM program is the diabetes management

pathway, led by the Niagara Medical Group Family Health Team. As of September 2023, 15 patients have been enrolled in the program, which aims to provide continuous care and monitoring to help manage their condition more effectively at home. This pathway exemplifies how RCM can be adapted to meet the needs of patients with chronic conditions, offering them a reliable means of receiving care without frequent hospital visits.

The Surgical Transitions RCM program, led by Niagara Health, has also seen substantial engagement. This program supports patients recovering from surgeries, including procedures involving hips, knees, bowels, shoulders, vascular systems, prostate, and breast oncology. From December 2022 to September 2023, 873 unique users have benefited from this program, highlighting its critical role in ensuring smooth transitions from hospital to home care, reducing complications, and enhancing recovery outcomes.

Additionally, a Palliative Oncology RCM pathway is currently under development, led by Niagara Health, which will further expand the range of support available to patients facing complex health challenges.

Advancing Lower Limb Preservation and Diabetes Care

In May 2023, Ontario Health (OH) identified a critical opportunity to enhance care for people with diabetes and peripheral vascular disease. Specifically, the focus was on lowering the rates of avoidable, non-traumatic lower-limb amputations.

The Niagara region has the second highest loss of lower limbs in Ontario, and it is estimated that 85% of lower-limb amputations are preventable.

The NOHT-ÉSON and its partners identified significant gaps in care in the Niagara region, especially in providing culturally safe and appropriate diabetes education and management services for Indigenous Peoples.

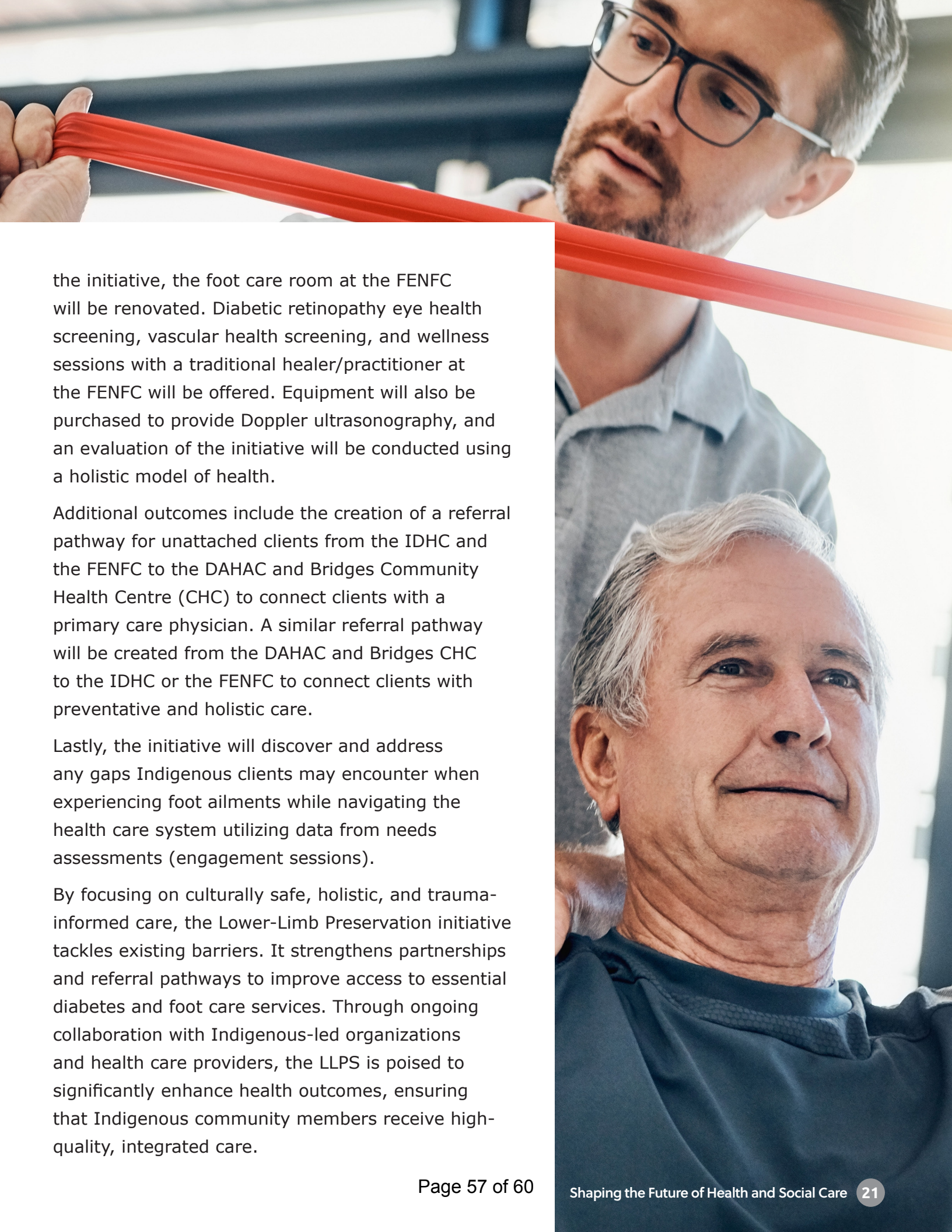
Several barriers prevent Indigenous Peoples from accessing high-quality diabetes and lower limb preservation services in Niagara. Given these gaps, the NOHT-ÉSON and its partners adopted a holistic approach to diabetes management, focusing on prevention, early intervention, and providing culturally safe care.

The NOHT-ÉSON successfully secured approval for the initiative, and work is now underway. In the first year, the Indigenous Primary Health Care Council (IPHCC) played a pivotal role in shaping the initiative to ensure it followed an Indigenous-led approach to service planning. In the second year, leadership transitioned to the

Indigenous Diabetes Health Circle (IDHC), with continued support from the Fort Erie Native Friendship Centre and the De dwa da dehs nye>s Aboriginal Health Centre. The IPHCC remains an active partner in the initiative. Together, through community engagement, they developed and implemented a comprehensive Lower-Limb Preservation Strategy (LLPS) focused on the following key goals:

- Reduce avoidable, non-traumatic major lower-limb amputations in the Niagara region.
- Link community members with additional local community-based programs and services to assist with the management of overall health.
- Improve equitable access to culturally safe, holistic, high quality, trauma-informed best practices for:
 1. Early screening for foot care, diabetic retinopathy screening (eye health), and vascular health.
 2. Integrated lower-limb wound care.

The priority for the LLPS is to ensure the work undertaken is appropriate for the Indigenous Peoples living in the Niagara region. The IDHC currently offers a foot care program (assessment by a nurse, education, and self-care resources) at the centre's head office in Thorold and at the FENFC. Through

A photograph showing a man with glasses and a beard holding a red ribbon, with an older man looking up at him. The red ribbon is stretched across the top of the image.

the initiative, the foot care room at the FENFC will be renovated. Diabetic retinopathy eye health screening, vascular health screening, and wellness sessions with a traditional healer/practitioner at the FENFC will be offered. Equipment will also be purchased to provide Doppler ultrasonography, and an evaluation of the initiative will be conducted using a holistic model of health.

Additional outcomes include the creation of a referral pathway for unattached clients from the IDHC and the FENFC to the DAHAC and Bridges Community Health Centre (CHC) to connect clients with a primary care physician. A similar referral pathway will be created from the DAHAC and Bridges CHC to the IDHC or the FENFC to connect clients with preventative and holistic care.

Lastly, the initiative will discover and address any gaps Indigenous clients may encounter when experiencing foot ailments while navigating the health care system utilizing data from needs assessments (engagement sessions).

By focusing on culturally safe, holistic, and trauma-informed care, the Lower-Limb Preservation initiative tackles existing barriers. It strengthens partnerships and referral pathways to improve access to essential diabetes and foot care services. Through ongoing collaboration with Indigenous-led organizations and health care providers, the LLPS is poised to significantly enhance health outcomes, ensuring that Indigenous community members receive high-quality, integrated care.

Integrating Mental Health and Addiction Case Management Services

A new initiative is being developed in the Niagara region to streamline access to mental health and addiction services and improve service coordination across multiple providers. The Integrated Case Management Project aims to create consistent processes across all adult intensive case management services to enhance client access and improve the flow between high- and low-intensity services.

Currently, the Niagara region's service providers have varied eligibility criteria, leading many people to be assigned to more than one waitlist and/or being asked to retell their circumstances. The current process has resulted in delays in accessing care, frustration among clients and referral sources, and inefficiencies in service delivery.

In response to community feedback, the Case Management Working Group, a subcommittee of the NOHT-ÉSON's Mental Health and Addictions Working Group, has been working since October 2023 to create a more seamless referral process. The group includes CMHA Niagara, Gateway Niagara, the Mental Health and Addiction Access Line, Niagara Region Mental Health, and the Oak Centre. Their goal is to pilot an integrated intake process for case management model services that will centralize referrals, allowing residents to access services through a consistent assessment method

and be directed to the appropriate care provider.

The Mental Health and Addiction Access Line will serve as the initial contact point for individuals seeking services. Referrals will be reviewed by intake staff, and clients will participate in standardized assessments to determine their care needs. The collaborative team will meet weekly to discuss referrals and assign cases to the most appropriate agency, with the opportunity to prioritize referrals based on criteria including but not limited to people recently discharged from hospital, released from custody, who are unhoused, or under community treatment orders.

One of the key outcomes of this initiative is to reduce the number of people on multiple waitlists, eliminate incomplete or inappropriate referrals, and enhance the use of standardized assessment tools across organizations. The pilot program, set to launch in the 2024-25 fiscal year, will focus on individuals 16 years and older and will also utilize client satisfaction surveys to measure its success.

Through this collaboration, the team hopes to improve the client experience, ensure quicker access to services, and foster a more coordinated approach to mental health and addiction care in Niagara.

Let's Go Home (LEGHO): Supporting Seniors in Niagara

In the summer of 2022, several community support providers, Happy in my Home - Community Care Support Services of Niagara, Niagara Health, the Alzheimer Society of Niagara Region, and the NOHT-ÉSON launched the Let's Go Home program. This initiative was designed to help seniors transition from the emergency department to their homes by offering essential community support such as meal services, transportation, homemaking, and respite care. The primary goal of LEGHO is to reduce hospital admissions among individuals aged 65 and older who have non-acute or non-medical concerns or are living with dementia.

Approximately 275 seniors visited Niagara's emergency departments each year with non-urgent or non-clinical issues, highlighting the need for programs like LEGHO. Officially launched in late January 2023, LEGHO alleviates pressure on emergency departments while ensuring that seniors receive the care and assistance they need in their communities.

LEGHO First Link Care Navigators, employed by Happy in my Home - Community Support Services of Niagara and the Alzheimer Society of Niagara Region, play a crucial role in the program, working closely with hospital discharge staff at Niagara Health's emergency departments in Welland, St. Catharines, and Niagara Falls. The navigators identify eligible patients and their

families, connecting them with appropriate community supports, dementia-specific services, and respite care. The services offered through LEGHO are time-limited and provided free of charge for up to six consecutive weeks, with the option for eligible individuals to access the program a second time within a year.

Since its launch, LEGHO has made significant strides in supporting seniors in Niagara. From January 2023 onward, the program has received 342 referrals and served 226 individuals. The services provided have been substantial, including 777 hours of homemaking, the distribution of 16,067 meals, the arrangement of 74 rides to medical appointments, the conduct of 780 wellness checks, the facilitation of 780 navigation visits, and the delivery of 697 hours of respite care. These milestones demonstrate the program's effectiveness in meeting the needs of seniors and their families.

As the program continues to grow, LEGHO remains committed to enhancing the quality of life for seniors in Niagara by providing them with the support they need to live safely and comfortably in their own homes. Its innovative approach to community care exemplifies the power of collaboration in addressing the complex needs of an aging population.



STAY CONNECTED

Timely information on the NOHT-ÉSON and its initiatives are only a click away!
Be sure to visit our website – **www.noht-eson.ca**. You can also find the NOHT-ÉSON on social media:



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