



YEAR IN REVIEW

20

23

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A MESSAGE FROM OUR LEADERS

On behalf of the entire Oxford Ontario Health Team partnership, we are thrilled to share our first-ever Year in Review; an opportunity to reflect, celebrate, and share our collective success over the past year. Together, we have navigated challenges, embraced opportunities, and strengthened our commitment to our shared purpose.

Our collaborative efforts have yielded tangible successes – big and small. Over 2023, we have ...

- Reorganized our governance structure enhancing widespread, meaningful participation.
- Introduced in-person meetings in a post-COVID environment fortifying existing relationships and forging new connections.
- Improved communication between multiple providers providing team-based care.
- Strengthened our commitment to providing seamless collaborative care to our community.
- Initiated conversations during our first “Make a Difference Day” that have given rise to exciting areas of focus that will serve as the foundation for our continued efforts to enhance the well-being of patients/clients, families, and caregivers in Oxford County.

We invite you to read more about these accomplishments contained on the pages of this report.

It is of utmost importance to acknowledge that this work would not be possible without the passionate dedication of our partner organizations, healthcare providers, staff, advisors, and community members. As we jointly navigate the complexities of our healthcare system, it is increasingly evident that our commitment to learning and working together is producing tangible results. The collaborative efforts of the Oxford OHT is unlocking the potential to achieve outcomes that surpass the capabilities of individual organizations. This evidence reinforces the belief that, by pooling resources, knowledge, and expertise, we can collectively address challenges and create a healthcare system that is more responsive, efficient, and patient-centered.

The transformations ahead may be formidable, but so is our resilience. Let's approach our future work with enthusiasm, determination, and an unwavering belief in our collective ability to overcome hurdles and achieve even greater milestones, together.

Here's to a year ahead filled with continued advancement, impactful collaborations, and boundless success that touches the lives our community and those we serve. Together, we are not merely shaping the future of care in Oxford; we are redefining what's possible.

With gratitude and anticipation,



Teresa Martins
Executive Project Lead
Oxford OHT



Perry Lang
OHT Leadership and Strategy
Council, Past Co-Chair
President & CEO
Woodstock Hospital

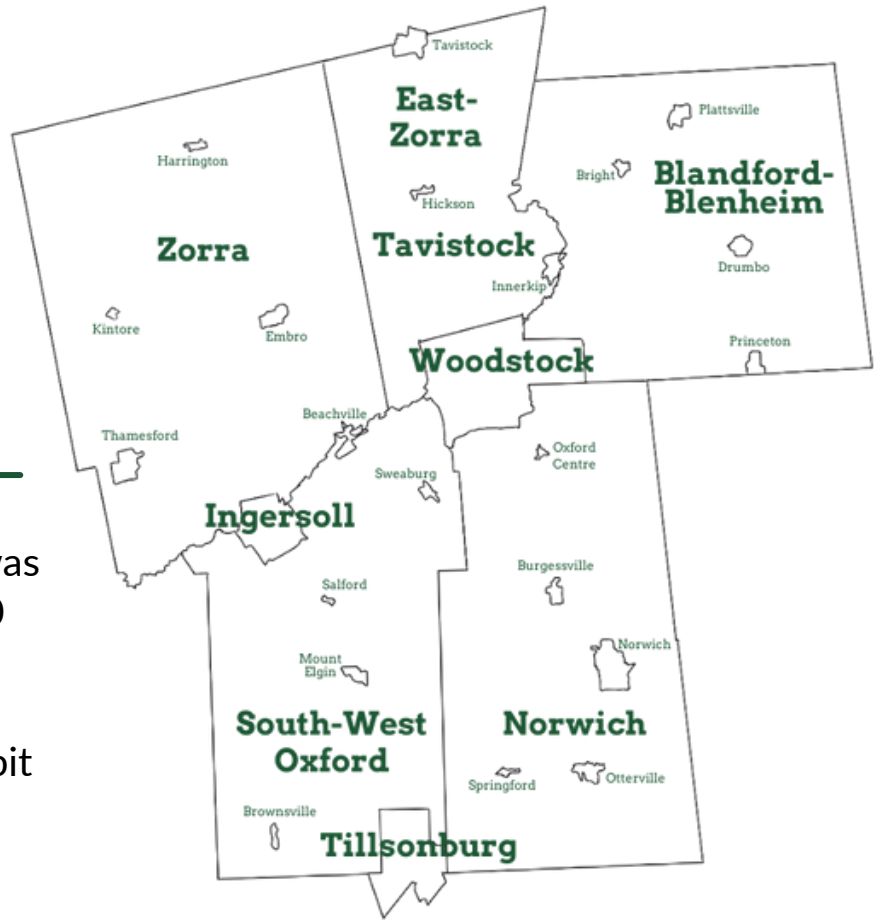


Carol Walters
OHT Leadership and Strategy
Council, Co-Chair
CEO, Alzheimer Society
Southwest Partners



Ryan Orton
OHT Collaboration
Committee, Co-Chair
Manager/Deputy Chief –
Operations & Performance
Oxford County Paramedic Services

ABOUT OXFORD COUNTY



The Oxford Ontario Health Team was officially formed in November 2020 with a goal to deliver a coordinated patient experience to the Oxford County community. Here is a little bit about the community we serve:

TOP 5 LANGUAGES SPOKEN AT HOME

1. English
2. Punjabi
3. German
4. Dutch
5. Spanish



9.9%

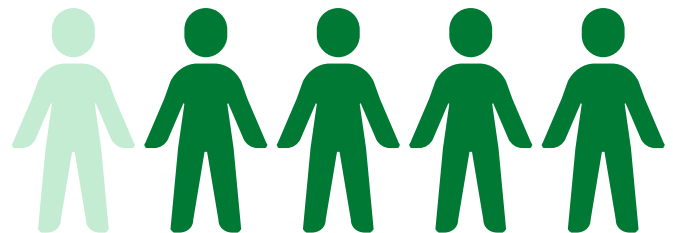
POPULATION GROWTH

2016 - 2021



RURALITY

- 62%** Small-Medium Population Centres
- 29%** Rural Small Towns
- 9%** Rural/Small Communities Neighbouring Urban Areas



1 IN 5 ARE AGED 65+

20% in Oxford vs. 18.5% in Ontario

OUR PARTNERS

The success of the Oxford OHT is the result of the collective commitment and strong relationships across our partners.



OUR TEAM



OPERATIONS TEAM

Our Operations Team is the backbone support for our member organizations. They foster cross-sector communication, alignment, and collaboration required to achieve population-level systems change.



Teresa Martins
Executive Project Lead



Heather Dedman
Executive Assistant



Ayush Suri
Digital Health Lead



Emily Porchak
Community Engagement
Project Coordinator



Sally Boyle
Primary Care and Clinical
Collaboration Lead



Diane Murray
Project Coordinator
Palliative Care

STUDENT TEAM

The Oxford OHT had the pleasure of recruiting three students to join our team this year.



Razan Amoud
OHT Impact Fellow
University of Toronto
June 2023 - March 2024



Bailey Grigg
Master of Public Health
Student - OHT and SWPH
April 2023 - March 2024



Larissa Cordick
Conestoga College
Student - Data Specialist
June 2023 - August 2023

A MESSAGE FROM A PATIENT ADVISOR



The Patient Engagement Action Team has been an integral part of the development of Oxford OHT. The members of the committee bring their diverse experiences to their role as the 'Patient/Client' voice. It is our responsibility to be engaged in every aspect of the healthcare system. We work collaboratively with all the partners of the Oxford OHT. It is not our role to lobby for a particular area of care but rather to examine all care to ensure that the Patient/Client can move seamlessly through the healthcare system. Just as there are many individuals requiring care in numerous different ways, the PEAT members are endeavouring to be representative of those voices.

- A member of PEAT



PATIENT ENGAGEMENT ACTION TEAM

Heather Wilson-Boast

Karen Devolin

Murray Walz

Maureen Ross

Ted Hilton

Valerie Joyce

Jennifer Lynch
(Advisor)

Emily Porchak
(Team Lead)

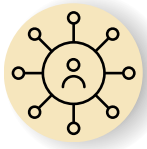
ACCOMPLISHMENTS



OUR 2023 PRIORITY AREAS



Advancing Primary Care Leadership in Oxford



Integrating Care for our Priority Populations



Advancing OHT Collaboration and Governance

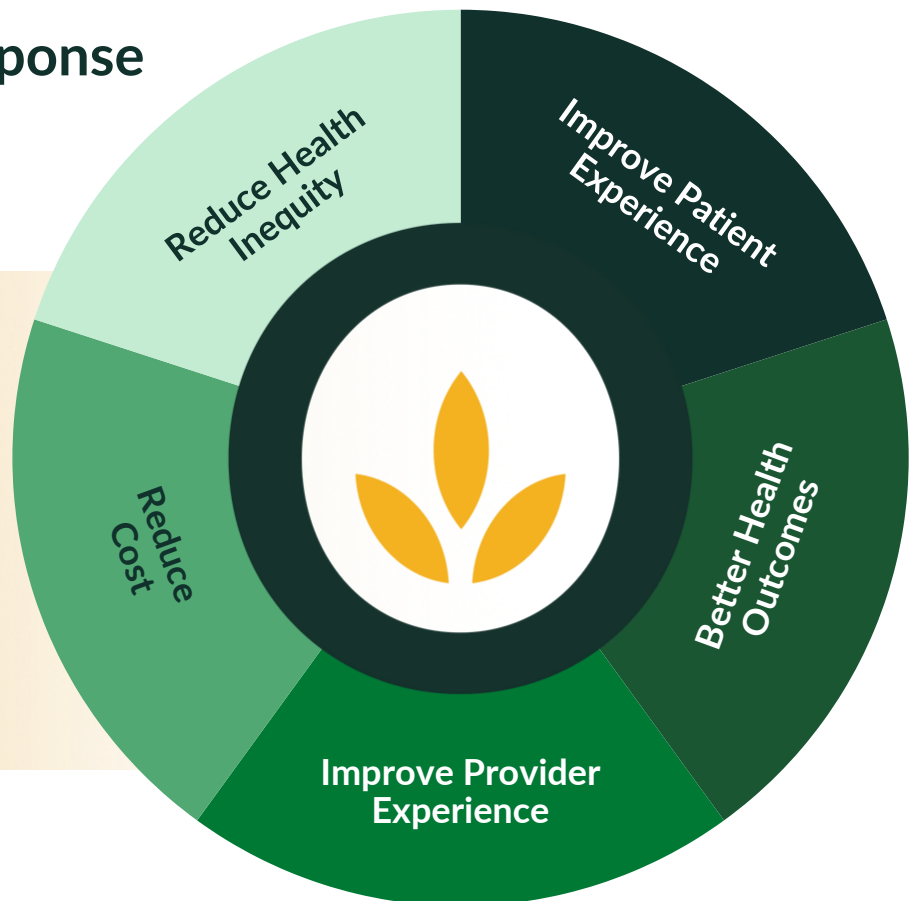


Connecting People to Services and Improving Digital Access



COVID-19 Response and Recovery

We focused on these 5 priority areas through the lens of the Quintuple Aim:



2023 HIGHLIGHTS



Oxford OHT and Elgin OHT had the honour of meeting with with **Susan DeRyk**, Chief Regional Officer Ontario Health Central & West, to discuss local initiatives and priorities that are important to our community.



Oxford OHT & community partners received the **2023 United Way Wes Magill Award** for contributing

to the establishment of the Tillsonburg Light House which provides transitional housing and supports.



SOCIAL MEDIA



↑ **50%**
GROWTH



↑ **68%**
GROWTH



↑ **127%**
GROWTH

184K
SOCIAL MEDIA
IMPRESSIONS

WEBSITE ENHANCEMENTS

Incorporated curated local information, including:

- Health service search & map feature
- 2SLGBTQIA+ resources
- Primary care fall/winter toolkit
- Cancer screening resources

ADVANCING PRIMARY CARE LEADERSHIP IN OXFORD



We hosted our first **Primary Care Networking and Education Event** to support primary care practitioners in providing a palliative approach to care for their patients.



4 SPEAKERS



22 PROVIDERS ATTENDED



We welcomed our first **Primary Care Physician Lead**, Dr. Shameena Tamachi.



I will be working closely with the Primary Care and Clinical Collaboration Lead to bring together Family Physicians and Primary Care Providers in Oxford to plan and design healthcare delivery in our area. Our goal is to see a network of comprehensive, team-based care that serves all the people of Oxford County.



INTEGRATING CARE FOR OUR PRIORITY POPULATIONS

THE REMOTE CARE MONITORING PROGRAM

The program was launched in August 2022 and is intended for community members that frequently rely on emergency services and/or are living with moderate to severe chronic diseases.



“We have never felt so cared for knowing you are just a heartbeat away. We are letting you know the value in your program, so needed and very much appreciated, like having our own emergency dept., in our own home 24/7, just a life saver for us.”

– Remote Care Monitoring Participant

RESULTS

- 280+** unique patients monitored
- 96%** overall patient satisfaction
- 76%** of patients needed fewer visits to their healthcare provider
- 91%** would recommend the program



There was a significant reduction of ~ 2 emergency department visits among those who completed the program.

INTEGRATING CARE FOR OUR PRIORITY POPULATIONS

HYPERCARE

In 2022, we implemented Hypercare, an application that enables secure and timely communication, starting with our Palliative Care Outreach Team. This year, we onboarded **7 new partners**:

- Alzheimer Society Southwest Partners
- Behavioural Supports Ontario Mobile Team – Woodstock Hospital
- Geriatric Resource Nurse Oxford – St. Joseph’s Health Care London
- SE Health
- Seniors Outreach & Recovery Program – CMHA Thames Valley
- Ingersoll Nurse Practitioner-Led Clinic
- Sakura House Hospice – VON Oxford

PROVIDER EXPERIENCE:

75% Agree that Hypercare improves the ability to provide better patient care.

98% Agree that Hypercare provides peace of mind by allowing messaging in a secure way.



4.5/5 Stars for Provider Satisfaction

“Hypercare has been a great addition to our community palliative care practice. The ability to have secured texting has allowed our team to improve efficiency and be more attentive to the needs of our patients, caregivers and community partners.”

– Care Coordinator

STATS:

150+
Patients Supported

11
Organizations

95
Total Users

7,537
Group Chats

29,058
Total Messages

217
Most Messages in One Day

21,511
Single Chats



ADVANCING OHT COLLABORATION AND GOVERNANCE



TRAINING AND EDUCATION

33

individuals from OHT partners received training and education through **The Beryl Institute**, a global community of practice committed to transforming the human experience in healthcare.

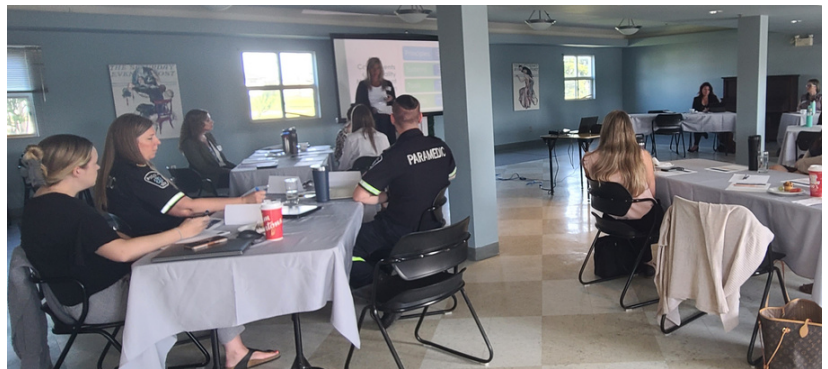
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OHT leaders, including one patient advisor, participated in the **ADVANCE Leadership Series**, which provides opportunities to discuss issues of shared leadership, decision-making and accountability with peers from across the province.



FOCUS ON QUALITY IMPROVEMENT

Tillsonburg District Memorial Hospital and Alexandra Hospital Ingersoll hosted two quality training sessions and a site visit at Woodstock Hospital to share quality improvement practices with our partners.



“

“The Oxford OHT Quality Management system project supported our team with additional resources in fulfilling the required quality standards for Accreditation Canada. One quality initiative introduced was the use of a huddle board in our Home Support department with an emphasis on incident reporting, quality initiatives, client numbers, and hospitalizations along with appreciation to those staff who go above and beyond in their support of quality and service delivery.”

- Diana Handsaeme, Reg. N., Director of Home Support Tillsonburg & District Multi-Service Centre

CONNECTING PEOPLE TO SERVICES AND IMPROVING DIGITAL ACCESS

BRINGING TOGETHER FRONT LINE SERVICE PROVIDERS

We launched the **Oxford Navigator Community of Practice**. 26 passionate frontline service providers who connect the community to health and social services in Oxford meet every other month to network, share knowledge, and strengthen partnerships.

“I feel it’s been very beneficial to see our partners and learn more about each other through these meetings”

- Frontline Service Provider

ONLINE APPOINTMENT BOOKING

Oxford OHT received funds to support **22 primary care providers** to trial Online Appointment Booking. This service allows patients to book certain types of primary care appointments, conveniently at any time of day, online.



PROMOTING CONNECTMYHEALTH

In December 2023, we started to inform our community of ConnectMyHealth: a digital health solution that provides an online, **single access channel to view health records** at many hospitals in southwestern Ontario including our three partner hospitals in Oxford. We continue to promote into 2024 with the aim of increasing registrations.

- ✓ 3 INFORMATION BOOTHS IN DECEMBER
- ✓ 10+ BOOTHS PLANNED FOR EARLY 2024 ACROSS OXFORD COUNTY
- ✓ 391 REGISTRANTS SO FAR



COVID-19 RESPONSE AND RECOVERY

This year, our focus was to increase **Preventative Cancer screening** rates in Oxford to pre-pandemic levels. Feedback from our community showed:



It is not common knowledge that eligible individuals can book a **mammogram** directly without a referral.



It is confusing to know where to go to get access to **preventative** screenings.

COURSE OF ACTION



Initiated a discussion on social media to learn what else may prevent our community members from booking mammograms.



Consolidated information on how to access cervical, colorectal, and breast screening on our website.



Increased informative postings on our social media pages to increase community awareness.



Worked with our partners to increase access to existing cervical screening and initiated collaborations to support primary care in providing more cervical screening in Oxford.



EXPANSION OF SERVICES AND IMPROVEMENTS IN OXFORD

We were proud to be able to support initiatives that expanded and/or improved the following services across Oxford:

A New Accessibility Van, led by VON Oxford

Purchased a van to add to the existing fleet of non-urgent transportation vehicles; increasing number of rides to and from appointments and the Let's Go Home Program across Oxford.



A Clinical Coach at Tillsonburg District Memorial Hospital and Alexandra Hospital Ingersoll

A clinical coach providing mentorship and in-the-moment presence to support new frontline hires.

Tillsonburg Light House Project, led by United Way Oxford, the Oxford County Community Health Centre, and many community partners

A Tillsonburg-based transition house providing safe and secure housing to Oxford County community members facing homelessness or housing instability.



Families CARE Support Group, led by CMHA Thames Valley

A group-based program that helps family members cope and relate effectively with the person who has a substance use concern.

EXPANSION OF SERVICES AND IMPROVEMENTS IN OXFORD

Electronic Medical Records, led by VON Sakura House

Transitioned from paper to a hospice-based Electronic Medical Record system to improve communication across care teams and create reliable, secure electronic health records for patients.



Patient Experience Rounding Program at Tillsonburg District Memorial Hospital and Alexandra Hospital Ingersoll

Equipped volunteers with iPads to complete patient experience surveys to improve quality of care in the moment. The initiative led to the rate of patient experience surveys more than doubling.

The Social Program, led by Alzheimer Society Southwest Partners

Expanded the program into Oxford County offering an opportunity for engagement, stimulation, and socialization for the attending client, while also offering the care partner time to focus on their individual needs.



A Dementia Resource Consultant in the Woodstock Hospital Emergency Department, led by Alzheimer Society Southwest Partners in partnership with Home and Community Care Support Services and Woodstock Hospital

This program started on December 4th, 2023 with a goal to help non-acute patients with dementia and their care partners to return home with the supports needed instead of being admitted to a hospital bed. This program also provides dementia education and support to hospital staff to help improve communication and support for patients living with dementia.

NEXT STEPS



NEXT STEPS IN 2024

To prepare and energize for 2024, we hosted a full day, facilitated working session on November 2nd – inaugural **Make a Difference Day**.



We brought together 30 leaders from our Leadership and Strategy Council and Collaboration Committee to help us learn, visualize, and initiate planning and priorities for 2024.



We finalized our core values and set our strategic direction for 2024, which will combine local and provincial priorities.

View our strategic direction for 2023 - 2025 on the next page.



2023 STRATEGIC 2025 DIRECTION



Shared Purpose

Working together to build a stronger, healthier community for all.

Reason for Being

To create a connected, integrated local health system. We want our community to experience improved care, delivered by a team of providers who share responsibility for overall health outcomes.

Core Values

We are committed to change; we will collectively and creatively re-frame challenges by asking ourselves *how can we* create actionable solutions.



Collaborative: Working together as a team will enable us to accomplish what individuals alone cannot.



Adaptable: We acknowledge that change is constant. We aim to be courageous in our actions, to pivot to meet the needs of our community, and to be reflective in our continuous learning.



Respectful: We build and sustain trust with each other by being authentic and transparent with our words and actions, and by actively listening to establish shared understanding.



Accountable: We hold ourselves personally and collectively responsible to do the right thing for our community.



People-Centred: We put people and their experience first. We believe that everyone deserves to be empowered in their care and well-being. We will address health inequities through social determinants of health for all.



STAY CONNECTED



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