

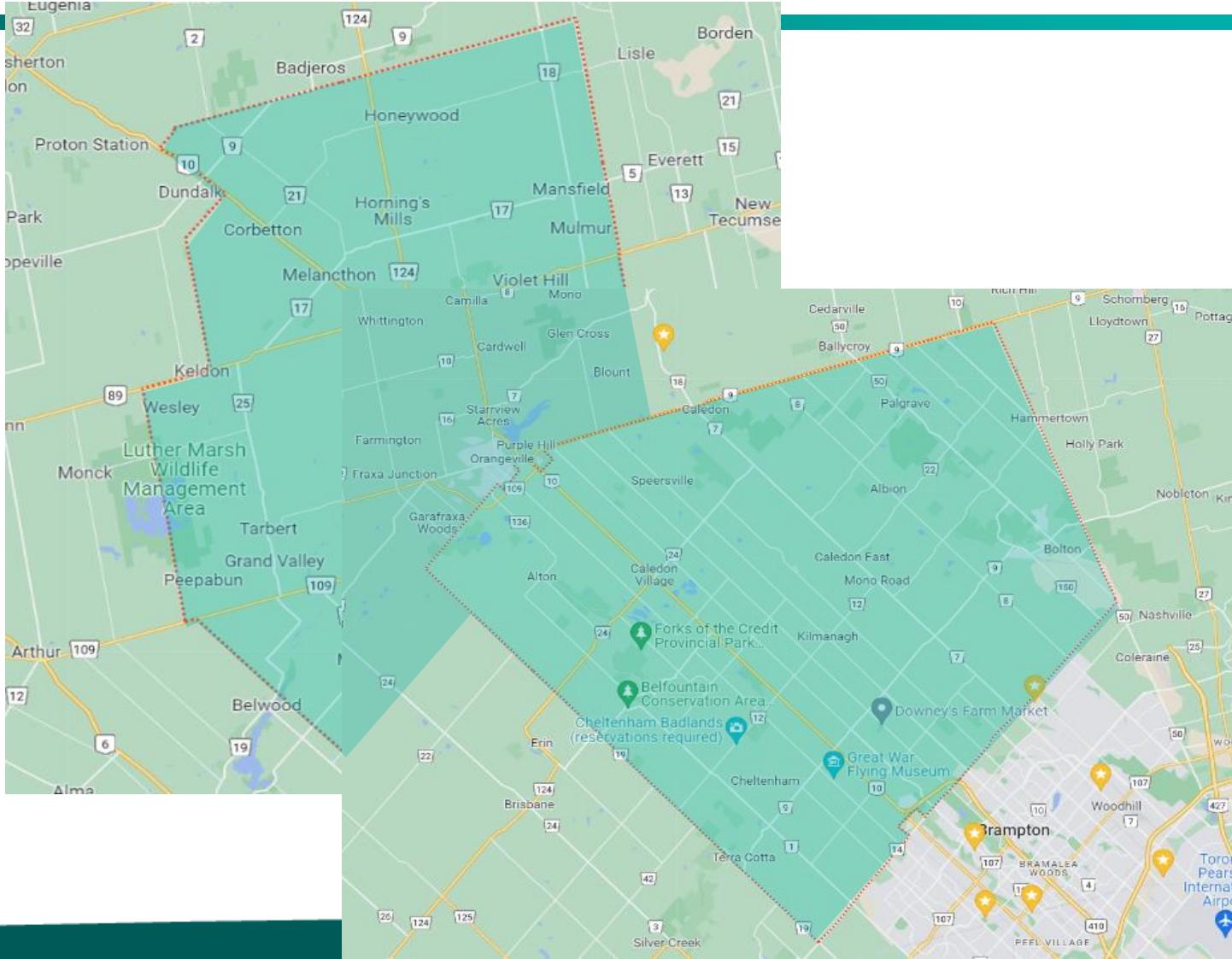


Hills of Headwaters Collaboration Journey

March 27, 2023

Hills of Headwaters Collaborative OHT

Dufferin County, Town of Caledon



Dufferin County Townships

- Melancton
- Mulmur
- Mono
- Amaranth

Dufferin County Towns

- Grand Valley
- Mono
- Orangeville
- Shelburne

Town of Caledon

- Bolton
- Caledon East

Erin



Hills of Headwaters Collaborative Ontario Health Team

**ONE COMMUNITY
WORKING TOGETHER**

to improve the health and well-being of everyone who lives and provides care across Dufferin-Caledon.

Hillsofheadwaterscollaborative.ca

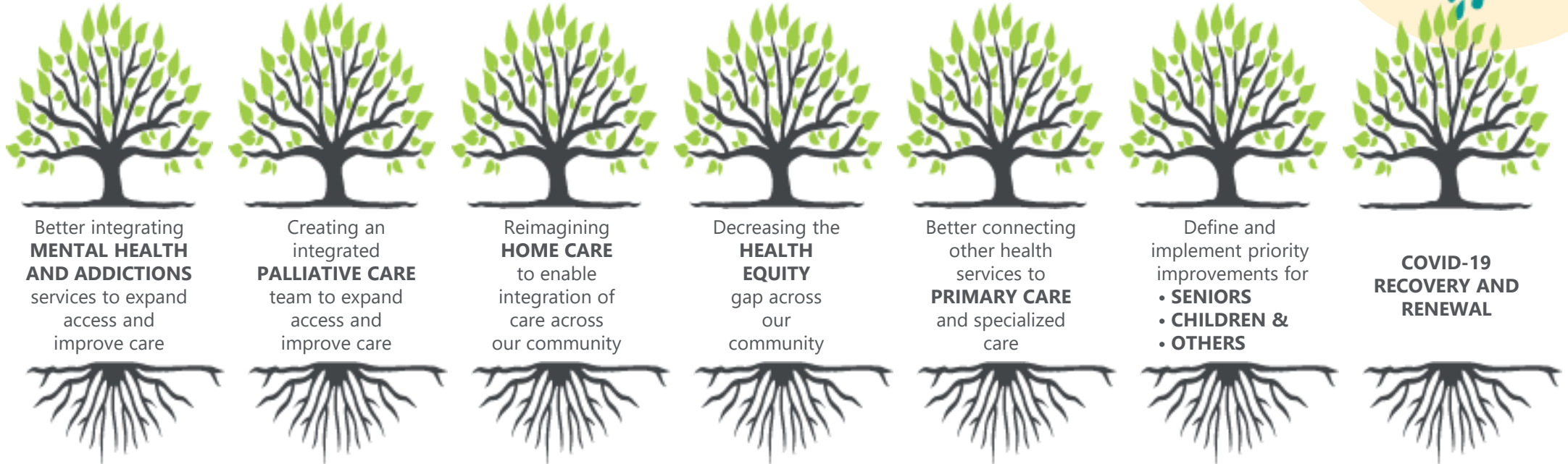
Keys to Success

- 1. Common purpose – Shared goals or objectives, reasons for working together rather than separately, respect value of others**
2. Governance – formal partnership, governed by agreements and objectives/targets
3. Trust – communications, relationships, transparency
4. Shared successes – Celebrate successes, acknowledge challenges, invest in each other, aim higher
5. Continuous improvement – Honestly examine performance, assess and adjust accordingly

OUR SHARED VISION:

To create one community, working together to improve the health and well-being of everyone who lives and provides care across Dufferin-Caledon

2022-23



Our priorities are interconnected.

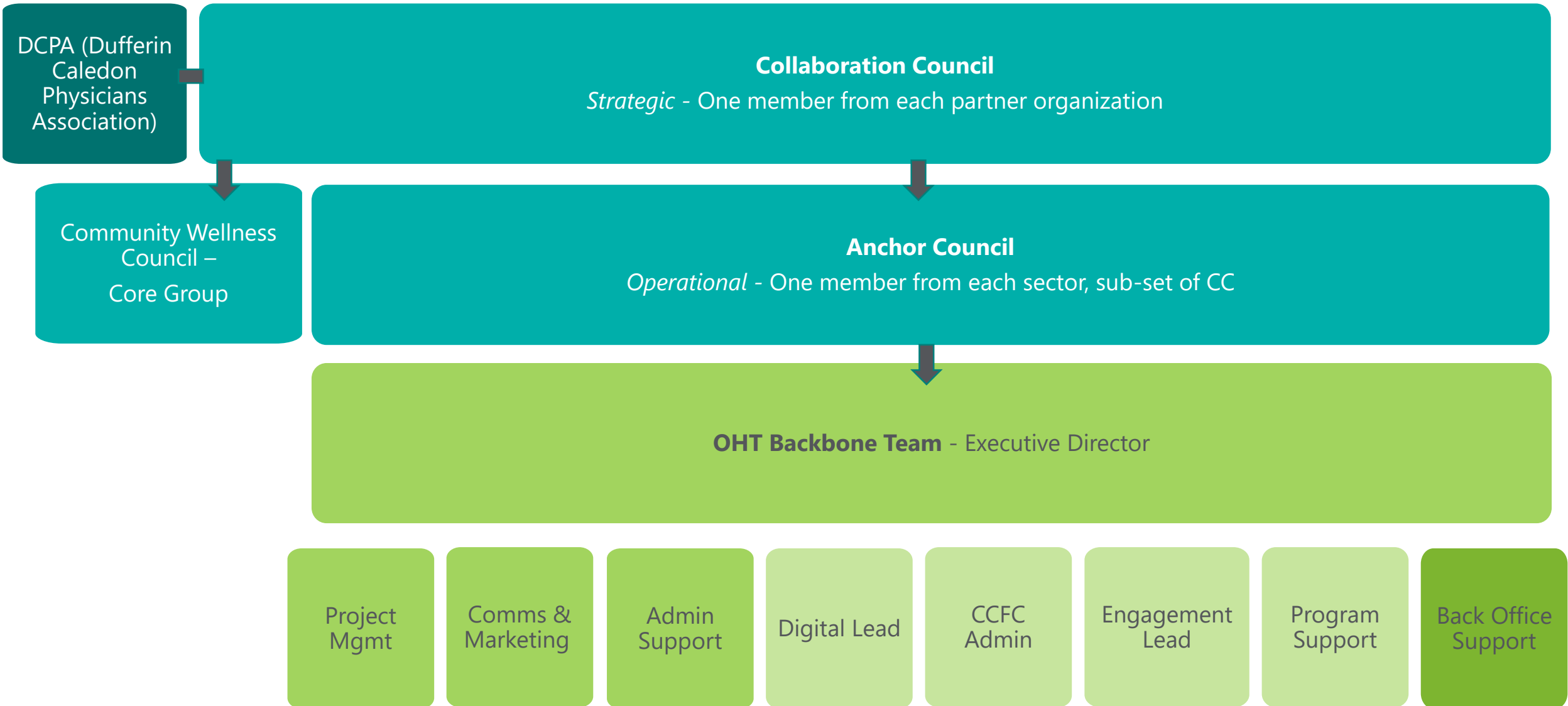
INTEGRATED POPULATION BASED CARE MODEL:

- Population health is an approach that aims to improve the health and reduce inequities within the entire population
- Integrates and balances action between:
prevention and promotion; health protection; diagnosis; treatment and care.

Keys to Success

1. Common purpose – Shared goals or objectives, reasons for working together rather than separately, respect value of others
2. **Governance – formal partnership, governed by agreements and objectives/targets**
3. Trust – communications, relationships, transparency
4. Shared successes – Celebrate successes, acknowledge challenges, invest in each other, aim higher
5. Continuous improvement – Honestly examine performance, assess and adjust accordingly

Governance



Keys to Success

1. Common purpose – Shared goals or objectives, reasons for working together rather than separately, respect value of others
2. Governance – formal partnership, governed by agreements and objectives/targets
- 3. Trust – communications, relationships, transparency**
4. Shared successes – Celebrate successes, acknowledge challenges, invest in each other, aim higher
5. Continuous improvement – Honestly examine performance, assess and adjust accordingly

Current Partners

We partner with patients, families, caregivers, physicians, providers and community members on shared priorities to unify and improve the health and social care in our region.



Keys to Success

1. Common purpose – Shared goals or objectives, reasons for working together rather than separately, respect value of others
2. Governance – formal partnership, governed by agreements and objectives/targets
3. Trust – communications, relationships, transparency
4. **Shared successes – Celebrate successes, acknowledge challenges, invest in each other, aim higher**
5. Continuous improvement – Honestly examine performance, assess and adjust accordingly

Hills of Headwaters Collaborative
November 10

Our Caregivers in the Hills program has grown into a loving community in such a short amount of time. Today we are celebrating our milestone of 100 members! ❤️

Being a caregiver is a beautiful, challenging and vital role in your loved one's healthcare team, and we hope this program helps support you.

Thank you to all the business partners who recognize our members with perks and discounts when presenting their Caregiver ID badge. ... [See more](#)

CELEBRATING
100
CAREGIVERS

HILLS of HEADWATERS COLLABORATIVE
Caregivers in the Hills

Dufferin-Caledon
COVID-19 Cold & Flu
Clinic (Orangeville)



A gift for those you love

HILLS of HEADWATERS COLLABORATIVE

Advance Care Planning Workshop
Everyone should have an advance care plan. **Everyone.**
It's the best gift you can give your loved ones.

November 30, 2022
6:30 to 8:00 p.m.
(Zoom)

Facilitated by:
Natalie Talma, MSW, RSW and Trudy Mulder-Hall, RN, BNSC, CHPCN(C)

Register today!
Email acp@hillsofheadwaterscollaborative.ca
or call 519-938-8802 x308

Hills of Headwaters Collaborative
October 20

Breast cancer can choose anyone. Finding it early can save your life. Encourage yourself and your loved ones to get screened.

For more info + screening locations in Dufferin-Caledon, click here: <http://ow.ly/HTC5QL5G0>

#breastcancerawarenessmonth #breastscreening

HILLS of HEADWATERS COLLABORATIVE

Dufferin-Caledon Screening Locations

- Headwaters Health Care Centre
- Bolton Medical Imaging
- Orangeville Medical Imaging

Early detection saves lives.
GET SCREENED

Community Crisis Integrated Team

Serving Dufferin and Caledon

HILLS of HEADWATERS COLLABORATIVE

Produced by Hills of Headwaters Collaborative Ontario Health Team

WHERE TO GO IF YOU FEEL UNWELL.

WHERE TO GO

Family Doctor

If you or a family member are unwell, please call your **Family Doctor**.
If you do not have a doctor or your doctor is unavailable, please try one of the options below.

Pharmacy

Many symptoms can be controlled with over the counter medication. Your pharmacist is able to help you. Don't forget to **renew your prescriptions** before the holiday season.

Health Connect Ontario

To speak with a **registered nurse**, call 811 or 1-866-797-0000.

Mental health or crisis services

If you or someone you love are experiencing a **mental health crisis**, please call the **24/7 Crisis Support Peel-Dufferin** number at 905-278-9036 or 1-888-811-2222.
For more information on the community and mental health care support services, please visit hillsofheadwaterscollaborative.ca.

Dufferin - Caledon COVID-19 Cold and Flu Clinic

For coughs, colds, persistent fevers, flu or COVID-19 symptoms.
50 Rolling Hills Drive, Suite #5, Orangeville
1-888-530-1319 or online at care-clinics.ca to book an appointment

Walk-in clinics

Alliston Walk-in Clinic
30 Dunham Drive, Alliston
905-434-2141

Bolton Walk-In Clinic
105-170 McEwan Drive East, Bolton
905-857-3260

Central Bolton Walk-In Clinic
15 Allan Drive, Unit 9, Bolton
519-951-1234

Dayspring Medical Centre
56 Queen Street North, Bolton
Call to book same-day appointment
905-857-9797

5th Ave Walk-In Clinic
50 Rolling Hills Drive, Unit 5, Orangeville
519-942-0040

Headwaters Walk-in Clinic
170 Lakeview Court, Unit 2, Orangeville
519-307-1201

Orangeville Urgent Care Family Practice
33a Broadway, Orangeville
519-938-9997

Urgent Care Centre - William Osler Health System

Peel Memorial, 20 Lynch Street, Brampton
Open 24/7, no appointment necessary
For immediate but non-life-threatening illnesses or injuries including:
• Sprains, strains or broken bones
• Asthma attacks, minor burns, cuts that might need stitches
• Fevers (in infants older than three months), coughs, colds, infections and nose/throat complaints

Emergency Department - Headwaters Health Care Centre

100 Rolling Hills Drive, Orangeville
Open 24 hours a day, every day
For immediate life-threatening conditions or injuries such as:
• Chest pain or abdominal pain
• Shortness of breath
• Internal bleeding
• Numbness or weakness in arms or hands
• Major trauma
• Mental health concerns
• Infants less than 3 months old with a fever
• Pregnancy-related emergencies
• Seizures or stroke symptoms

Virtual Urgent Care - William Osler Health System

For non-life-threatening illnesses or injuries including:
• Cuts, sprains, head injuries
• New abdominal pain, nausea, vomiting
• Cough, nasal congestion, cold symptoms or questions about COVID-19 symptoms

Online booking only:
<https://forms.williamoslerhs.ca/Book-a-Virtual-Urgent-Care-Appointment>

To learn about the health and social care options in our community, visit headwatershealth.ca/WhereToGo

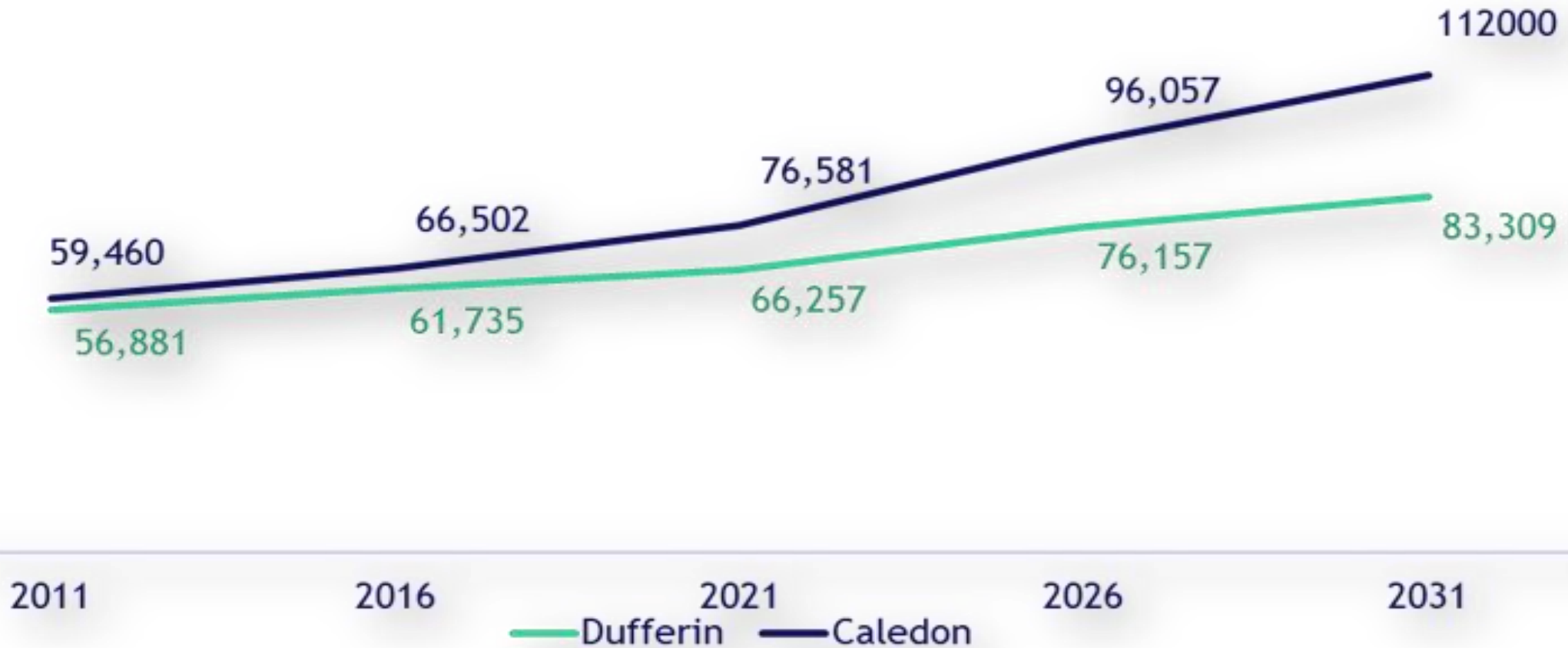
Hills of Headwaters Collaborative Ontario Health Team is supported by funding from the Government of Ontario.

Keys to Success

1. Common purpose – Shared goals or objectives, reasons for working together rather than separately, respect value of others
2. Governance – formal partnership, governed by agreements and objectives/targets
3. Trust – communications, relationships, transparency
4. Shared successes – Celebrate successes, acknowledge challenges, invest in each other, aim higher
5. **Continuous improvement – Honestly examine performance, assess and adjust accordingly**

Hills of Headwaters Collaborative OHT

Projected Population Growth



Family Physicians

Retention and Recruitment



The Physician Recruitment and Retention Task Force brings together leaders across Dufferin and Caledon with the purpose of achieving the following:

- Developing a high-level strategy to attract, recruit and retain physicians.
- Implementation of tactics to increase interest for physicians to practice in Dufferin-Caledon.
- Develop and help implement plans of succession for retiring physicians.

Physician Recruitment and Retention Task Force kicked off in February 2023 and now includes a Steering Committee and an Action Group.

Current state:

- A total of **4,173 unattached patients** within our OHT
- 78 family physicians in Dufferin & Caledon (includes Walk-Ins)
 - 35 in Caledon (Bolton)
 - 43 in Dufferin (Orangeville, Shelburne, Grand Valley)
- Nine physicians practice solo and the remainder are part of a group practice or Walk-in clinic
- 49 are part of a Family Health team or organization with access to allied health supports
- Recently lost six family physicians

Opportunities

&

Challenges

- Make the most of existing programs
- Help partners to understand each other
- Added value
- Capitalize on each other's capital, partners, confidence

- Challenging to navigate a single organization, even more challenging
- Size matters – total number of partners, size of organizations
- Different funders with different expectations
- Philosophical differences

Thank you!

Tracy Coffin (She/Her)

Executive Director

Hills of Headwaters Collaborative Ontario Health Team

Phone: [519-278-1969](tel:519-278-1969)

Email: tcoffin@headwatershealth.ca

Website: www.hillsofheadwaterscollaborative.ca

Follow us on social:

Facebook:

<https://www.facebook.com/hhcollaborative>

Instagram:

<https://www.instagram.com/hhcollabora...>

Twitter: <https://twitter.com/hhcollaborative/>

LinkedIn:

<https://ca.linkedin.com/company/hills...>

Key Areas of Focus

The five work streams below categorize the current priorities of HOHC OHT.

1

Integrated Care through Population Health Management and Equity Approaches

- Integrated Care/ALC/Home First Project
- Palliative Care
- Mental Health & Addictions
- Development of EDI & other Performance Indicators

2

Support Patient Navigation and Digital Access

- Integrated Patient Navigation
- Online Appointment Booking Phase
- Data Sharing Agreement / Privacy & Security
- E-Referral (DI, Physicians, HCCSS)
- Increase Virtual Care & remote monitoring

3

Collaborative Leadership, Decision-Making and Governance

- Update governance
- Strategic Planning
- OHT Funding Sustainability
- Relationship Management
- Increase patient/public involvement
- Communications Strategy

4

Primary Care Engagement and Leadership

- Physician Recruitment & Retention
- Support to DCPA Operations
- Partner Newsletter
- Physician Recognition

5

COVID-19 Response and Recovery

- "Where to Go" campaign to support right care/right place
- Collaborative Quality Improvement Plan (Preventative Screening, ALC and MH&A)
- Collaboration with Public Health and Partners to resume services

Hills of Headwaters Collaborative OHT

2016 - Population (Dufferin and Caledon combined)

| | |
|---|--|
| Population (2016 Census) | 112, 781* |
| Growth since 2011 | 5% |
| Urban-rural gradient (Number of) | 56% medium/small population centre 30% rural or small communities adjacent to urban areas 13% rural and small town |
| Immigrants | 17% |
| Recent Immigrants | <1% |
| Visible minorities | 9% |
| First generation Canadians | 17% |
| English as mother tongue | 84% |
| No knowledge of English or French | <1% |
| Francophones | 1,535 |
| Aboriginal | 1,610 |