

HOHC OHT Navigation Update

Tracy Coffin – Executive Director

March 25, 2024

Hills of Headwaters Collaborative Ontario Health Team

As COMMUNITY LEADERS,
together we improve the
health and well-being for
everyone in Dufferin &
Caledon.

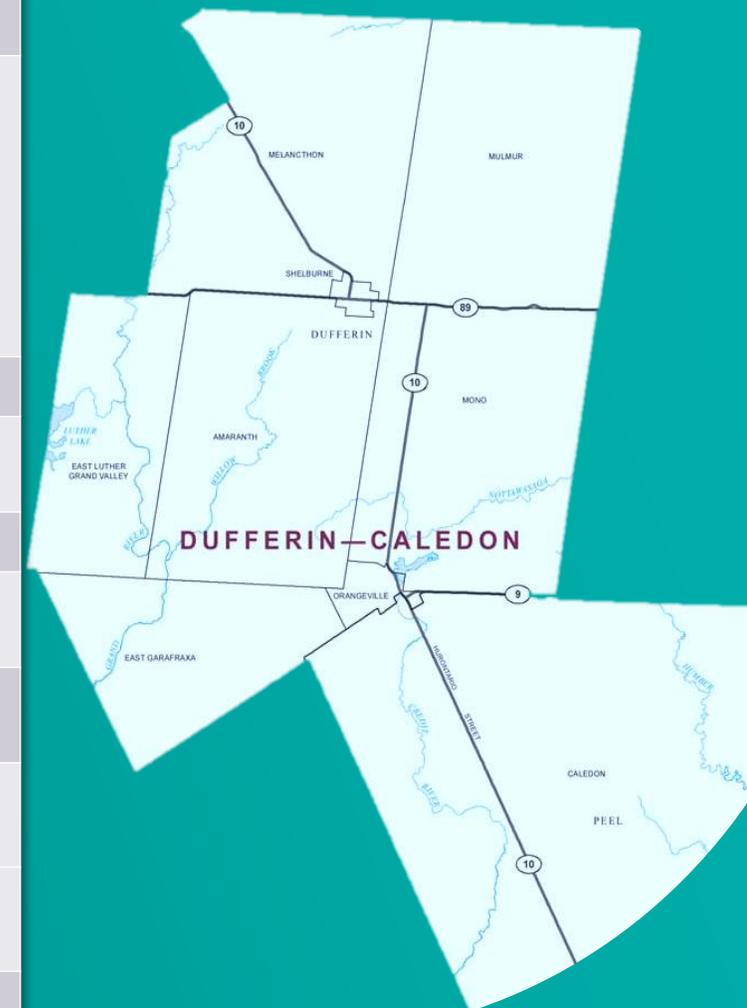
Hillsofheadwaterscollaborative.ca



Hills of Headwaters Collaborative

OHT Population

Population (Dufferin and Caledon combined)	128,237 (2016 Census)	142,838 (2021 Census)
Growth since last census	10%	11%
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	19%	23%
Recent Immigrants	<1%	1.6%
Visible minorities	14% (6% South Asian)	25% (13% South Asian)
First generation Canadians	20%	25%
English as mother tongue	79.5%	74%
No knowledge of English or French	<1%	2%
Mother tongue other than official languages	4% Italian	7% Punjabi
Francophones	1,205	1,180
Indigenous	1,785	2,015



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.



VISION, MISSION & VALUES

Vision

A healthy and supportive community for all.

Mission

As community leaders, together we improve the health and well-being for everyone in Dufferin & Caledon.

Values

Inclusion, collaboration, integrity and innovation.

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ONTARIO HEALTH TEAM

HOHC OHT Navigation

Priority Area: System Navigation

2019 Premier's Council Recommendations

“Patients and their families find it difficult to navigate the health care system. For some, it's a matter of not being able to find timely health care, due to long wait-times or inconvenient service hours. For others, it can be difficult to know where to go for the right kind of care.”

“The system continues to struggle with transitions in care due to a lack of system-wide integration.”

Problem Statements

“Caregivers and health care providers are both looking for one clear point of contact that ensures patients' needs are met at every segment of their health care journey.”

“Improve patients' and providers' ability to navigate the health care system, simplify the process of accessing and providing care in the community, and improve digital access to personal health information”

Recommendations

“Measure patient experience and patient engagement along each stage of a health care journey by collecting and using standardized and digitally-enabled Patient Reported Experience Measures (PREMs)”

Updates from Ontario Health

Proposed Role of Provincial, OHT and Local Navigation Supports



Health811

Digital Front Door for Ontario

Focused on episodic needs and symptom assessment, high level navigation

Available 24/7



OHT Navigation

Information and referral service (should include needs assessment, however symptom assessment/advice not in scope)

In depth knowledge and established relationships with local/OHT service providers

Provides warm transfers to appropriate local health care and social services

Supports available for complex and/or unattached patients

Service available during business hours



Health Service Provider

First point of contact for most patients

Embed navigation supports into clinical pathways for target populations

Ensure patients know who to contact on their care team

Community Navigation

Dufferin/Caledon Community Help Line

**DUFFERIN/CALEDON
COMMUNITY HELP LINE**

1-844-806-3093

Navigating our local health and social care options can be confusing. Help is just a call away.

If you need an immediate response from police, fire, or ambulance, please call 911.

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I need to find
breastfeeding support

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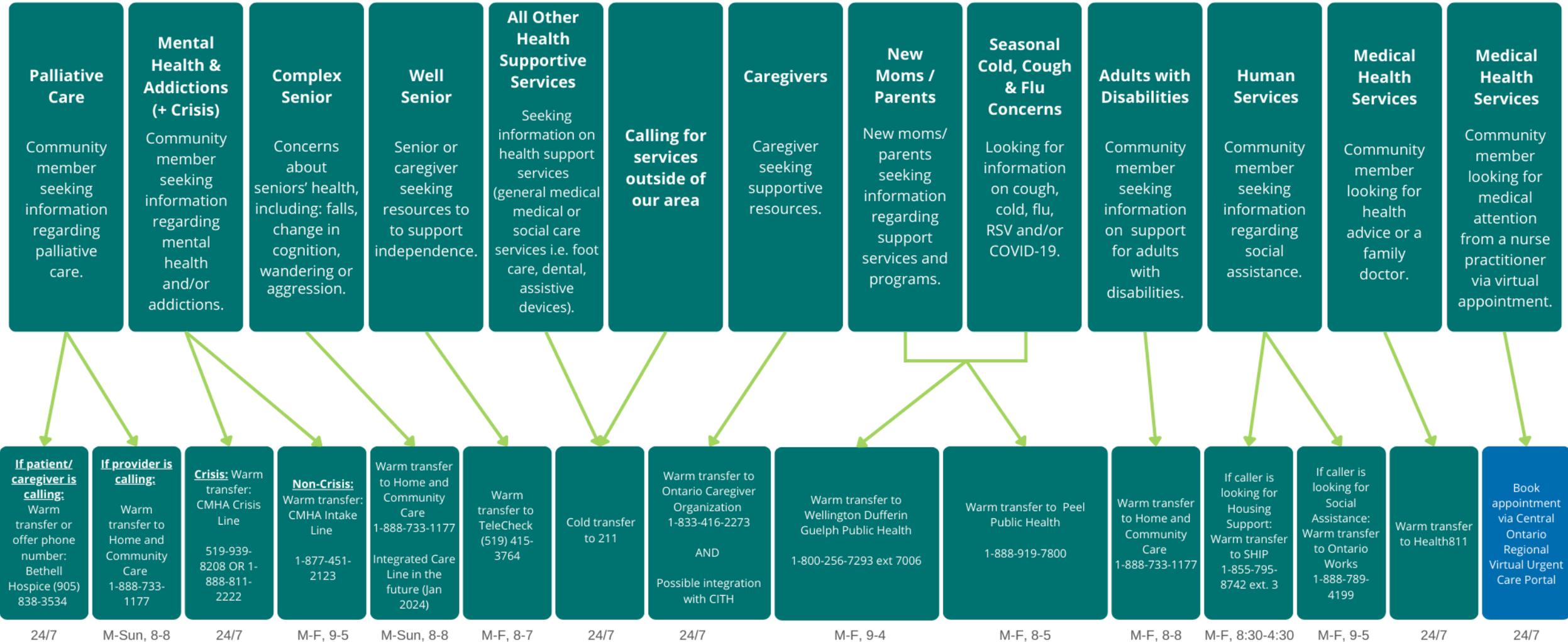
I need to find
a doctor

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I need to find
nursing care for my mom

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HOHC OHT Navigation Referral Process



OHT Navigation Line Data

- The OHT Navigation Line has been running since November 2023
- Inquiries include:
 - Breastfeeding support
 - Senior recreation programs
 - Senior mobility options
 - Information about nursing care
 - Senior transportation inquiries
 - Snow removal
- Transfers have been successful, and for those who indicated they preferred a phone number, resources were provided
- Most callers were either seniors or caregivers of seniors

Next Steps

- Continue to gather data from calls made to the OHT Navigation Line. Provide report on call details to all partners.
- Continue to amplify marketing materials through HOHC OHT channels, community partners and organizations. HOHC OHT to reach out to each partner individually to provide support/materials.
- Explore options for measurement of patient experience and success of navigation line.
- Creation/implementation of Navigators Community of Practice. **For those who have not provided a name, please send us a representative from your organization to participate.**
- Work with Ontario Health to ensure seamless implementation of 811 updates.
- Explore upcoming social prescribing options.

Caregivers in the Hills

Free program with more than 200 members.

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](#)



COMMUNITY

Receive an ID badge: Ontario health team working to identify unpaid caregivers in Caledon and Dufferin

Caregivers in the Hills program creates ID badges for local unpaid caregivers

By [Karen Martin-Robbins](#) 📧 Caledon Enterprise
Saturday, December 3, 2022

📧 🐦 📧

When Dini Dimakos Shevchenko is talking to a caregiver about the program she helps run through Hills of Headwaters Collaborative Ontario Health Team, she always asks the person how they are doing.

“They will often get emotional and tell me that no one ever asks them that,” she said.

The local health team is trying to get recognition and respect for the unpaid caregivers in the community.



Sarahs Story - Caregivers in the Hills



Caregivers In The Hills Program - Physicians Overview



Caregivers in the Hills Program



Caregivers in the Hills Program

Alternate level of care

Reducing hospital visits

Campaign in partnership with Headwaters Health Care Centre

WHERE TO GO IF YOU FEEL UNWELL.



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 hillssofheadwaterscollaborative.ca.

Walk-in clinics



Alliston Walk-in Clinic
30 Dunham Dr
Alliston
705-434-2141

Bolton Walk-In Clinic
105-170 McEwan Dr E
Bolton
905-857-3260

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

Dayspring Medical Centre
56 Queen St N
Bolton
Call to book same-day appointment
905-857-9797

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

Chafford-200 Medical Center
195 Broadway Ave
Orangeville
519-940-0333

Headwaters Walk-In Clinic
170 Lakeview Ct, Unit 2
Orangeville
519-307-1201

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

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

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>

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

CALL 911 for immediate life-threatening conditions or injuries



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

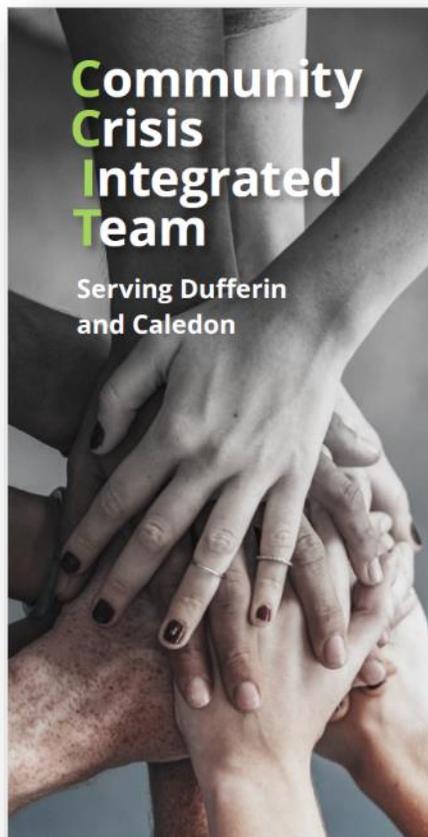


Hills of Headwaters Collaborative Ontario Health Team is supported by funding from the Government of Ontario.



Mental Health & Addictions

Every Number is the RIGHT Number

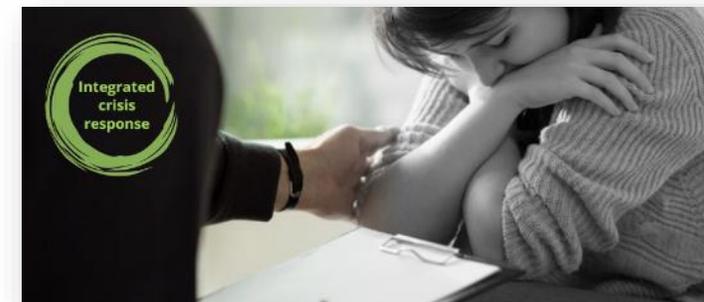


Community Crisis Integrated Team
Serving Dufferin and Caledon

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Produced by Hills of Headwaters Collaborative Ontario Health Team

CCIT Partners Contact List CALL 911 IN EMERGENCY

AGENCY	PHONE NUMBER	DETAILS
CMHA PD (Canadian Mental Health Association Peel Dufferin)	24/7 Crisis Line: 905-278-9036 OR 1-888-811-2222	24/7 crisis support, information, referral and assessment for addictions and mental health services (18+). www.cmhapeeldufferin.ca
DCAFS (Dufferin Child & Family Services)	Intake/Crisis Line: 519-941-1530	<i>Under 18 in Dufferin:</i> 24/7 support line for children, youth under 18 and their families.
EveryMind (Mental Health Services)	24/7 Crisis Line: 905-278-9036 Press 1	<i>Under 18 in Caledon:</i> 24/7 support line for children, youth under 18 and their families.
FTP (Family Transition Place)	519-941-HELP (4357) 519-942-4122 ext. 305	24 Hour Support/Info Line Mobile Crisis Counsellor available Monday to Friday, 10 a.m. – 6 p.m.
HHCC (Headwaters Health Care Centre)	Emergency Department – Crisis Worker 519-941-2410 ext. 3214	24/7 Crisis Worker available Monday to Friday, 8 a.m. – 4 p.m.
OPP (Ontario Provincial Police)	Call 911 in emergency <i>Dufferin</i> Non-emergency line: 888-310-1122 <i>Caledon</i> Non-emergency line: 905-584-2241	24/7 The mobile crisis team for Dufferin and Caledon is supported by Mental Health Crisis Officers and Mental Health Clinicians.
PAARC (Peel Addiction Assessment & Referral Centre)	Intake: 905-629-1007 ext. 222	Individual and group counselling and case management services for clients 16 and older who are concerned about their own or a loved ones' substance use, gambling, gaming or other select behavioural related challenges.
SHIP (Services & Housing In the Province)	Program Intake: 1-519-307-8700 1-855-795-8742	Individuals (16+) requiring access, assessment and referral to supportive housing and mental health services. Specialized services include intensive case management, early psychosis intervention, housing stability and mental health & justice.



Real Life Successes

A 17-year-old was trying to manage a bipolar single parent who was in psychosis within our community. Youth was referred to the crisis team in need of support, housing, and safety planning.

The crisis team was able to provide additional supports including clothing, groceries and a safe space to share their worries and fears, as well as register the youth with a family doctor

cQIP Initiative

Increase preventive screening

PreventingCancer.ca

HOME ABOUT ELIGIBILITY GET SCREENED WHAT TO EXPECT FAQs CONTACT



Get screened for cancer

You have a lot of memories to create, birthdays to celebrate and milestones to witness. Think about those you love and take an active role in cancer prevention.

Cancer is the leading cause of death in Canada. When it is found early, it's often easier to treat.

Do it for them.

[GET SCREENED](#)



Do it for them.

You have a lot of memories to create, birthdays to celebrate and milestones to witness. Think about those you love and take an active role in cancer prevention.

- Women, ages 50 to 74, are recommended to get screened for breast cancer every two years.
- Women, ages 25+, are recommended to get screened for cervical cancer every three years.
- People, ages 50 to 74, are recommended to get screened for colorectal cancer every two years.

Visit preventingcancer.ca to find out where to get screened in Dufferin/Caledon.



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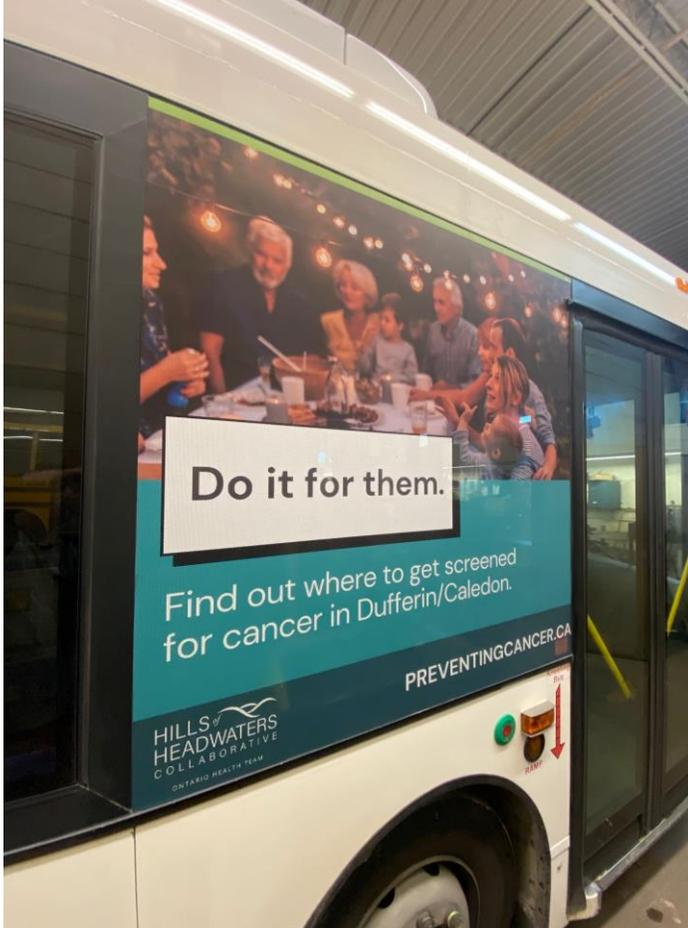
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There's still time to join Headwaters' 2023 Mammoth! Every person with a screening appointment scheduled during the month of October will be entered to win a gift basket draw prize.

WHO IS ELIGIBLE?
Ontario residents (women, Two-Spirit, trans and nonbinary people ages 50 to 74) may be eligible for mammograms every 1-2 years based on medical and family history at an Ontario Breast Screening Program (OBSP) site. Persons with implants can also get screened... See more



HEADWATERS' 2023
MAMMOTH



Do it for them.

Find out where to get screened for cancer in Dufferin/Caledon.

PREVENTINGCANCER.CA

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Do it for them.

Think about those you love and take an active role in cancer prevention.

Find out where to get screened in Dufferin/Caledon.

PREVENTINGCANCER.CA

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Thank you!

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

Updates from Ontario Health

Proposed OHT Navigation Service Delivery Model

Definition:

- The OHT's navigation service delivery model outlines how the OHT, inclusive of its member organizations and providers, will work together to ensure patients receive support finding and accessing the health and social services they require.

Key Principles

- Patients should know who to contact for assistance with their care needs.
- OHT navigation services must coordinate closely with health service providers to help patients identify and access the services they need along their care journey

