

**Ottawa West
Four Rivers**
ONTARIO HEALTH TEAM



ÉQUIPE SANTÉ ONTARIO
**Ottawa Ouest
Quatre Rivières**

Together, Building Healthier Communities



**Strategic Plan
2024-2027**

ottawawestfourrivers.ca

We would like to acknowledge the Anishinaabe Algonquin Nation, on whose traditional and unceded territory our communities are located.

As we strive for equal partnership in this Ontario Health Team, we acknowledge the need for reconciliation and will actively work to understand and address the individual and systemic harms that impact Indigenous Peoples.

We acknowledge and respect the rights and self-determination of First Nations, Inuit, Métis, and urban Indigenous communities. We are dedicated to building and sustaining meaningful partnerships grounded in respect, accountability, and trust, collaborating to advance health equity in ways that honour their traditional, cultural, social, and health priorities.

Mission

Together, building healthier communities

Vision

A simplified and coordinated health and community support system for all members of our diverse population

Values

- Accountability
- Collaboration
- Respect
- Sustainability
- Transparency



Guiding Principles

We are committed to improving the health and well-being of the diverse communities we serve by:

Addressing systemic inequities using a population health approach, centering the needs of marginalized groups

Ensuring community and primary care inform our priorities

Working across sectors with partners and neighbouring OHTs to address local needs and spread proven initiatives

Demonstrating improvement through local OHT initiatives across the **QUINTUPLE AIM:**



Population Health



Patient Experience



Provider Experience



Better Value



Health Equity

STRATEGIC DIRECTION

Connect people to the care and support they need



PRIORITIES

Simplified and coordinated navigation and access to home and community-based services for citizens of all ages

Clinical pathways have been redesigned to support integrated care

Care is delivered in a way that meets the needs and preferences of people

KEY ACTIVITIES

Partner with local OHTs, provincial and municipal services (e.g. Health 811, 211) on a navigation platform to help people find the care they need, with a focus on supports for people without a primary care provider

Connect and collaborate with supportive housing and services that support the social determinants of health

Align and plan for provincial changes to home care within the OHT model

Expand our local integrated care pathways, prioritizing underserved and high needs populations, such as those living with mental health, addictions, substance use health concerns, and complex chronic diseases

Implement our urgent care plan for mental health, addictions and substance use health with new provincial investment

Expand options for place-based care that support differences in our urban, suburban, and rural communities through existing models and new partnerships

Evaluate patient experiences with other local OHTs in collaboration with the Health System Performance Network (HSPN)

Work with partners to offer education and skill building on culturally appropriate care

Support ongoing engagement, collaboration, and knowledge sharing with our community

STRATEGIC DIRECTION

Support primary care as the core of our system



Across the province, primary care providers are organizing in primary care networks (PCNs) connected to OHTs - involved in decision-making and improving access to care.

PRIORITIES

Improved referral pathways and access to primary and specialty care

Support the development of our PCN and provide value for engagement in the OHT

Equitable access to team-based (multi-profession) primary care

KEY ACTIVITIES

Work with key partners and local OHTs to develop improved referral pathways and access to specialist supports (e.g. SCOPE) and improve use of coordinated access and referral programs.

Align with provincial plans for leveraging Health Care Connect to improve referral and access to primary care within OHTs

Seek investments and implement innovations to reduce administrative burden (e.g. AI scribe, e-referral, group purchasing) in primary care

Develop a roadmap to advance an engaged, collaborative PCN representing our community - starting with the PCN readiness assessment

Work with local primary care providers to secure new investments and improve access to primary care in our communities

Identify and facilitate primary care access to existing services in the community

Design pathways that support patients and providers to access education, preventative care and self-management

STRATEGIC DIRECTION

Build healthier, more equitable communities



PRIORITIES

A population health plan guides the priorities for our OHT

Health promotion and illness prevention are our core drivers

KEY ACTIVITIES

Adopt a population health plan and toolkits, available to OHTs on the Rapid-Improvement Support and Exchange (RISE) Hub, to improve the health of our diverse communities

Work with local public health units, academic partners and neighbouring OHTs to accelerate our data and analytics capacity and prioritize improvements aligned with the health needs of our community

Co-develop accessible education materials with residents focused on health promotion, self-management, navigation, and advocacy skills

Expand equitable access to preventative care, screening and self-management services across our communities

Build the knowledge of our communities with accessible materials about health and community supports

BUILDING OUR FOUNDATIONS FOR INTEGRATED CARE

These foundations will support our work together to achieve our goals **across all three strategic directions.**

FOUNDATIONS

Coordinated investment in systems and tools that connect us

Collaboration across partners on health human resources (HHR) strategies

Evaluate and report on local initiatives and improvements for collective impact

KEY ACTIVITIES

Develop a digital health plan aligned to provincial and regional strategies that supports our local initiatives

Provide implementation supports for provincial and regional investments aligned with our local initiatives, developed using our community engagement approach

Develop an OHT-wide inventory and awareness of digital tools and supports across our partnership

Build a shared understanding of HHR pressures across partners and sectors

Facilitate sharing of HHR strategies, collaboration on EDIA-R focused training programs, leadership education, and other supports across partners

Collaborate with partners on a capacity building learning series to support work force development

Develop a local OHT performance and evaluation framework and build a shared understanding of the collective impact of our work

Consult with academic partners, researchers, and neighbouring OHTs to ensure an integrated approach

