



Winter Engagement Session

February 28: 1:00pm-4:00pm

March 5: 5:00pm-8:00pm

Compassion – Accountability – Integrity – Respect



Welcome!

Veronica Nelson, President & CEO

Housekeeping

1. **Session is being recorded for future sharing.**
2. The slide deck will be available on www.hhhs.ca website after the last session.
3. Please mute yourselves during the presentation to minimize background noise.
4. Please feel free to use the chat function to share your thoughts and questions.
5. Questions from the chat will be answered during the Q&A session. At that time, you are welcome to raise your hand and unmute yourself once called upon.
6. Both sessions have the same content.

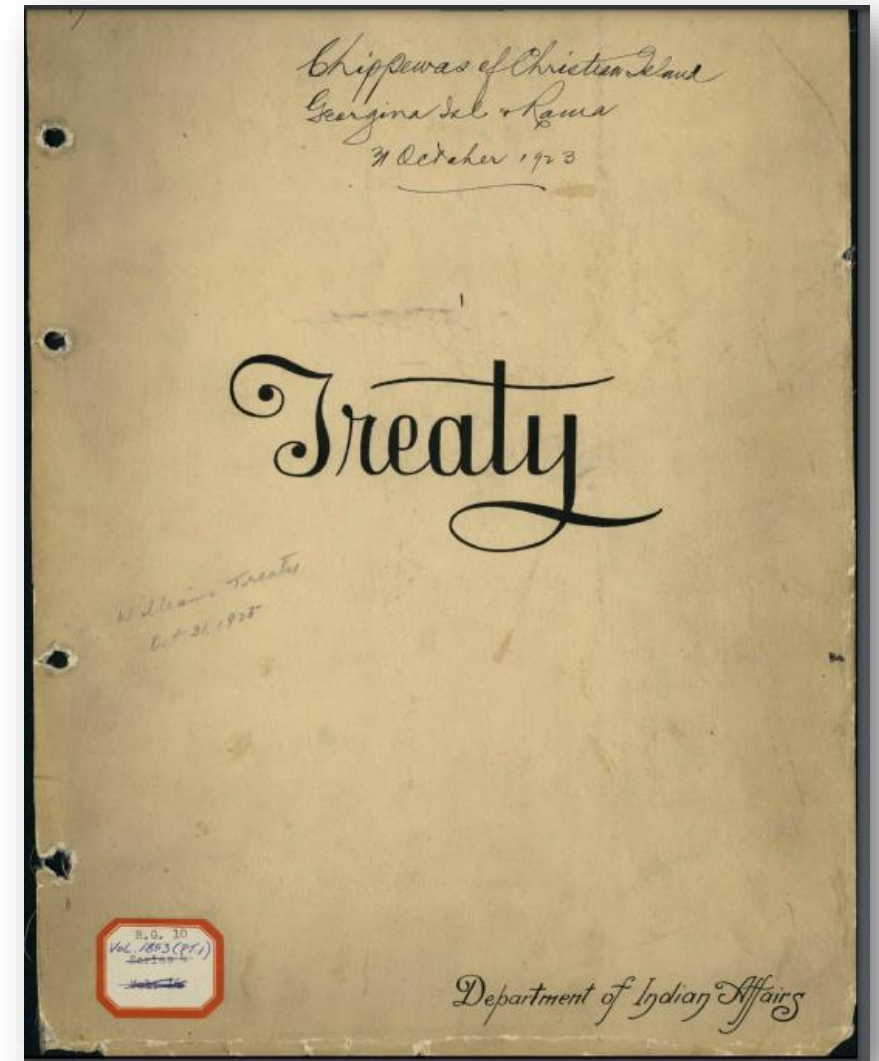
Thank you for attending, sharing your thoughts and being respectful!

Agenda

1. Introduction
2. Our Land Acknowledgement
3. Physician Recruitment – Wendy Welch
4. Primary Care – Kim Robinson
5. Urgent Care Clinic – Marina Hodson
6. Patient Navigation – Stephanie MacLaren & Christine Keenan
7. HHHS Strategic Plan – Irene Odell & Veronica Nelson
8. HHHS Master Program/Master Plan – Veronica Nelson
9. Care Closer to Home – Veronica Nelson
10. *Your Turn!* With Lauren Ernst
11. Final remarks – Veronica Nelson

Our Land Acknowledgement

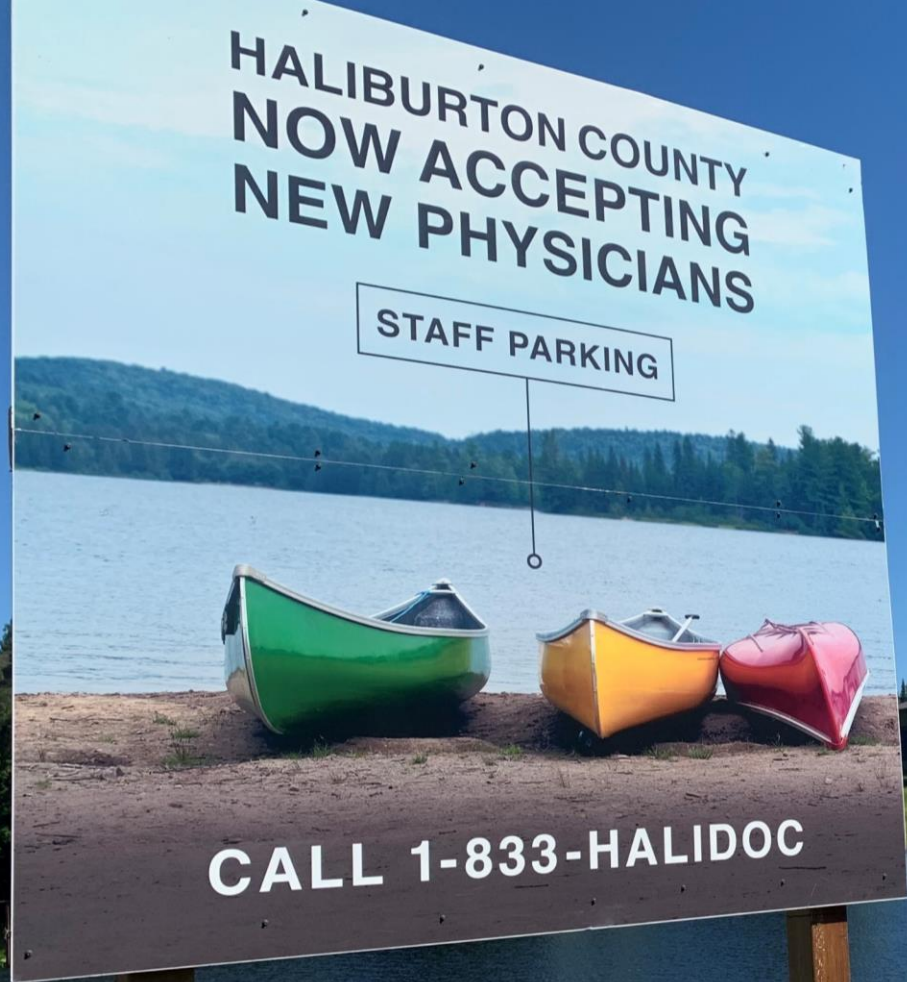
“We gather on ancestral lands, the traditional territory of the Mississauga Anishinaabe and the traditional unceded territory of the Algonquin Anishnaabeg people and in the territory covered by the Williams Treaties which have been inhabited for thousands of years – as territories for hunting, fishing, gathering and growing food. The intent and spirit of the treaties that form the legal basis of Canada bind us to share the land “for as long as the sun shines, the grass grows and the rivers flow.”





Physician Recruitment

Wendy Welch, Physician Recruiter



Update on Physician Recruitment in Haliburton County

Wendy Welch

What Haliburton has to offer

- 2.5 hours to Toronto airport and GTA
- Collegial and supportive staff
- Friendly patients
- Comfortable and attractive housing for physicians
- Financial incentives to help with medical school debt
- Very flexible scheduling/structure of their practice
- Natural environment, family friendly, access to waterfront
- Connected community, more relaxed pace of life
- CT Scanner coming summer '24
- Housing more affordable than other regions of ON (GTA or Muskoka)
- Good reputation amongst medical learners and locums



National and International shortage of Physicians

- New Trend: the majority of new graduates do not want to commit to full-time practice in their first years as a physician
- Highly competitive environment, many choices for physicians of where to practice
- Increasing Trend: Not go into family practice but specialize instead, related to workload
- Drastic drop in the number of physicians practicing during the COVID years.
- One of our full-time physicians retired in 2023
- Challenge for recruitment to Haliburton; proximity to family



Dr. Jennifer Reason successfully recruited

- OBGYN
- Will be treating women's health issues
- Modified hours in 2024
- Will be increasing hours after she relocates here in 2025
- At this time will only be seeing patients who are rostered to the Haliburton Highlands Family Health Team

*Numerous other temporary/short-term physicians (working 1-4 weeks) have also been recruited. These provide relief to our current medical team and fill vacancies in our schedule.



Forward Thinking for Recruitment

Social media - check out HaliDoc pages on Instagram, Facebook, LinkedIn; like and share to help spread the word

- highlighting what makes us unique

- address main objections

Road-side signs – to take advantage of tourist traffic – have generated multiple leads

Dedicated website and Physician Recruitment Coordinator

Attention to medical learners and locum physicians who come into our community – this exposure has been proven to help with recruitment

Beginning to advertise in the UK market

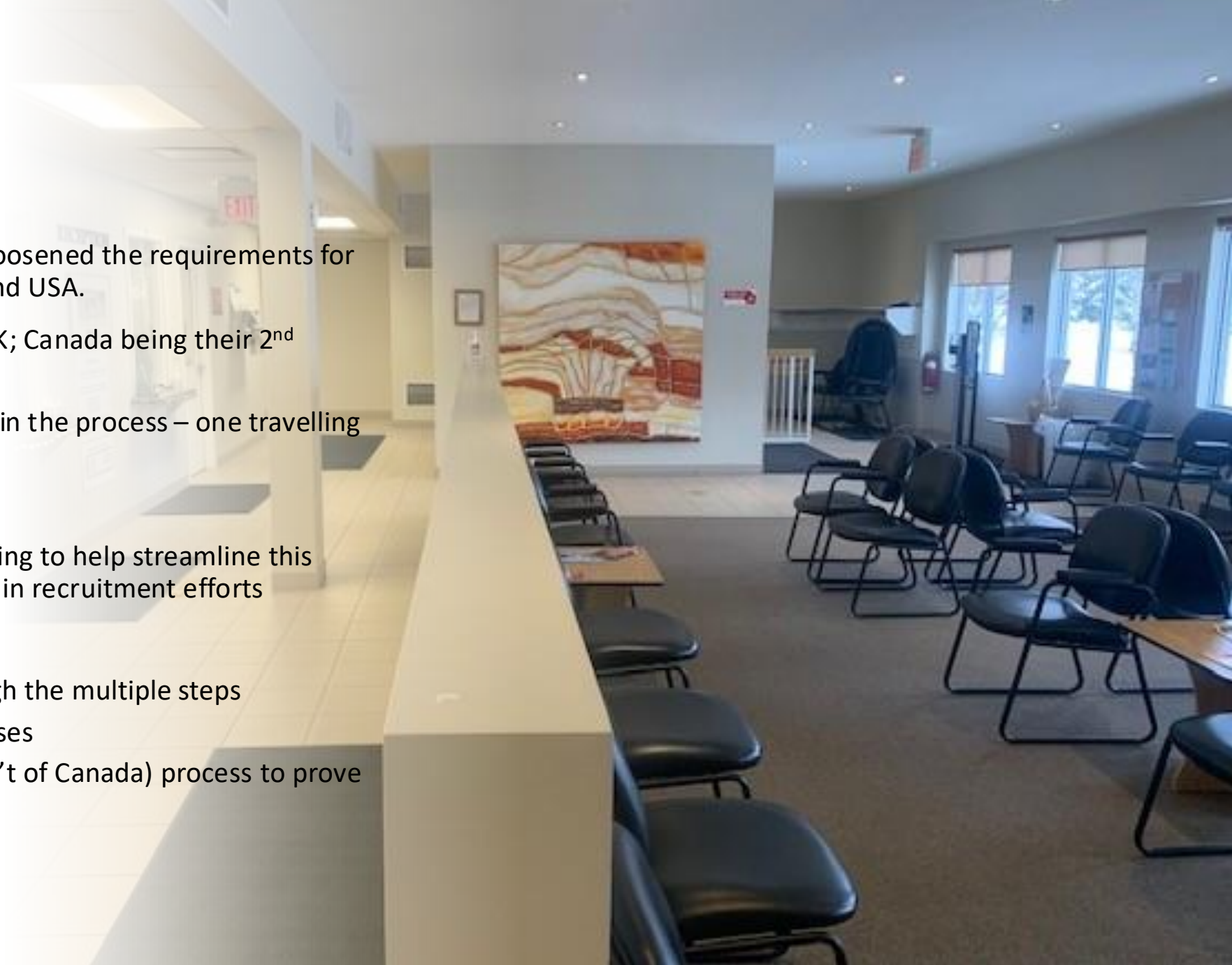
Exhibiting at recruitment events at Ontario medical universities -helps to promote Haliburton County and opportunities for physicians and builds relationships

Providing access to physician housing – two county owned rental properties available



The International Market

- College of Physicians and Surgeons has loosened the requirements for physicians in the UK, Ireland, Australia and USA.
- There are many physicians leaving the UK; Canada being their 2nd choice.
- Four physicians interested and currently in the process – one travelling here for an initial visit early 2024
- Physician Recruitment Coordinator working to help streamline this process for prospective physicians to aid in recruitment efforts
- Takes many months-year to move through the multiple steps
 - Validate their documents and licenses
 - Complete Labour Assessment (Gov't of Canada) process to prove they are needed
 - Immigration and work visa
 - Obtain billing number



2024 looks bright

- Will continue work on Retention; supporting the physicians we already have
- Have multiple physician candidates leads who are considering relocating to Haliburton County
- We are a popular spot for locum physicians; providing relief for our hard-working team





Wendy Welch, Physician Recruiter
Thank you!

<https://www.haliburtoncounty.ca/en/county-office/physician-recruitment.aspx>





Primary Care

Kim Robinson, Executive Director

About Us: Primary Care Providers

1. **Haliburton Family Medical Centre (HFMC) / Haliburton Highlands Family Health Organization (FHO)**
2. **Haliburton Highlands Family Health Team (HHFHT)**

Our Website:

<https://www.hhfht.com/>

1. Haliburton Family Medical Centre: About Us



- The **Haliburton Family Medical Centre**, is also known as the Haliburton Highlands Family Health Organization ("FHO").
- Established over 30 years ago
- Consists of primary care physicians, nurses, and administrative staff
- Their goal: Provide primary care services to their patients
- Private entity, formed as a Medicine Professional Corporation
- Currently have 8 physicians, including the Minden site
- Total patient population: Over 10,000

Haliburton Family Medical Centre: Our Team



Physicians

Dr. Michael Armstrong
Dr. Norm Bottum
Dr. Muriel Charles
Dr. Scott Coles
Dr. Darren Gilmour
Dr. Haley Hatch
Dr. Nell Thomas (Minden)
Dr. Devon Tilbrook

Nurses

Crystal, RPN
Brenda, RPN
Karena, RPN
Michelle, RPN (Minden)

Administration

Kim, Team Support
Ashley, Team Support
Kellee, Team Support
Rhonda, Team Support (Minden)
Laura, Check-in/Registration
Carole, Scheduling/Incoming Fax Mgt.
Karen, Scanning Coordinator
Kathy, Billing Coordinator
Cathy, Referrals Coordinator
Kim R, Office Manager
Tammy, Finance Manager

Patient Enrolment Model (Blended Capitation)



- Family Health Organization (FHO) models, which have three or more physicians, are compensated primarily through capitation payments, but also receive Fee For Service payments. The physicians are also eligible for specific bonuses and premiums based on patient enrolment.
- This model offers comprehensive care during a combination of regular physician office hours and after-hours services. Information technology and preventive health care services, chronic disease management and health promotion are also integral parts of these models.

© King's Printer for Ontario, 2009-2022 "Last Modified: 2023-10-25", *Primary Care Payment Models in Ontario*. <https://www.health.gov.on.ca/en/pro/programs/pcpm/>

Note: It is the responsibility of Physicians in this model to recruit and pay locums to provide care to their patients, or patients of the team, during absences (training, maternity leave, vacation, sabbatical, or in sickness)

2. Haliburton Highlands Family Health Team: About Us

- The Haliburton Highlands Family Health Team was established in 2006
- Consists of Allied Health Professionals and Administrators who work in collaboration with the primary care providers of the Haliburton Family Medical Centre
- This is a public entity, formed as a non-profit organization funded by the province
- The Allied Health Professionals, including Chronic Disease Management Registered Nurses, Social Work, Chiropodist, and Nurse Practitioners provide primary care services and deliver special programs (at both sites)

Haliburton Highlands Family Health Team: Our Team



Social Work

Barb, MSW
Joelle, SW
Marilyn, MSW

Nurse Practitioners

Kathy
Vanessa

Registered Nurses

Minna
Sabrina
Janet
Susan

Chiropodist

Natasha
(rostered and non-rostered
patient care)

Administration

Kim R, Executive Director
Tammy, Finance Manager
Vicky, Administrative Assistant
Cynthia, Team Support
Kim B, Team Support

Board of Directors

Dr. Karl Hartwick, Chair/Community
Veronica Nelson, CEO HHHS
Dr. Darren Gilmour
Dr. Haley Hatch
Dr. Michael Armstrong
Dr. Tina Stephenson, Community

Who May Receive Care from our Providers?



From Allied Health Professionals of the HHFHT

- Any patient of an HFMC physician
- Some programs and services such as Chiropody, Cardiac/Pulmonary Rehab are available to the community

From Physicians and Allied Health Professionals of the HFMC

- Enrolled patients
- Seasonal residents and those residents with a care provider out of the area, only when there is capacity through the hiring of physician locums to provide walk-in services

Our Partners



<https://www.hhfht.com/>



Kim Robinson, Executive Director
Thank you!

<https://www.hhfht.com/>





Urgent Care Clinic

Marina Hodson, Executive Director

Urgent Care Clinic

- Located at 6 McPherson St. in Minden (entrance off Deep Bay Road)
- Open 7 days/week, 10:00am to 5:00pm
- We are able to refer to most services
- Laboratory and X-Ray services are offered onsite by Lifelabs and HHHS
- <https://knfht.ca/home/mucc/>



When should you see us?

- If you have a non-life-threatening emergency
- You require general primary care and do not have a healthcare provider



When should you avoid seeing us?

- Any life-threatening emergency (call 9-1-1)
- Other emergencies (go to hospital)
- Your health concern could be addressed via an appointment with your family doctor or Nurse Practitioner
- Specific prescription renewals
- Form completion



Frequently Asked Questions, Answered.

- "Can I make an appointment?"
- "How many patients can you see?"
- "When and why do you close your clinic, outside of regular hours?"

<https://knfht.ca/home/mucc/>





Marina Hodson, Executive Director
Thank you!

<https://knfht.ca/home/mucc/>





Kawartha Lakes Haliburton
Ontario Health Team

Connecting
local care.

Patient Navigation

Stephanie MacLaren, Executive Director

Christine Keenan, Project Coordinator

The OHT Plan

2023-2024

Various working groups have been formed to address the following areas:



Advancing Integrated Care through the creation of integrated clinical pathways and standardized chronic care for CHF, COPD, Palliative Care and MHA.



Advancing Digital Health Maturity and the ability to share information across multiple settings.
(both for providers and public)



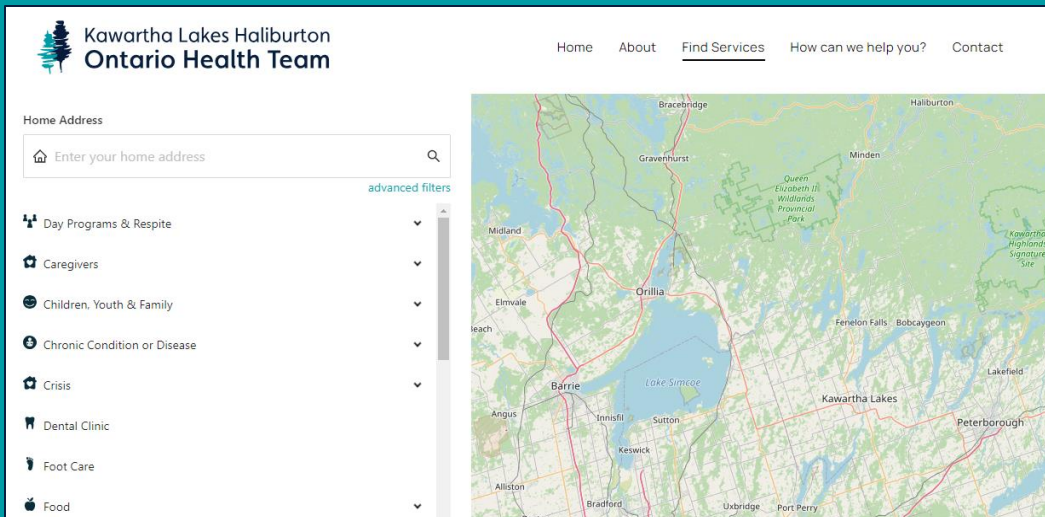
Engagement:
Increasing Primary Care engagement activities.
Increasing engagement with equity deserving populations.

Health Equity

KLH-OHT Navigation Platform

www.klhoht.ca/find-services

705-934-1439



- Supports public awareness and access to community supports and services
- Many programs utilizing self-referral platform
- Allows organizations to forward referrals to other agencies through PHIPA compliant platform
- OCEAN integration for ease of referrals directly from primary care electronic medical record



Service Navigation Platform current scope

62 organizations from across Kawartha Lakes and Haliburton County listed on the service network

- 64 categories of service
- 328 services listed

13 receiving organizations, able to accept e-referrals

- 140 referrable services currently available

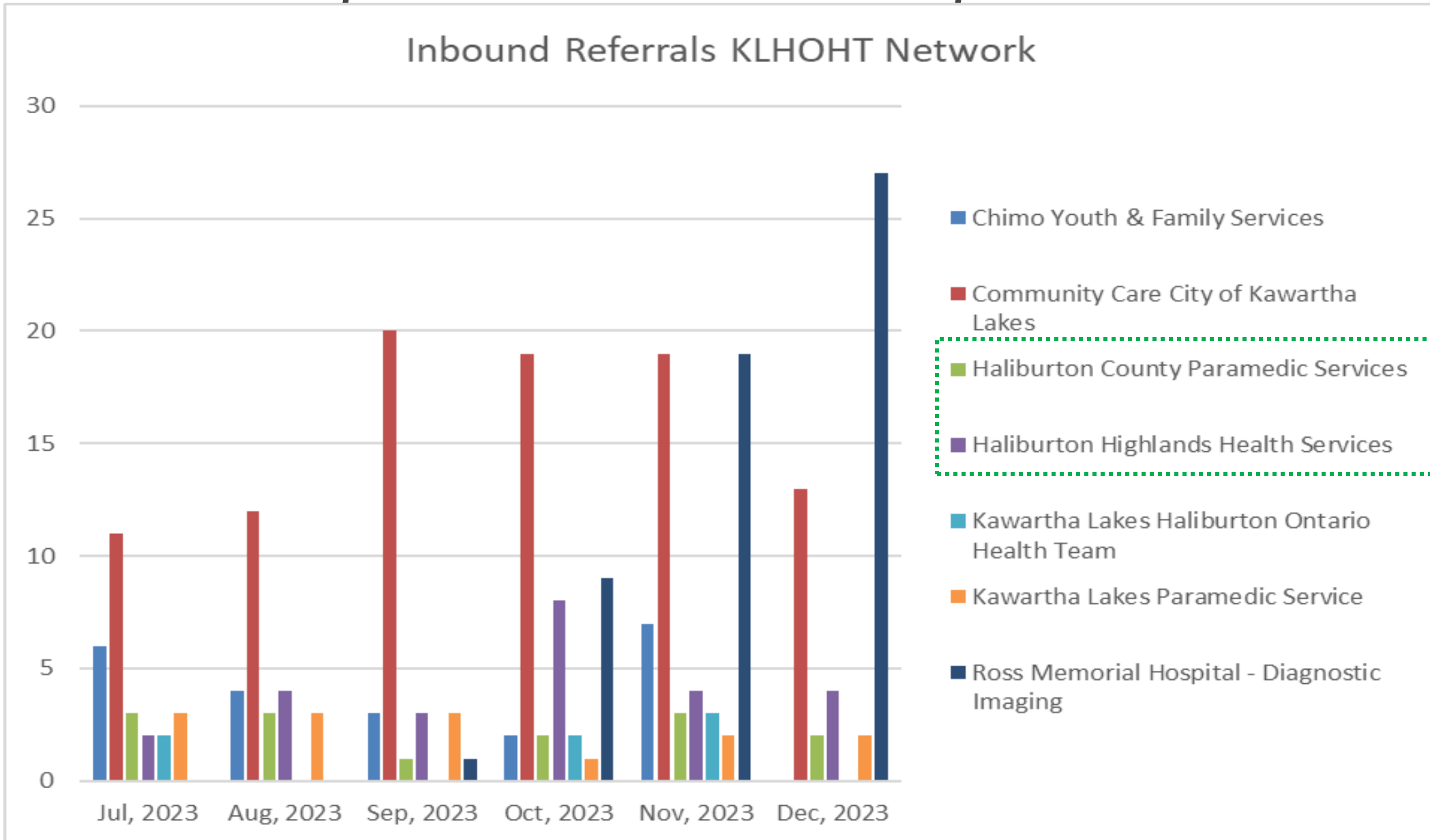
47 receiving organizations, able to accept phone calls or email referrals

3 organizations currently accepting referrals directly from primary care through a digital medical record integration

- Community Care City of Kawartha Lakes, Haliburton Highlands Health Services, CMHA-HKPR



Organizations Receiving Referrals



Health811 Tiles

- Health811 is a free, secure and confidential service people in Ontario can call or access online 24 hours a day, seven days a week, to receive health advice, find local health services and get trusted health information.
- For people who want to find local health services, Health811 provides information that has been created by local OHTs
- We created 8 tiles (categories) that link back to our navigation platform



I'm looking for...



Older adult services

Find information on resources available for seniors

Explore now



Chronic disease management

Find supports for diabetes, heart disease, respiratory disease and/or other chronic diseases

Explore now



Mental health and addictions

Advocacy, resources and supports for mental health and addictions

Explore now



Children and youth

Children and youth services and supports

Explore now

I'm looking for...



Hospital and urgent care services

Find hospital and urgent care services in your community

Explore now



Social supports

Find information on financial, employment or social supports

Explore now



More information on local services

Find additional local services

Explore now



Speak to a community resource specialist

Connect with a community resource specialist in your area

Explore now



Kawartha Lakes Haliburton
Ontario Health Team

Your local Ontario Health Team

Connecting local care for our community.

Find services near you

Home

About

Find Services ▾

How can we help you?

Contact





Find health services near you

Find help if you don't have a Family Doctor or Nurse Practitioner

There are ways to access the care you need if you don't have a Family Doctor or Nurse Practitioner.

[Learn more](#)

Find Emergency Services

Ross Memorial Hospital

[Ross Memorial](#)

Haliburton Highlands Health Services

[Haliburton Highlands](#)

Unattached Patient Urgent Care Clinic

The [CKL Family Health Team](#) is offering an urgent care clinic for the residents of Kawartha Lakes who do not currently have a family doctor or nurse practitioner.

[Learn more](#)

Minden Urgent Care Clinic

A new urgent care clinic in Minden is provided by [Kawartha North Family Health Team](#). The clinic is open on weekends and planning is underway to operate the clinic up to seven days a week.

[Learn more](#)

Chronic Disease Support

Using our service finder, enter your home address and then select "Condition or Disease."

[Find chronic disease support](#)

Community Paramedics

Paramedics providing in-home services to help vulnerable adults remain healthy at home.

[Learn more](#)



Find Preventative Cancer Screening

Colorectal Cancer Screening

The fecal immunochemical test (FIT) is a screening test for people at average risk of getting colorectal cancer. Visit the Central East Regional Cancer Program's website to find out more about how to get screened for colon cancer.

[Learn more](#)

Breast Cancer Screening

If you are between 50 to 74 years of age, the Ontario Breast Screening Program (OBSP) recommends you have a mammogram every 2 years. Click the link below to book your mammogram with Ross Memorial Hospital's Diagnostic Imaging Department.


[Learn more](#)[Accessibility](#)

Diagnostic Imaging

Diagnostic Imaging

The Diagnostic Imaging Department is located on the 1st floor of the Hospital. For general inquiries, the department can be reached at 705-324-6111 ext. 4322 or by fax at 705-328-7315.

A physician referral is required for all Diagnostic Imaging examinations, with the exception of qualifying patients with OBSP. Patients must bring both Health Card and requisition.

Eligible clients can self-refer for a mammogram in the Ontario Breast Screening Program (OBSP). An appointment can be self-booked online through Caredove. [Click here to book.](#) 

<https://rmh.org/programs-and-services/diagnostic-imaging>





Search Ross Memorial Hospital > Ontario Breast Screening Program > Request



Ontario Breast Screening Program

by Ross Memorial Hospital - Diagnostic Imaging

Book Appointment

Location

On-site Visit

Duration

10 mins

Select Appointment Time

In 2 weeks



MON, DEC 4

10:30 am

01:30 pm

02:30 pm



Public and Provider Service Search



Kawartha Lakes Haliburton
Ontario Health Team

[Home](#)

[About](#)

[Find Services](#) ▾

[How can we help you?](#)

[Contact](#)



Home Address

Haliburton, ON, CAN



[advanced filters](#)

[← Back](#)

[Cancer](#) ✕

1

Living With Cancer Support Group
Haliburton Highlands Health Services

12 km away



2

Ontario Breast Screening Program
Ross Memorial Hospital - Diagnostic Imaging

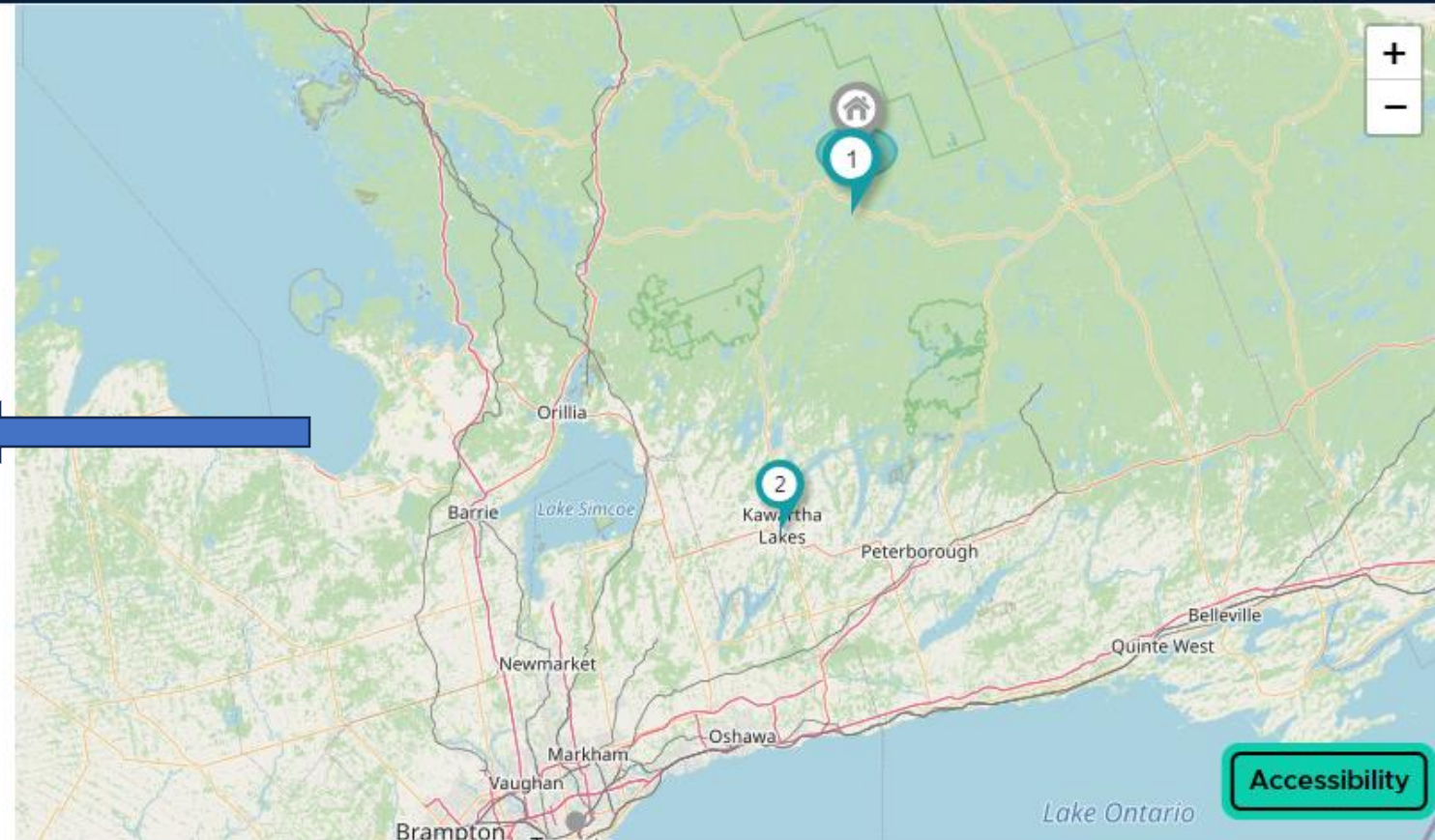
90 km away



3

Smokers' Helpline
Canadian Cancer Society - Ontario

Provided Online



Accessibility

E-Referral



Kawartha Lakes Haliburton
Ontario Health Team

Home Address

Haliburton, ON, CAN

← Back

Cancer ⊗



Living With Cancer Support Group
Haliburton Highlands Health Services
12 km away



Ontario Breast Screening Program
Ross Memorial Hospital - Diagnostic Imaging
90 km away



Smokers' Helpline
Canadian Cancer Society - Ontario
Provided Online



Living With Cancer Support Group

Haliburton Highlands Health Services



Request Service

More Info

Open to anyone who has been diagnosed with or has survived cancer. Monthly meetings are held the third Tuesday of every month from 1 - 3 pm at the Ruth Parkes room in Haliburton. This is an opportunity to share questions and concerns with individuals who share your experience and to gain information, encouragement and hope.

Phone:
1 (705) 457-2941

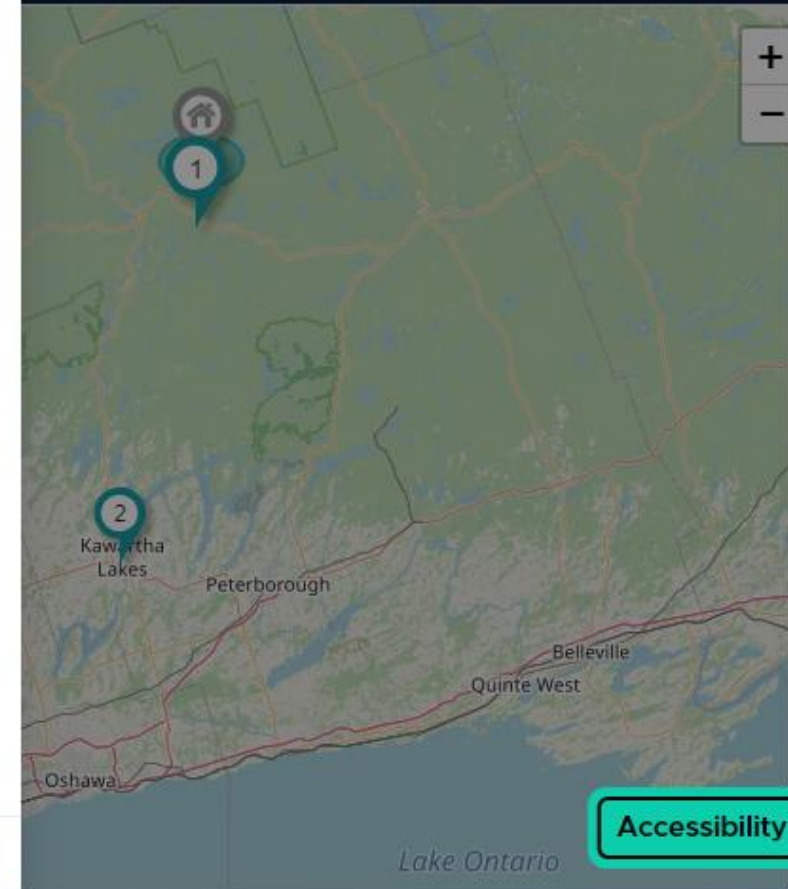
Costs:
Free

Languages Available:
English

Close

How can we help you?

Contact



Accessibility

E-Referral Continued



1. Service Information ✓

2. Form

3. Finish

Registrant Information

Registrant Name:

First name*

Family/Last Name*

Email Address:

Email (Confirmation and reminder emails will be sent here)

Phone:

Primary Phone*

Secondary Phone

Address:

Unit/Suite #

Street # & Street Name

City*

Province/State

Postal/Zip Code*




E-referral Cont'd



Submission complete

Save Confirmation

Please save a copy for your records,
you won't be able to view it online later.

 Download

 Print

A confirmation message will be sent to **ckeenan@rmh.org** -

Summary

Reference #: 4418258233

Registrant: Christine Keenan

Organization: Haliburton Highlands Health Services

Service: Living With Cancer Support Group





Dr. Jones refers Gloria to Community
Care City of Lindsay Hospice
Services

Search for Services in Ocean



Ocean Provider Network Palliative Care Services

Are you looking for a specific health service?
Palliative Care Services

Search Results (12) Sort By ▾

	Home and Community Care Support Services South East Palliative Care Services	185 km	➔
	UOHI Cardiac Supportive and Palliative Care Program Palliative Care Services	262 km	➔
	Hospice Muskoka - Andy's House Palliative Care Services	90 km	➔
	Ajax - Pickering Home Palliative Care Team Palliative Care Services	78 km	➔
	Community Care City of Kawartha Lakes Palliative Care Community Team (PCCT) Hospice Care (In-Home) Palliative Care Services	20 km	➔
	North Durham FHT/Medical Associates of Port Perry Palliative Physician Group Palliative Care Services	48 km	➔
	VON Durham Hospice Services Palliative Care Services	71 km	➔
	Rexdale Palliative Medicine Associates Palliative Care Services	108 km	➔

Map: A Google Map of the Kitchener-Waterloo region. A red arrow points from the 'Community Care City of Kawartha Lakes' entry in the search results to a location on the map near the border of Ontario and Quebec, specifically around the area of Brantford and Cambridge. The map shows major roads, lakes, and various towns. A 'Search This Area' button is visible on the map.

View Service Details & Send eReferral



Ocean Provider Network Palliative Care Services [Sign In](#)

Community Care
City of Kawartha Lakes

Palliative Care Community Team (PCCT) Hospice Care (In-Home)

This provider has not identified itself as a Health Information Custodian under PHIPA. Ensure that you have the patient's express consent to proceed with the referral (PHIPA s. 18(3)). [Learn More](#)

📍 34 Cambridge St S Unit 2nd floor, Kawartha Lakes, ON K9V 3B8
✉ hospiceinfo@ccckl.ca
☎ 1 (705) 879-4123
📠 705-880-0531
Distance from 📍 20 km

Hospice palliative care aims to relieve suffering, and improve the quality of life for persons who are living with a life limiting illness. Palliative care meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and family. Services offered include:

- Health System Navigation
- Caregiver Support and Respite
- Support Groups
- Volunteer Companion Support
- Grief and Bereavement Support

Palliative Care Community Team (PCCT) provides:

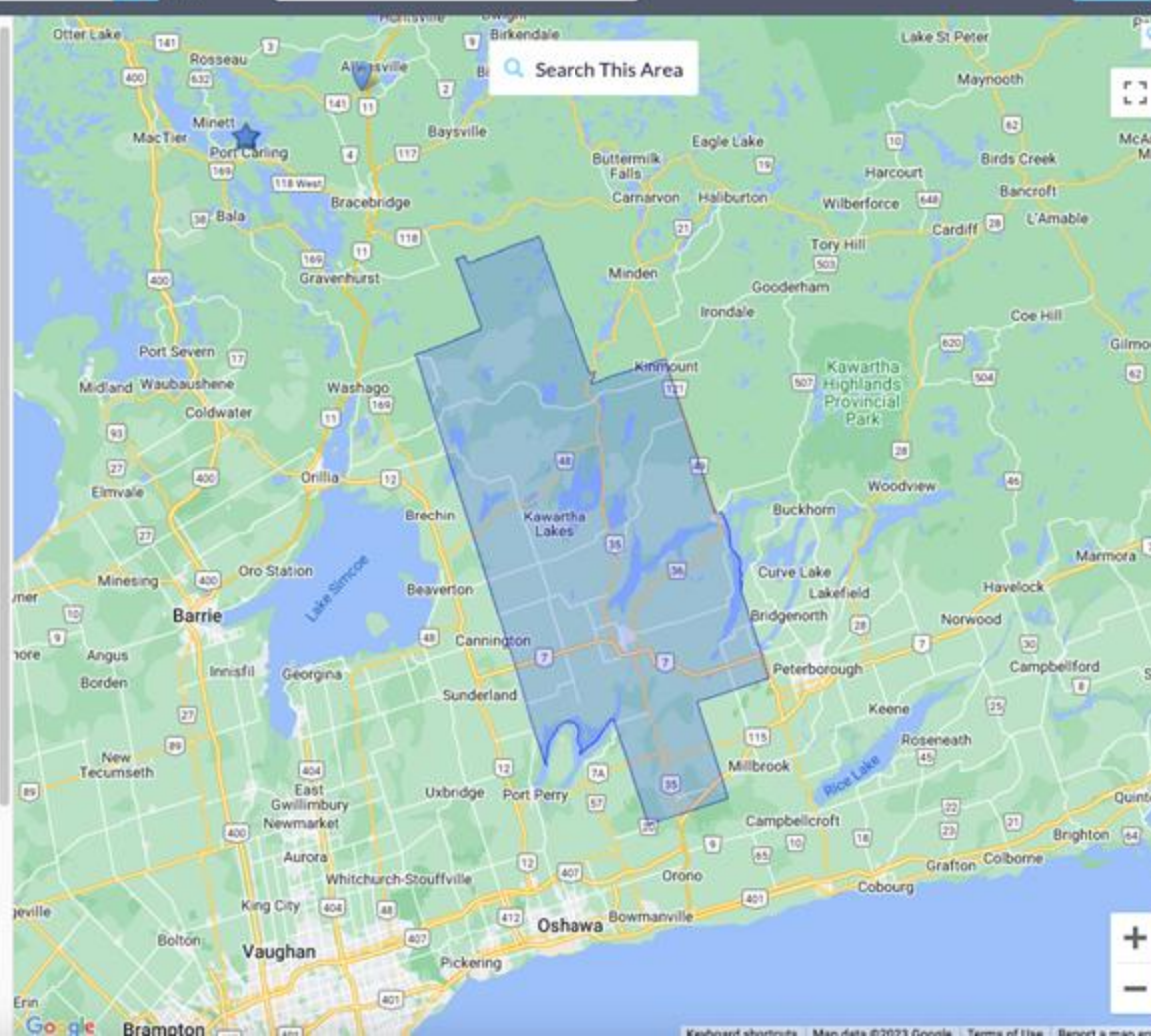
- Expert palliative consultation with members of the client's care team
- Helps connect clients with community services
- Provides on-call physician coverage

Health Service Offerings
Select offering for wait times and more details

Palliative Care Services Accepting eReferrals ★

Wait Time **Unspecified**

[Send eReferral](#)



View Service Details & Send eReferral



Ocean Provider Network Palliative Care Services

This provider has not identified itself as a Health Information Custodian under PHIPA. Ensure that you have the patient's express consent to proceed with the referral (PHIPA s. 18(3)). [Learn More](#)

34 Cambridge St S Unit 2nd floor, Kawartha
hospiceinfo@cccckl.ca
1 (705) 879-4123
705-880-0531
Distance from 24 km

Hospice palliative care aims to relieve suffering of life for persons who are living with a life limiting illness. It meets not only physical needs, but also psychological, emotional and spiritual needs of each person and includes:

- Health System Navigation
- Caregiver Support and Respite
- Support Groups
- Volunteer Companion Support
- Grief and Bereavement Support

Palliative Care Community Team (PCCT) provides:

- Expert palliative consultation with member physicians
- Helps connect clients with community services
- Provides on-call physician coverage

Health Service Offerings

Select offering for wait times and more details

Palliative Care Services

Palliative Care Services

Wait Time **Unspecified**

[Send eReferral](#)

New Referral - Palliative Care Community Team (PCCT) Hospice Care (In-Home)

Patient Information

Surname: Mobile #:
First: Home #:
DOB: Business #:
Gender: ☐ Male ☐ Female ☐ Other Email:
HN: province health number VC
Address: street line 2 city prov postal

This provider has not identified itself as a Health Information Custodian under PHIPA. Ensure that you have the patient's express consent to proceed with the referral (PHIPA s. 18(3)). [Learn More](#)

You're referring to a listing managed by Caredove. We will securely pass the referral details and launch <https://launch.caredove.com>.

Service: Palliative Care Services - Caredove Referral Form

Languages Spoken: English French Other

Emergency Contact:

☐ Personal Health Information that is medically relevant has not been disclosed at the request of the patient.

Referrer's Information

Ocean does not have your clinical contact information on file. If you enter it now, it will be available next time:

Site Name: DEMO OHW Ontario eServices Provider Phone: 705-717-6359
Address: 59 Springhome rd Fax:
line 2 Billing #:
City: Oro-Medonte Professional ID:
Province: Ontario Signed: Tim Berezny
Postal Code: Clinician Type: Other

Copy of referral and status updates to: search directory... [?](#)

Map data ©2023 Google Terms of Use Report a map error

Confirm Gloria's Eligibility



Ocean Provider Network Palliative Care Services near Huntsville Sign In

Community Care City of Kawartha Lakes

Palliative Care Community Care (In-Home)

This provider has not identified a Custodian under PHIPA. End consent to proceed with the

34 Cambridge St S Unit 20
hospiceinfo@ccckl.ca
1 (705) 879-4123
705-880-0531
Distance from 20 km

Hospice palliative care aims to provide a quality of life for persons who are living with a life limiting illness. It meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and family. Services offered include:

- Health System Navigation
- Caregiver Support and Respite
- Support Groups
- Volunteer Companion Support
- Grief and Bereavement Support

Palliative Care Community Team (PCCT) provides:

- Expert palliative consultation with members of the client's care team
- Helps connect clients with community services
- Provides on-call physician coverage

Health Service Offerings

Select offering for wait times and availability

Palliative Care Services

Palliative Care Services Accepting eReferrals

Community Care City of Kawartha Lakes

1. Service Information 2. Form 3. Finish

Service Information

Service: Palliative Care Community Team (PCCT) Hospice Care (In-Home)
Organization: Community Care City of Kawartha Lakes
Description: Hospice palliative care aims to relieve suffering, and improve the quality of life for persons who are living with a life limiting illness. Palliative care meets not only physical needs, but also psychological, social, cultural, emotional and spiritual needs of each person and family. Services offered include:

- Health System Navigation
- Caregiver Support and Respite
- Support Groups
- Volunteer Companion Support
- Grief and Bereavement Support

Palliative Care Community Team (PCCT) provides:

- Expert palliative consultation with members of the client's care team
- Helps connect clients with community services
- Provides on-call physician coverage

Referral Options: Referral urgency: Within a week
Service type requested: Palliative Care Community Team
If other, please specify:

Eligibility: Are these eligibility requirements met?
Individuals and families facing life limiting illness and grief. Yes No/Unsure

Next Cancel

Referral Complete



Meal Services

near Waterloo

Community Support Connections

Community Support Connections

Unit P.O Box 29, 61 Woolwich S
1M0, Breslau, ON N0B 1M0

info@cscmow.org

519-772-8787

English

Distance from 9 km

Hot meals are made fresh each day i
own kitchen. You can see our hot m
on our website at communitysupport
Meals are delivered by caring volunt
by contacting the office when a clie
"cardiac" diet and minced or pureed

Health Service Offerings

Select offering for wait times and mor

Meal Services

Meal Services

Wait Time Unspecified

English

Meals on Wheels

Referral Complete

Print Handout

Print a handout to give to the registrant.

Print Handout

Summary	
Reference #: 4357202304	
Registrant:	Jane Doe
Organization:	Community Care City of Kawartha Lakes
Service:	Palliative Care Community Team (PCCT) Hospice Care (In-Home)
Inquiry Phone:	1 (705) 879-4123

Ocean Referral Arrives in Referral Inbox



Referrals - Community Care City of Kawartha Lakes

Inbox

Outbox

Audit

Inbox

Any Calendar

Search

Q

X

View incoming referrals to this organization

To: Any Provider

State: All

Submitted

Booked

Closed

Unread

Archived

Action

Received	Registrant	Service	From	Status	Appointment	Workflow
					<input type="checkbox"/> upcoming only	
3 mins ago new	Jane DOE	Palliative Care Community Team	Andrew Shure API Ocean eReferral	Submitted Requested	Book No Provider	
11 days ago	MA	Community Health Centre	Registrant Sign Up	Submitted Requested	Book with Abby Harper, Karl	
11 days ago	JW	Meals on Wheels - Hot	Registrant Sign Up	Submitted Requested	Book with Michelle Lamouri	
21 days ago	VM	Nursing Foot Care - Bobcaygeon	Registrant Sign Up	Submitted Requested	Book with Abby Harper, Karl	
21 days ago	VM	Nursing Foot Care - Fenelon Fall	Registrant Sign Up	Submitted Requested	Book with Abby Harper, Karl	
21 days ago	VM	Nursing Foot Care - Bobcaygeon	Registrant Sign Up	Submitted Requested	Book with Abby Harper, Karl	

<

>

Complete Intake; Update Referral Status



Referrals - Community Care City of Kawartha Lakes

Inbox Outbox Audit

Inbox Any Calendar

View incoming referrals to this organization

To: Any Provider

State: All Submitted Booked Closed Unread Archived

Received	Registrant	Service	From	Status	Appointment
3 mins ago new	Jane DOE	Palliative Care Community Team	Andrew Shure API Ocean eReferral	Submitted Requested	Book No Provider
11 days ago	MA	Community Health Centre	Registrant Sign Up	Submitted Requested	Book with Abby
11 days ago	JW	Meals on Wheels - Hot	Registrant Sign Up	Submitted Requested	Book with Mich
21 days ago	VM	Nursing Foot Care - Bobcaygeon	Registrant Sign Up	Submitted Requested	Book with Abby
21 days ago	VM	Nursing Foot Care - Fenelon Fall	Registrant Sign Up	Submitted Requested	Book with Abby
21 days ago	VM	Nursing Foot Care - Bobcaygeon	Registrant Sign Up	Submitted Requested	Book with Abby

- View Referral
- View Contact Info
- Workflow Actions
 - Mark as Read
 - Update Status**
 - Note
 - Message
 - Refer Again
 - Route
 - Archive
- Scheduling
 - Reschedule
 - Assign Provider
 - Unbook
- Save
 - Download
 - Copy to Clipboard
 - Print Handout
 - Resend Confirmation
 - Send Reminder
- Edit Referral
- Revoke

Send a Message to Dr. Jones



Referral Information

Return

Update Status

Note

Message

Copy

Handout

Edit

Status: Submitted

Inbox Flag: ☆ Select

Outbox Flag: ☆ Select

Message

Message:

0 messages, 0 attachments

This message is sent to the service provider

Jane Doe was seen by our Palliative Care Team and was registered for our grief and bereavement support groups.

Submit Message

Cancel

Attach Files

Reference Information

Reference #: 4357202304
Submitted 8 mins ago (13 Nov 2023 at 7:06AM)
Sent via Online Submission

Service: [Palliative Care Community Team \(PCCT\) Hospice Care \(In-Home\)](#)
Category: Hospice Care (In-Home)
Organization: Community Care City of Kawartha Lakes

Eligibility: Are the eligibility requirements met? Yes ?

Consent: Does the client grant consent to send this referral? YES

Update Consent

Send Status Updates to Ocean via Caredove Inbox



Menu

eReferrals

Settings

Tour

Alerts

Tim YMC

Filter

Q

All - YMCA (Organization Name) ▾

Enter Your Shared Encryption Key

Needs Review0

For Me0

Recently Viewed

Received ▴

New15

Pending Booking1

Booked Unconfirmed0

Booked Confirmed0

Awaiting Reply0

All Received

Completed0

Forwarded (All)0

Declined0

Cancelled0

Print Referrals

Patient	Status	Service	Referral Date ▾	Recipient	Clinician	Messages
Jane Fonda	Closed - Admitted: Sept 9, 2021	Meals on Wheels	Sep 2, 2021 10:24 am	Community Support Connections	Moira Brown	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Sep 1, 2021 9:42 am	A.R. Kaufman Family YMCA	Tim Berezny	
(encrypted)	Sent - Not yet reviewed by A.R. Kaufman Family YMCA (Do not modify)	Aquafit Programs	Aug 31, 2021 1:25 pm	A.R. Kaufman Family YMCA	Yaron Derman	
(encrypted)	Sent - Not yet reviewed by A.R. Kaufman Family YMCA (Do not modify)	Aquafit Programs	Aug 31, 2021 1:08 pm	A.R. Kaufman Family YMCA (Do not modify)	Tim Berezny	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Aug 29, 2021 5:11 pm	YMCA Exercise	Yaron Derman	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Aug 29, 2021 12:34 pm	YMCA Exercise	Tim Berezny	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Aug 29, 2021 12:28 pm	YMCA Exercise	Tim Berezny	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Aug 29, 2021 10:22 am	YMCA Exercise	Tim Berezny	
(encrypted)	Awaiting Initial Review	Supervised Rehabilitation Exercise	Aug 29, 2021 10:14 am	YMCA Exercise	Tim Berezny	

Service Navigation Platform future scope

What is Social Prescribing?

Social prescribing uses the familiar, trusted process of writing a prescription to refer patients to local, non-clinical services that empower them to improve their health and build invaluable connections within their community.

In doing so, social prescribing:



Gives a structured pathway for healthcare providers to address the **social determinants of health**.



Bridges the gap between **clinical** and **social care**



Empowers people to be **co-creators** in improving their own health and wellbeing



Why is Social Prescribing Needed?

The effect of social isolation on mortality is comparable to that of other risk factors such as smoking, obesity, and physical inactivity, according to research from the WHO.

Addressing the social determinants of health (political, socioeconomic, cultural factors) is crucial to an individual's well-being.

80% of an individual's health are related to the social determinants of health

47% of socially disconnected older adults rate themselves as being less healthy overall

The echo pandemic of COVID-19 restrictions means that experiences of social isolation are common. Throughout the pandemic, in Canada:



43% showed symptoms of moderate to high depression



54% say their mental health has worsened





Kawartha Lakes Haliburton
Ontario Health Team

Connecting
local care.

Stephanie MacLaren, Executive Director
Christine Keenan, Project Coordinator
Thank you!

<https://www.klhoht.ca/>





HHHS Overview

Veronica Nelson, President & CEO

HHHS Overview



Hospital

Emergency Department
15-Bed Inpatient Unit
Diagnostic Imaging
Physiotherapy



Community Support Services

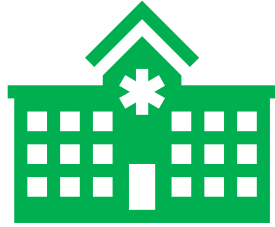
Adult Day Program
Diabetes Education Network
Emergency Response
Friendly Visiting, Security Checks
Geriatric Assessment and Intervention Network
Home at Last
Home Help/Maintenance
Meals on Wheels
Medical Transportation
Mental Health & Addictions Services
Palliative Care Community Team
Social Recreation
Supportive Housing



Long-Term Care

Highland Wood – Haliburton 30 beds
Hyland Crest – Minden 62 beds

HHHS by the Numbers Q3



Hospital

Emergency Department Visits = 15,000+

Patient Days = 3,800+

Inpatient Occupancy = >90%

Diagnostic Imaging Exams = 10,000+

Physiotherapy Visits = 760+

Point-of-Care Lab Tests = 23,000+

Lab Tests sent out = 8,700+



Community Support Services

Adult Day Program Care Hours = 480+

Assisted Living/Supportive Housing Hours = 3,500+

GAIN Visits = 500+

Meals on Wheels Delivered = 5,300+

Medical Transportation = 2,500+

Mental Health Visits = 1,000+

Palliative Care Visits = 900+



Strategic Plan

Irene Odell, Vice Chair of Board
Veronica Nelson, President & CEO

5-year HHHS Strategic Plan



Optimizing health and wellbeing in Haliburton County.

Provide high- quality,
compassionate care
designed to exceed
expectations

Nurture a supportive
culture that allows
our team to thrive

Be recognized as a
great place to work,
visit, and live

Foster partnerships
to provide more
seamless, integrated
care

Understand and
secure our future
resource needs

COMPASSION | ACCOUNTABILITY | INTEGRITY | RESPECT

STRATEGIC DIRECTIONS

Provide high- quality, compassionate care designed to exceed expectations

Nurture a supportive culture that allows our team to thrive

Be recognized as a great place to work, visit, and live

Foster partnerships to provide more seamless, integrated care

Understand and secure our future resource needs

STRATEGIC PRIORITIES

- Continually investigate and leverage evidence-based best practices and processes to improve the quality of our services and maintain patient safety.
- Maintain a compassionate, warm, comforting, and person-centred care experience.
- Build a better patient experience through ongoing, two-way dialogue and engagement.

- Continue to embed our values and community-oriented culture in our systems and processes.
- Pursue opportunities and creative strategies to support our employees' and clinicians' mental health and wellbeing.
- Develop a comprehensive internal communication strategy to ensure timely and transparent two-way dialogue.
- Ensure our staff, clinicians, and volunteers feel respected and recognized for their valuable work.

- Leverage and communicate our employee value proposition and the benefits of living in our beautiful community, for the purposes of recruitment and retention.
- Communicate and build upon our opportunities for leadership development, professional growth, and personal growth.
- Pursue innovative systems to streamline our processes and create more efficient workflows.
- Engage with our municipal partners and other key housing stakeholders to explore sustainable housing solutions for our employees, clinicians, and their families.

- Build a strong partnership with our Ontario Health Team (OHT) to connect our community to a broader continuum of care.
- Work with our community health and provincial hospital partners to provide accessible and sustainable health services.
- Leverage the passion and expertise of our valued volunteers.
- Strengthen relationships and collaborative dialogue with our municipal and community partners to understand stakeholder needs.

- Continue with our long-range planning process to address:
 - Community health needs
 - Space and resource requirements
 - Staffing requirements
 - Environmental sustainability
- Work with our health and municipal partners to seek increased funding to support our service to our employees, clinicians, and those we serve.
- Work with our Foundation to pursue creative funding sources and secure important health technology and infrastructure.

Annual Goals & Objectives

Priority	Goal	Targets	Status Q3
Priority #1: Provide high-quality, compassionate care designed to exceed expectations.	1.1 Continually investigate and leverage evidence-based best practices and processes to improve the quality of our services and maintain patient safety.	<ol style="list-style-type: none"> 1. Complete <u>Quality Improvement Program</u> (QIP). 2. Improve response to '<i>Give your organization an overall score of patient safety</i>' from 42% to 52%. 3. Implement electronic patient incident platform. 4. Implement Just Culture Program. 	<ol style="list-style-type: none"> 1. Q3 results reported. 2. Pulse check survey March 2024. 3. Platform implementation in progress, go-live March 2024. 4. Just Culture program has been rolled out to managers and to union partners. Training for employees planned.
Priority #2: Nurture a supportive culture that allows our team to thrive.	2.4 Ensure our staff, clinicians, and volunteers feel respected and recognized for their valuable work.	<ol style="list-style-type: none"> 1. Improve response to '<i>HHHS is an excellent or great place to work</i>' from 28% to 38%. 2. Develop draft Staff & Volunteer Recognition Plan. 3. Develop draft Physician Recognition Plan. 	<ol style="list-style-type: none"> 1. Pulse check survey March 2024 2. <u>Catch-up staff recognition assembly</u>; current year ceremony Nov 2024; policy development in progress. 3. Plan in development.

Quality Improvement Plan (QIP)

Indicator/Measure		Baseline	Target	Q1	Q2	Q3	Status
Patient / Client / Provider Experience	Percentage of respondents (Inpatients) who responded positively (Yes) to the following question: <i>"During this hospital stay, did you get information in writing about what symptoms or health problems to lookout for after you left the hospital?"</i>	44%	75%	100% n=1 (paper)	100% n=1 (paper)	No responses	On track, training in progress
	Percentage of residents who responded positively (Agree) to the statement: <i>"I feel listened to."</i>	HW 87.5% HC 75%	HW 85% HC 85%				Annual LTC survey in Q4
	Percentage of clients who respond positively to the question, <i>"I was told about other programs and services at CSS that might meet my needs."</i>	72%	85%	77%	77%	81%	Progressing well
	% of staff responding good, very good, excellent to the question, <i>"Overall, how would you rate the organization as a place to work?"</i>	74.40%	74.40%	28%	-	-	Action Plan in process, pulse check survey Mar
Safe and Effective Care	Proportion of patients discharged from hospital for whom medication reconciliation is provided.	74%	75%	85%	96%	100%	
	Percentage of residents with a worsened stage 2 to 4 pressure ulcer.	HW 3.2% HC 6.3%	HW 2.5% HC 2.5%	HW 3.8% HC 4.8%	HW 1.9% HC 5.1%		Q3 data available in Q4
	% of LTC staff completed mandatory IPAC education. (HW & HC LTC Homes)	53%	75%	-	51%	81%	
	First Visit for a MHA condition in the Emergency Department as a percentage of all MHA presentations in ED. (Unable to collect this data.) <u>*Planned initiative:</u> Increase prevalence of depression screening as part of frailty screening in the ED.	N/A	25	3	5	8	New function in Epic - January

Status Legend:

	Improved performance and met target
	Room for improvement – performance has improved but did not meet target
	Room for improvement – did not meet target and performance has declined

Staff Recognition Assembly



Annual Goals & Objectives

Priority	Goal	Targets	Status Q3
Priority #3: Be recognized as a great place to work, visit, and live.	3.2 Communicate and build upon our opportunities for leadership development, professional growth, and personal growth.	<ol style="list-style-type: none"> 100% FNIMUI & EIDA-R Education completed by Board and Leadership. Draft FNIMUI & EIDA-R Workplan completed. Develop new Health Human Resource Plan. Hyland Crest modified Butterfly Model wall paint and Mural. 	<ol style="list-style-type: none"> Education provided to Board and senior leaders in Jan 2024. Engaged Consultant in plan development. Foundational HR policies being refreshed. HR Metrics being tracked for 2023/24. <u>Butterfly Model painting underway as prep for mural.</u>
Priority #5: Understand and secure our future resource needs.	5.1 Continue with our long-range planning process to address: <ul style="list-style-type: none"> Community health needs Space and resource requirements Staffing requirements Environmental sustainability 	<ol style="list-style-type: none"> 100% quarterly variance and forecasting reports completed by management. Develop balanced budget for 2024-25 Overall Agency Staff reduction Stage 1.1 Pre-Capital Master Plan Submission Execute KLH-OHT Member Documents. Replace automatic doors at Minden to improve accessibility. 	<ol style="list-style-type: none"> On track. Budget planning in process. <u>Agency peaked in May at 278 shifts to 80 shifts in Dec (71% ↓)</u> Key Stakeholder input gathered for inclusion. Completed. In progress, completion by Mar 31, 2024.

Modified Butterfly Model at Hyland Crest

- When paint colours shift between rooms and hallways, a senior with cognitive decline can perceive the spatial changes.
- Dementia clients see colours differently.
- Red can cause confusion while Blue/Green are calming.
- The journey to adopting butterfly colours has been generously donated by the **Minden Health Care Auxiliary.**



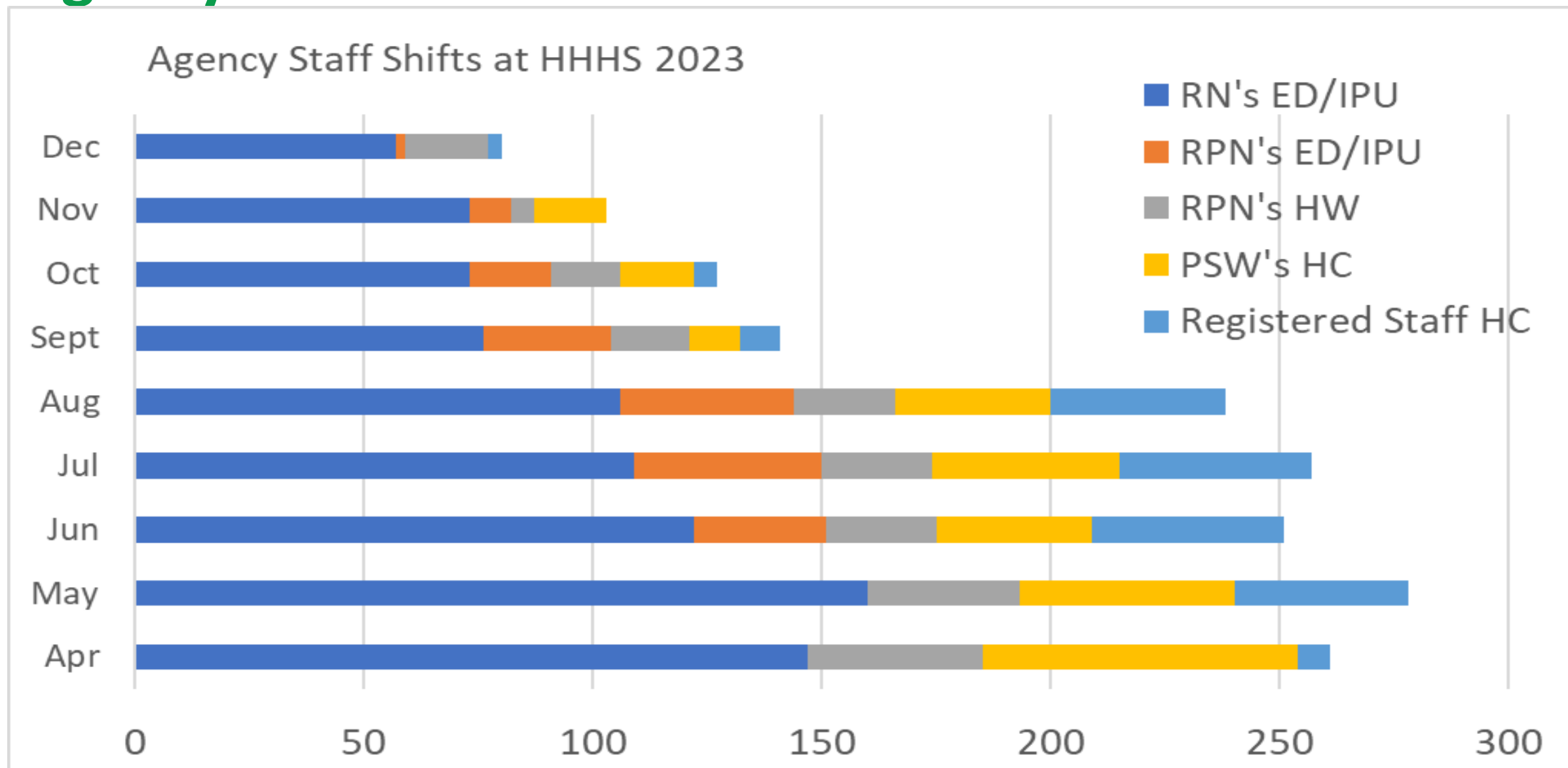
Journey to the Butterfly Model

Creating environments supporting people with dementia

- ✓ Uses a "person-centered" approach
- ✓ Creates a home environment
- ✓ Uses neighborhoods
- ✓ Removes barriers



Agency Staff Reductions





Master Program/Master Plan

Veronica Nelson, President & CEO

Advancing HHHS' Strategic Plan

Haliburton Highlands Health Services

Corporate Goals
2023-2024



Priority #5: Understand and secure
our future resource needs.



Continue with our long-range planning
process to address:

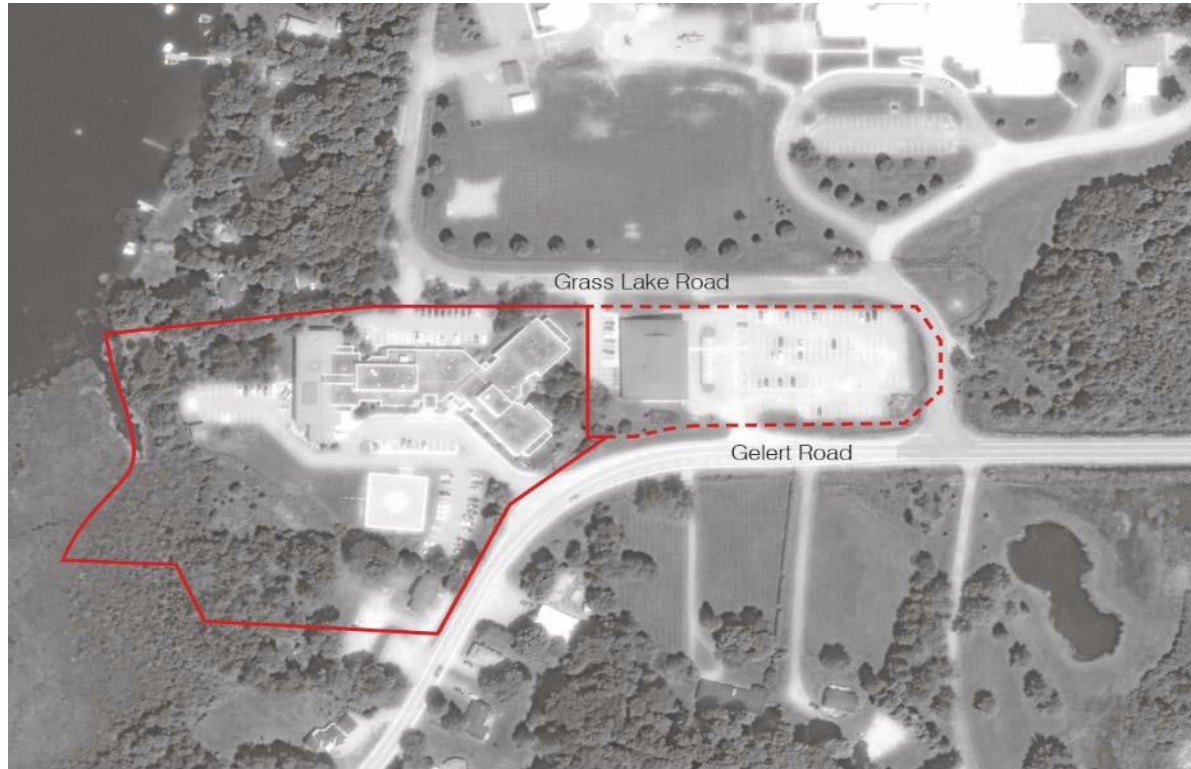
Community
health needs

Space and
resource
requirements

Staffing
requirements

Environmental
sustainability

HHHS Corporation



Haliburton: Original 1960's construction Acute Care wing, which was expanded in 1999 to include a new 1-storey LTC wing, and later expanded in 2017 to include a Palliative Care addition.



Minden: Original 1-storey with basement 1960's construction building, which was expanded and redeveloped in 1999 to include a new addition.

HHHS Corporation



Hospital Sector

- MOH Capital Planning Process

LTC Sector

- MLTC Capital Planning Process

Community Sector

- MOH Community Health Planning

High-Level Overview

Hospital Master Plan Process

10+
years

LTC Master Plan Process

7+
years

Community Master Plan

5+ years

Hospital Master Program



Minden Facility

Challenge current
methods & services.



- Assess adequacy and functionality of facilities – how the space works for today and tomorrow
- Project planning for mid-term (5-10 yrs) and long-term (15, 20 & 30-years).

Addresses projected services, staffing & departmental space requirements.



Future Service Distribution

Programs & Services	Acute & Complementary Care	Long-Term Care & Senior Supports
Emergency Services	√	
Inpatient Medicine, Reactivation, Palliative Care	√	
Diagnostic Imaging (X-ray, Fluoro, BMD, echo, ultrasound, CT, Mammography, MRI)	√	
Laboratory, Pharmacy		
Endoscopy	√	
Acute Ambulatory Care	√	
Physiotherapy		
Community Mental Health & Addictions	√	
Community Palliative Care	√	√
Community Support Services		√
Seniors Specialty Outpatient Care		
Long-Term Care		√
Dialysis to be reviewed at next Stage		
<u>By others:</u> Urgent Care Clinic, Primary Care, Daycare		

Volume Projections

Program area	Unit	2019/20	2029/30	2039/40	2049/50
Inpatient	Admissions	535	738	976	1,163
Inpatient	Days	6,019	8,172	11,111	13,560
Inpatient	Beds	15	24	34	41
Emergency	Visits	26,283	27,544	28,810	29,948
Endoscopy	Cases	-	1,183	1,289	1,362
Diagnostic Imaging*	Exams	13,350	24,699	27,754	31,556
Ambulatory & Community Care**	Visits	16,037	19,508	23,867	29,675
LTC	Beds	92	121	176	256

**Includes CT & Mammo; Excludes MRI*

***Includes physio, MHA, DEN, PCCT, GAIN, CSS services*

Hospital Master Plan

- Aligns to Strategic Vision & used in tandem with Master Program.
- Process that evaluates the condition and potential use of existing buildings and systems.
- Considers both current needs and long-term 'whole-life' perspective of facilities.
- Facility locations, characteristics and building conditions are assessed and addressed in the plan.



Planning follows
clinical needs.



HHHS Current Space Availability

	Haliburton	Minden	Total (Current)
Acute Care / CSS	29,147	40,953	70,100
Long Term Care	17,195	38,889	56,084
Combined	46,342	79,842	126,184
Lot Size	7.4 acres	9.4 acres	

- All areas in this table are in **Component Gross Square Feet (CGSF)**

HHHS Future Growth Space Projections (30 year)

	Current	2029-30	2039-40	2049-50
Acute Care & CSS	70,100	106,220	116,545	123,915
Long-Term Care*	56,084	76,230	110,880	161,280
Combined (All Care Groups)	126,184	182,450	227,425	285,195
* Future Long-Term Care Space Projections include all relative support services				

- All areas in this table are in **Component Gross Square Feet (CGSF)**

Early Options Reviewed

	Minden Site Brownfield	Haliburton Site Brownfield	Greenfield*
Option 1	Acute + Complementary	CSS/Seniors + LTC	
Option 2	CSS/Seniors + LTC	Acute + Complementary	
Option 3*			All Services
Option 4	All Services		
Option 5		All Services	

*Greenfield option also requires selecting a Brownfield option.

Greenfield = a vacant property attained for the purpose of a new build.

Brownfield = existing building(s) and property(s) already owned and in use by the organization.

CSS = Community Support Services

LTC = Long-Term Care

Option 1

OPTION 1: Minden: Acute Services Haliburton: Community Services & LTC	Sq. Ft.
Current Building Gross Area (Haliburton and Minden Combined)	83,505
Area to demolish	64,681
Additional Area to be purchased	0
Additional Area to be leased	0
New Area to be constructed (addition to/partial or full replacement of current structure)	154,118
Area to be renovated (excludes new addition or new construction)	18,824
Final Proposed Building Gross Area:	172,942

- All areas in this table are in **Building Gross Square Feet (BGSF)**

Option 1:

Minden: Acute Services

Haliburton: Community Services & LTC

Pros

- Aging and undersized buildings /infrastructure will be replaced with new entirely new acute space
- Opportunity for new acute care site with improved programmatic/clinical adjacency
- Allows for a phased construction approach that reduces interruption to existing operations.
- All new acute site can consider future expansion beyond 30-year horizon

Cons

- Temporary relocation of Minden LTC
- Limited remaining unbuilt site area in Haliburton (for future expansion/parking structure, if required)

Option 2

OPTION 2: Minden: Community Services & LTC Haliburton: Acute Services	Sq. Ft.
Current Building Gross Area (Haliburton and Minden Combined)	83,505
Area to demolish	38,318
Additional Area to be purchased	0
Additional Area to be leased	0
New Area to be constructed (addition to/partial or full replacement of current structure)	132,610
Area to be renovated (excludes new addition or new construction)	45,187
Final Proposed Building Gross Area:	177,797

- All areas in this table are in **Building Gross Square Feet (BGSF)**

Option 2:

Minden: Community Services & LTC

Haliburton: Acute Services



Pros

- Greatest floor area preserved for renovation (reuse of existing space)
- Most consistent with HHHS's current alignment of care
- Demolition and replacement of combustible acute care building in Haliburton

Cons

- Multiple, complex construction phases over lengthy period, including multiple relocations of services (such as ED)
- Complexities associated with renovating older, undersized spaces
- Both sites are mostly built out within 30-year horizon

Option 3

OPTION 3: Greenfield (must also include Brownfield option)	Sq. Ft.
Current Building Gross Area (Haliburton and Minden Combined)	83,505
Area to demolish	83,505
Additional Area to be purchased (Excluded from MOH cost-sharing)	25.3 acres (minimum)
Additional Area to be leased	0
New Area to be constructed (addition to/partial or full replacement of current structure)	173,483
Area to be renovated (excludes new addition or new construction)	0
Final Proposed Building Gross Area:	173,483

- All areas in this table are in **Building Gross Square Feet (BGSF)**

Option 3:

Greenfield – Requires also selecting a Brownfield option

Pros

- New construction allows opportunity for optimal programmatic adjacency and accounting for future expansion beyond 30-year horizon
- Co-location of all HHHS services on single site

Cons

- Costs associated with land acquisition & services (hydro, etc)
- Costs associated with “all at once” approach

Option 4 or 5

Single Site Consolidation

- All at Minden or all at Haliburton



Acute/CSS = 7 Storey
building

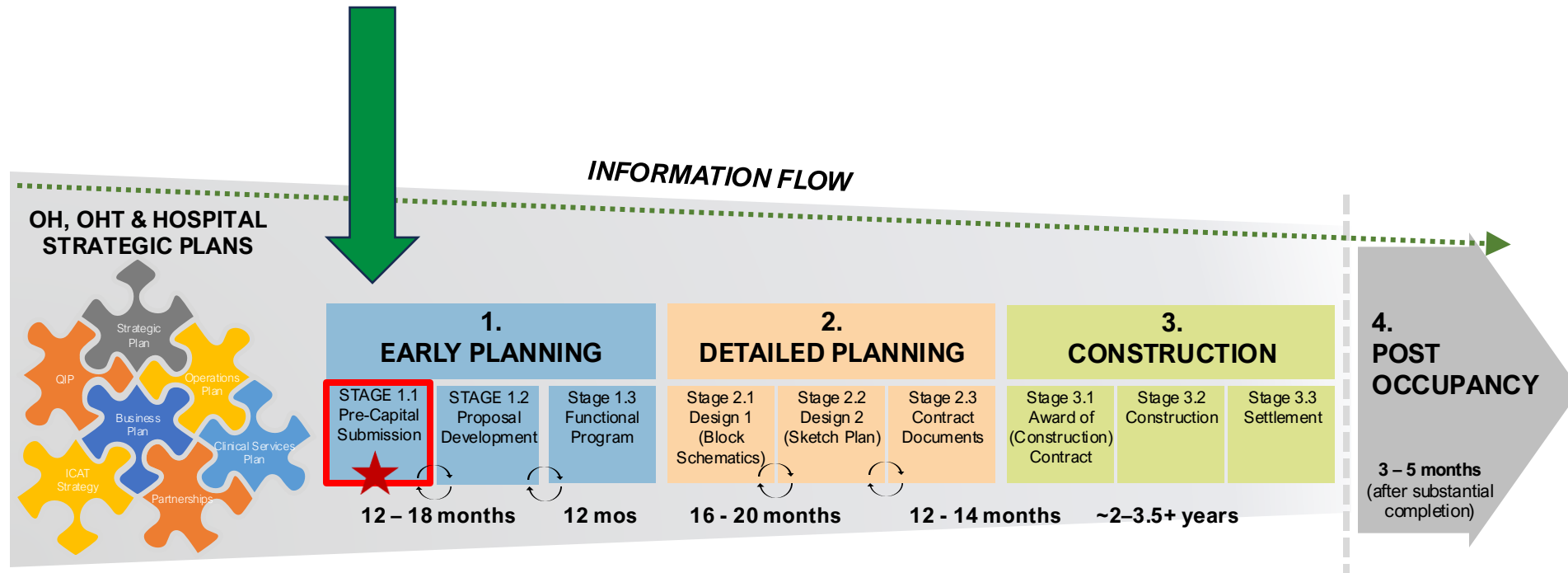


LTC = 9 or 13 Storey
building



Parking = 9 Storey
(approx. 600 spaces)

Capital Planning Process



10+ year span



Care Closer to Home

Veronica Nelson, President & CEO

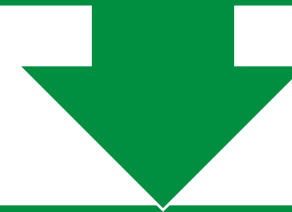
Accessible Health Services

Haliburton Highlands Health Services

Corporate Goals
2023-2024



Priority #4: Foster partnerships
to provide more seamless,
integrated care.



Work with our community
health and provincial hospital
partners to provide accessible
and sustainable health services.

Community Nursing Clinic

Partnered with SE Health and Paramed through HCCSS to open the referral-based **Community Nursing Clinic**

Patient Benefits

1. Timely access
2. Expertise in specialized nursing services (wound care, IV therapy, catheter care, etc.)
3. Accessible & local location within Haliburton County
4. Convenient patient scheduling decisions
5. Improved health to speed up recovery proactively

Community Nursing Clinic

Home First philosophy that promotes safe and timely care to meet healthcare needs of patients and families in the most appropriate setting.

Clinic First philosophy to optimize patient experience and system capacity for all HCCSS-eligible patients. Patients who are unable to attend a clinic will receive in-home nursing services or other care services.

New Services: CT & Mammography

CT Scan – helps physicians diagnose and treat medical conditions, by using advanced x-ray technology to take pictures of the body.

Mammography – designed to detect breast cancer at its earliest stage thereby facilitating prompt treatment and improving outcomes for patients.

Patient Benefits:

1. Frees up EMS time
2. Access to care locally
3. Reduction in wait times
4. Enables quicker access to specialists

Staff / Physician Benefits:

1. Improved recruitment/retention
2. CT scan is gold standard of care for ED
3. CT Mammo is gold standard for breast imaging
4. MRT advancement opportunities
5. Primary care providers can refer locally

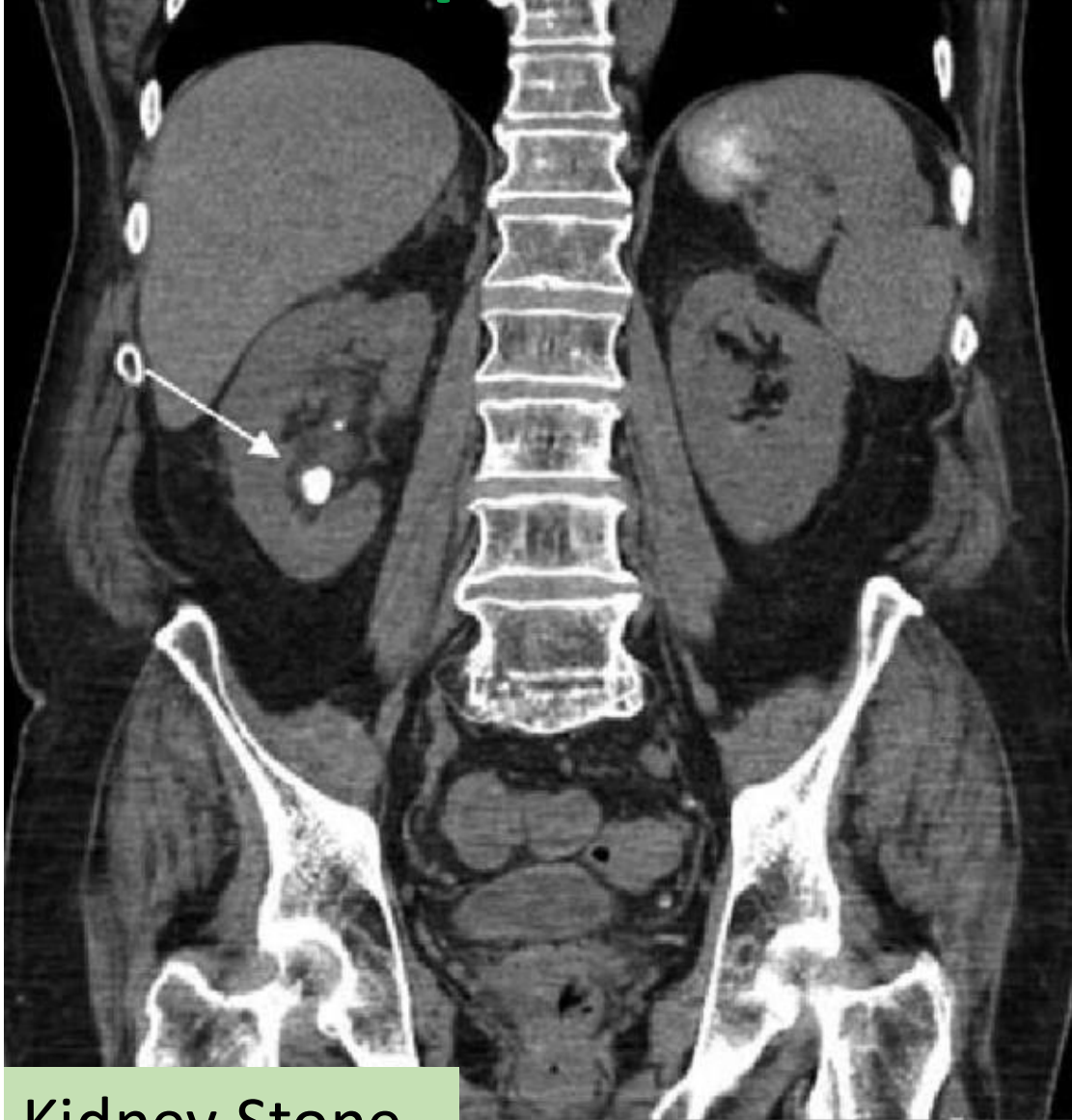


CT scan of brain with acute
subdural hematoma

Indications:

- Trauma assessment
- Cancer screening/diagnosis
- Assessment of cancer treatment
- Brain bleeds/stroke
- Appendicitis/bowel obstruction
- Pulmonary embolism (blood clots)
- Extremities for non-healing fractures
- Kidney stones

CT Scan Operations



Kidney Stone

- Elective cases booked 8 hrs/dy, 5 dys/wk
- On-call after hours for emergencies
- Operated by Medical Radiation Technologists (MRT)
- Radiologists report offsite & 24/7 for ED
- Contrast & non-contrast cases
- 4 Priorities (1=24 hrs, 2=48 hrs, 3=10 dys, 4=28 dys)
- Images sent to provincial image repository (OCINet)
- Results available on MyChart & PocketHealth 5 days after reporting

CT Scan Operations



1. CT Equipment & Renovations

- Capital/one-time costs
- Funded by generous donations through the HHHS Foundation

2. CT Operations

- Ongoing operating costs are thru HHHS annual budget (MOH)
- Radiologists bill through OHIP Schedule of Benefits
- Costs include MRT staffing, CT contrast, CT equipment maintenance/service agreement, medical supplies, HARP testing

Mammography



Screening mammogram = no signs or symptoms of disease, routine

Diagnostic mammogram = signs/symptoms such as lumps, pain, nipple discharge

Most cases are found in people >50¹

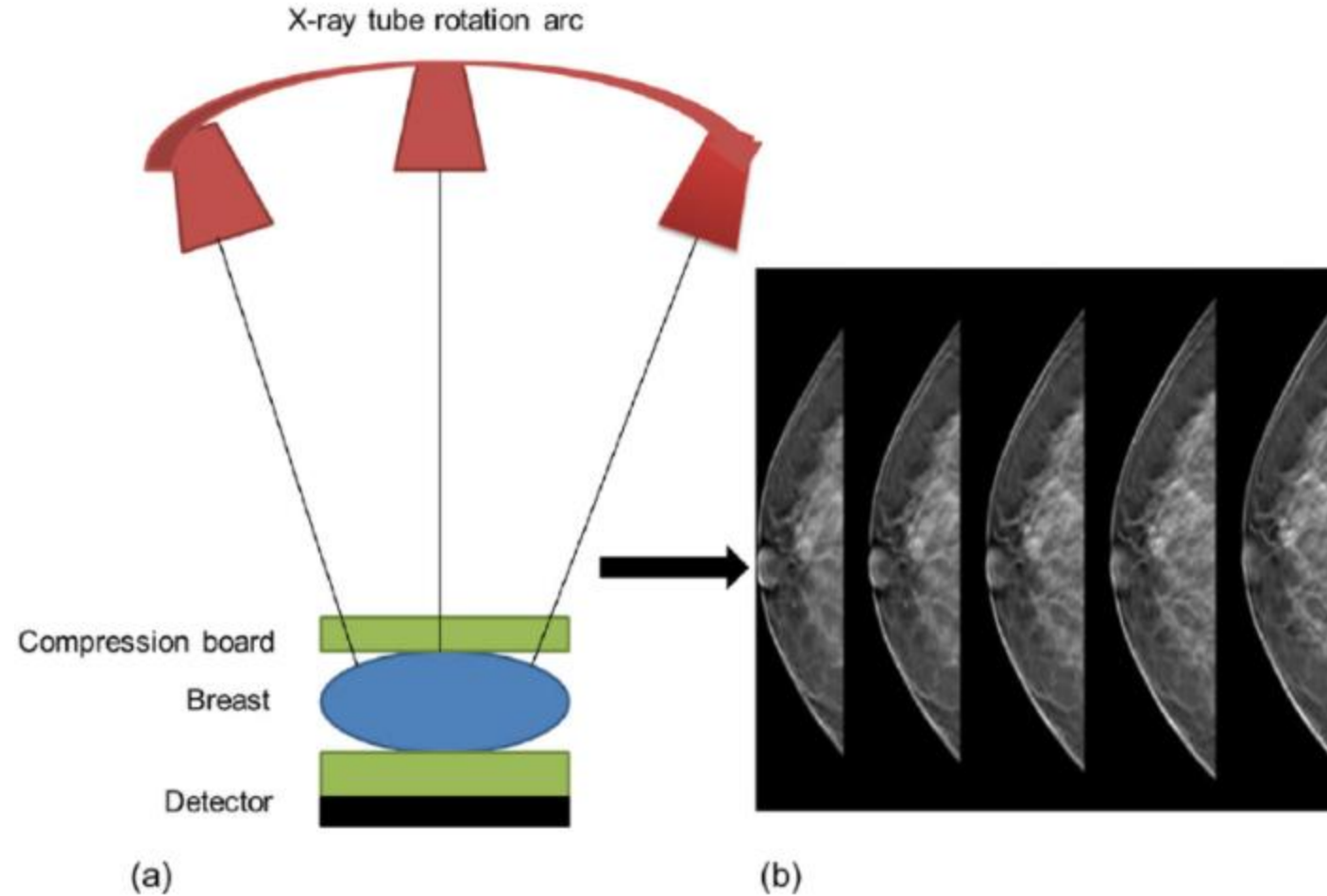
It is estimated that ~1 in 8 Canadian women will develop breast cancer during their lifetime and 1 in 36 will die from it.²

1. https://www.ontario.ca/page/breast-cancer-testing-and-prevention?gad_source=1&gclid=EAlaIqObChMI0ZX71a2VhAMVCACtBh1Kwwl1EAAYASAAEgKGVvD_BwE&gclsrc=aw.ds

2. <https://cancer.ca/en/cancer-information/cancer-types/breast/statistics>

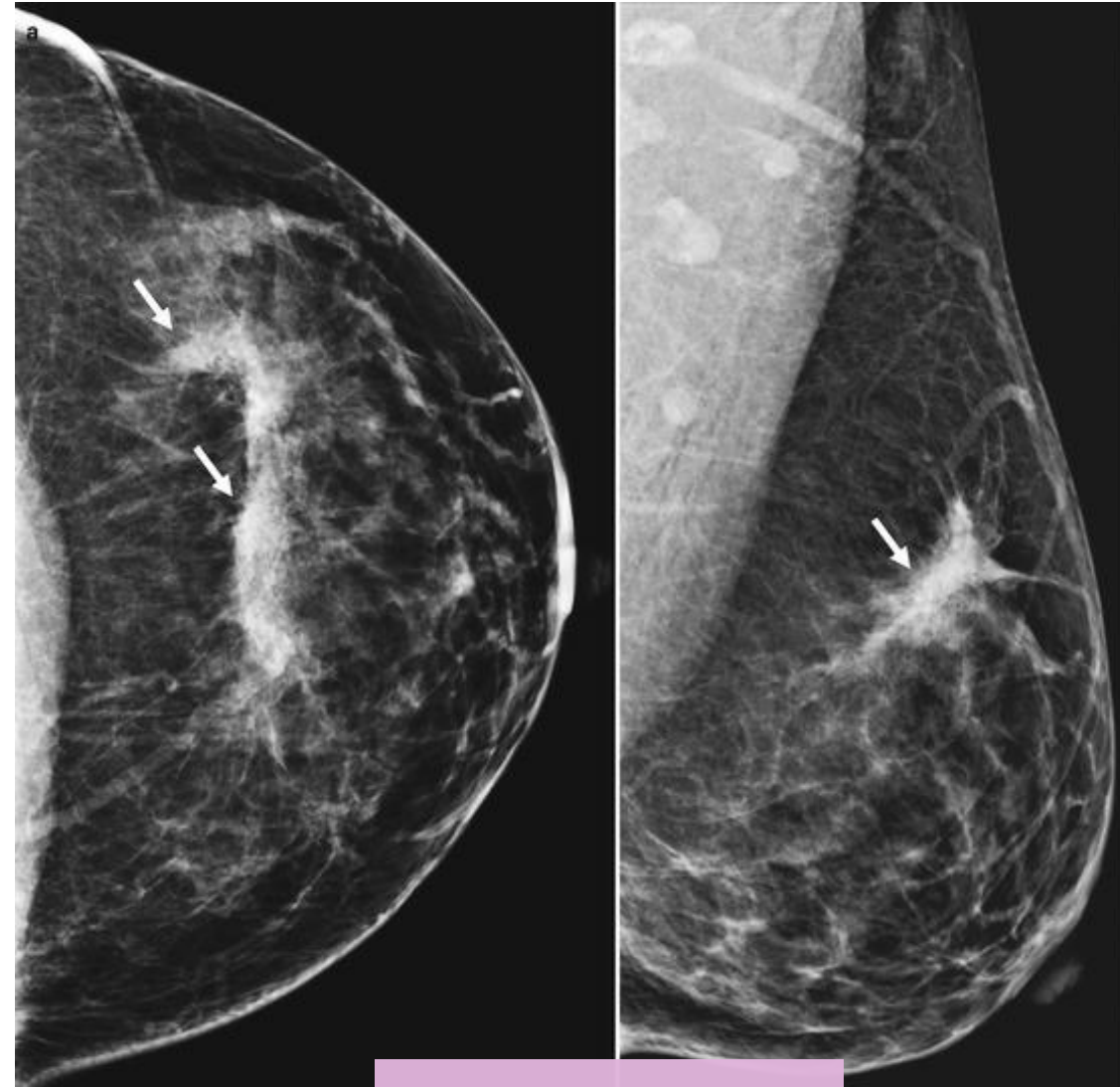
CT Mammography

- Also known as tomosynthesis.
- X-ray tube moves across the breast while in compression, taking multiple images.
- Reconstructed into a cine loop to enable the radiologist to scroll through the images, looking underneath/behind dense tissue (3D).
- Better at detecting cancer.
- Reduces false positive results and patient callbacks.
- Takes a few seconds longer than a 2D image.



Mammography Operations

1. Screening mammograms only
2. 5 days/week
3. Operated by MRTs
4. Reported by radiologists offsite @ PRHC/RMH
5. Referral from primary care provider or through Ontario Breast Screening Program (OBSP)
6. HHHS aims to be an OBSP site as soon as possible after opening
7. Ages 50-74, book through OBSP
8. Ages 40-49, beginning Fall 2024 book through OBSP

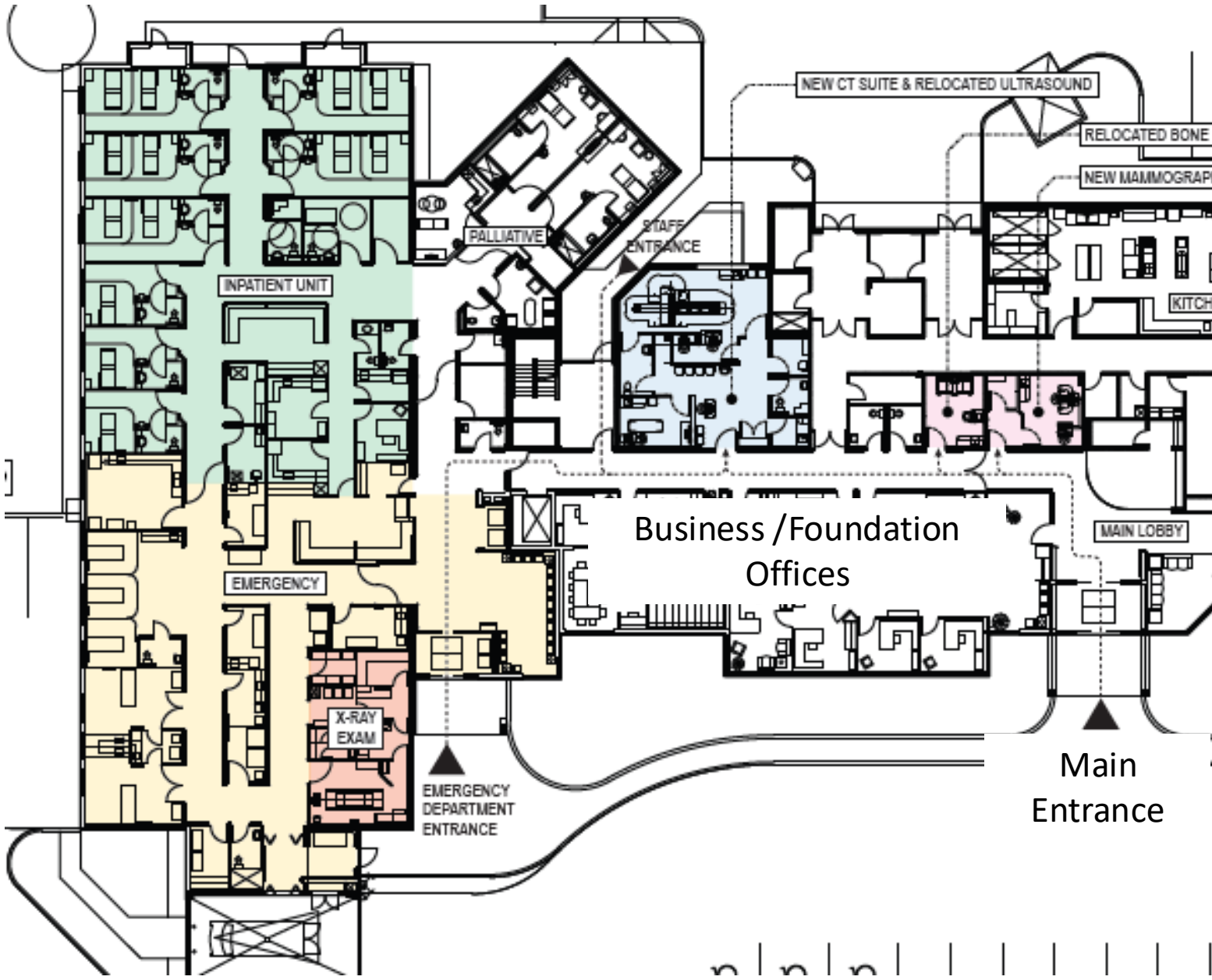


Breast cancer

Mammo Operations

1. Mammo Equipment & Renovations
 - Capital/one-time costs
 - Funded by generous donations through the HHHS Foundation
2. Mammo Operations
 - Ongoing operating costs are through MOH Schedule of Benefits
 - Ontario Breast Screening Program (OBSP) funds their reporting requirements
 - Radiologists bill through OHIP Schedule of Benefits
 - Costs include MRT staffing, CT equipment maintenance/service agreement, medical supplies, HARP testing

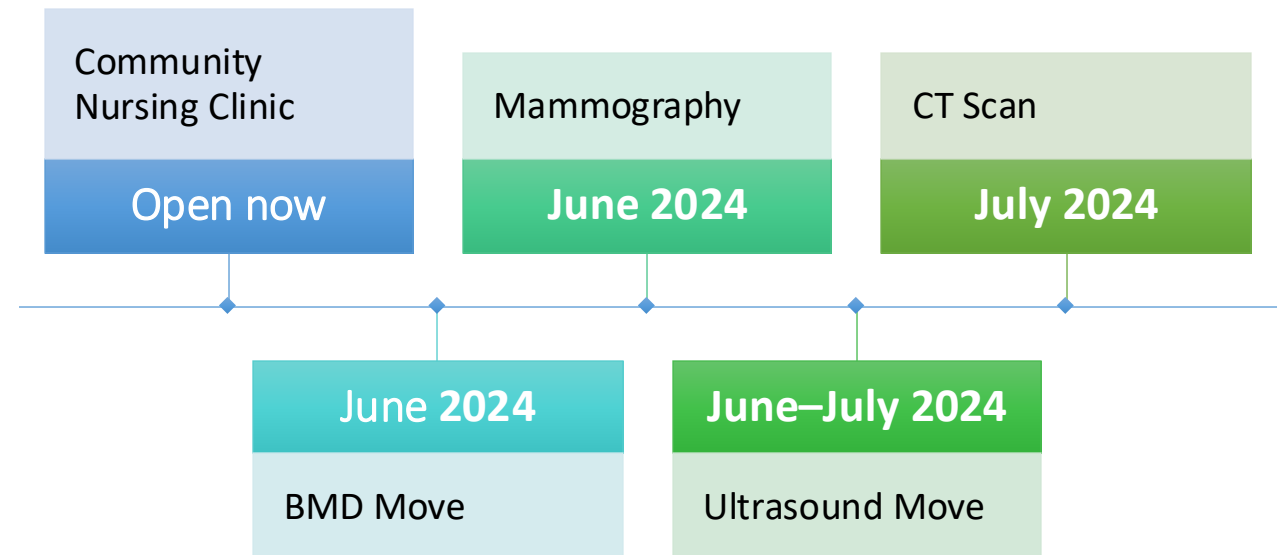
CT Scan & Mammography



- Green – Inpatient unit
- Yellow – Emergency
- Orange – X-ray
- Blue – CT & Ultrasound
- Pink – Mammo & BMD



Timelines





*Irene Odell, Vice Chair of Board
Veronica Nelson, President & CEO
Thank you!*

<https://hhhs.ca/>



Thank you to our Presenters:

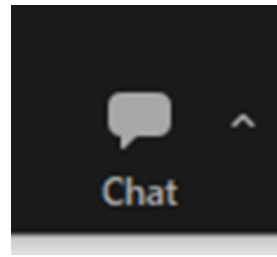
1. HC Physician Recruiter – **Wendy Welch**
2. HFMC & HHFHT – **Kim Robinson**
3. KNFHT UCC – **Marina Hodson**
4. KLH-OHT – **Stephanie MacLaren & Christine Keenan**
5. HHHS Board Vice Chair – **Irene Odell**

Q & A Session

Please raise your hand & wait to be called on



Or use the CHAT function in the toolbar at the bottom of your screen





Thank you!
Veronica Nelson, President & CEO