



# Kawartha Lakes

## ONTARIO HEALTH TEAM

Connecting local care

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We are nearing the end of 2021 and the Kawartha Lakes Ontario Health Team has been hard at work developing strategies and projects that will support the future of our local health services into next year and beyond. Our Virtual Wellness Program, Remote Patient Monitoring Program and Online Appointment Booking rollout are just a few ways that we are working towards improving population health outcomes and incorporating a Digital-First thinking into our healthcare system, all with co-design in mind.

Read on to learn more about some of our key projects that support our mission of connecting local care in the City of Kawartha Lakes.

## Kawartha Lakes OHT is Growing!

The KL-OHT has grown significantly since our last updated, and we are pleased to introduce you to the new staff members and Partner organizations that have joined us. Please join us in welcoming Chrystal Simpson, Virtual Program Lead and Susan Bacque, Experience Partner Engagement Lead! You can [learn more about Chrystal and Susan on our website.](#)



**Chrystal Simpson**  
Virtual Program Lead



**Susan Bacque**  
Experience Partner  
Engagement Lead

We are also delighted to announce that [Seniors Care Network](#) has joined KL-OHT as a new Partner organization. Our Lead Members and Partners are local healthcare organizations that collaborate on common goals related to improving health outcomes and experiences for patients, caregivers, families and providers. They provide input on decision making within the KL-OHT and engage in specific projects.

Seniors Care Network was established in 2012 to oversee the design, implementation, delivery, coordination, and ongoing improvement of specialized geriatric services (SGS) in the Central East Region of Ontario Health East. Delivered across the continuum of care, they focus on the concurrent assessment and care of older adults with complex health and social needs (e.g., individuals living with cognitive impairment/dementia, mental health & addictions concerns, and/or multiple, interacting medical conditions).



“Seniors Care Network is very excited to join KL-OHT. We look forward to collaborating with our partners and jointly working towards creating an integrated, evidence-informed, and high-quality system of care for older adults and their care partners in Kawartha Lakes,” says Rhonda Schwartz, Executive Director of Seniors Care Network.

Learn more about Seniors Care Network on their [website](#).

We are also excited to announce that [Kawartha Lakes Health Care Initiative](#) (KLHCI) has also joined KL-OHT as a supporter. KLHCI is a non-profit, charitable organization with a volunteer board of directors and one staff member. KLHCI's vision is that "All City of Kawartha Lakes citizens have access to a local family doctor". KLHCI's mission is to "Create a healthier community by recruiting, supporting and retaining family doctors". They envision working closely with the KL-OHT as part of their recruitment strategies for family doctors.

"We look forward to working with the Kawartha Lakes Ontario Health Team and forming authentic partnerships. We are committed to recruitment and retention of family doctors who are the cornerstone of all the work KL-OHT hopes to achieve in the attributed population it serves." says Cindy Snider, Recruitment & Retention Coordinator and Medical Education Coordinator.

Learn more about Kawartha Lakes Health Care Initiative on their [website](#).

Be sure to also check out the [Family Doctor Recruitment Virtual Community Visit](#) video recently released by KLHCI.

To see a full list of our Lead Member and Partners, [visit our website](#).

## Kawartha Lakes Family Doctor Recruitment



## Online Appointment Booking Coming Soon

Kawartha Lakes Ontario Health Team and its members have teamed up with CognisantMD to launch the online appointment booking platform, Ocean, for patients in our community.

Several health care providers in our community are piloting this initiative, with more joining in the future. Registered patients of participating providers will be eligible for online appointment booking.

This means eligible patients will have the option to create, reschedule or cancel appointments online instead of calling their provider's office. This is being introduced as an optional service for existing patients, and there will always be the option to book appointments by telephone.

To make use of this service, patients must already be registered with a local participating health care provider. Patients can easily book appointments with their name, health card number and date of birth.

This is being rolled out in waves over the next few months, so be sure you're following us on social media and are signed up to receive our newsletter to stay up to date.

# Update on the Virtual Wellness Connection

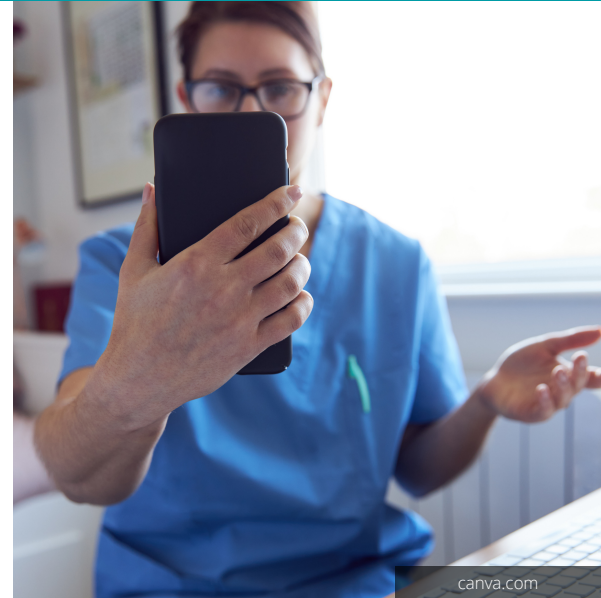
We recently welcomed Chrystal Simpson as our new Virtual Program Lead. She has been hard at work expanding the program and engaging with existing clients. The program has assisted members of our community in enhancing their health and social connections with technology and internet support. Some of those clients were also assisted to register for their COVID-19 vaccines and arrange transportation to the clinic.

One client of the program, Margaret\*, wanted to share her experience of the Virtual Wellness Connection and how it has helped her in many areas of her life.

“As a senior living alone with all of my family and friends at a great distance, I found the isolation and loneliness caused by the pandemic difficult. Then I reached out and connected with the Kawartha Lakes Ontario Health Team. They provided me with an iPad and tech help, plus an ongoing support person who checks in on me, but who is always on standby support should I need her.”

Check our post on the [Virtual Wellness Connection](#) to learn more.

\*name changed



“

I reached out and connected with the Kawartha Lakes Ontario Health Team. They provided me with an iPad and tech help, plus an ongoing support person who checks in on me.



[LEARN MORE](#)

## Community Paramedic Remote Patient Monitoring Program

The Community Paramedic team continues to grow, with two new Community Paramedics recently joining the team. This will allow to a greater reach in our community and for more patients to be added to the program. The Community Paramedic team conducts scheduled home visits, wellness assessments and phone calls to high need patients following discharge until the patient regains their ability to safely and confidently remain at home.

The Community Paramedics also play a vital role in offering the Remote Patient Monitoring Program. This program enlists their expertise to provide health education as well as offering easy-to-use devices to monitor a patient's health from the comfort of their home. A few of the patients of the program have shared their thoughts on using the devices and how this has helped them monitor their health at home. Read our update on the [Remote Patient Monitoring Program](#) to see their stories.



A Kawartha Lakes Community Paramedic with a client of the program

[www.kawarthalakesoht.ca](http://www.kawarthalakesoht.ca)

[info@kawarthalakesoht.ca](mailto:info@kawarthalakesoht.ca)



# A note from our Executive Director

"The past three months have indeed been busy for the KL-OHT. On behalf of the KL-OHT staff team, I would first like to thank all of our partners (service providers, patients, and caregivers) for the warm welcome. I can say with great confidence that we have truly skilled and committed care providers eager to collaborate and improve the healthcare journey in our community. The experience and insight of those providing and receiving care will ultimately be the foundation of our success. I am thrilled to see the early impact of KL-OHT programs as evidenced in the patient/client testimonials in this newsletter and grateful for the enthusiasm of our partners in the implementation.

Over the next three months you will be hearing a lot from us as we broaden our engagement to gain a deeper understanding of how we can improve the healthcare experience. KL-OHT will be launching surveys, online and in-person forums (pending availability due to COVID-19) for both community members and service providers. Stay tuned to our social media platforms for ways you can participate and have your voice heard. We want to learn with you. These learnings will inform the priorities of the KL-OHT as we continue our journey."



Stephanie MacLaren



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