



# Kawartha Lakes

## ONTARIO HEALTH TEAM

Connecting local care

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Welcome to our Summer newsletter for the Kawartha Lakes Ontario Health Team. In this edition we give an update on some of the discussions held at our recent KL-OHT planning day, outline one way we plan to improve the patient journey, and much more.

Read on to learn more about some of our key initiatives that support our mission of connecting local care in Kawartha Lakes!

## Kawartha Lakes OHT is Growing!

We recently welcomed Jackie Beckett as our Decision Support Specialist. Jackie will gather performance metrics from multiple health service providers to inform the priority projects and ongoing work of the OHT. This data analysis will guide us to impactful change initiatives in the patient's journey and help care providers and patients/clients work to co-design system improvements.



**Jackie Beckett**  
Decision Support Specialist

We also welcomed Sue Randell as the new Quality Improvement Facilitator. Sue will work with health service providers and patient/caregiver partners to explore and identify areas for improvement on our journey to a system of integrated care – beginning with the discharge process from hospital for older adults with chronic conditions.



**Sue Randell**  
Quality Improvement Facilitator

You can learn more about Jackie and Sue on our [website](#).

## Kawartha Lakes Gets a New Family Doctor

### Kawartha Lakes Family Doctor Recruitment



[Kawartha Lakes Health Care Initiative](#) (KLHCI) recently announced that Dr. Luke Johnson will begin practicing with the [Kawartha North Family Health Team](#) (KNFHT) at their Fenelon Falls clinic starting July 2022. Dr. Johnson will help to fill the need for family doctors in Kawartha Lakes and address the needs of the unattached patient population in our community.

KLHCI is a supporting organization of the Kawartha Lakes Ontario Health Team and they are a non-profit, charitable organization whose mandate is to recruit and retain family doctors for the City of Kawartha Lakes. KLHCI has been successfully recruiting family doctors to the City of Kawartha Lakes since 2004 and is the lead organization for family doctor recruitment and retention in our community. Learn more about KLHCI on their [website](#).



# Improving the Patient Journey

In the public survey the KL-OHT ran earlier this year, we heard from the community that navigating the healthcare system can be difficult and that information to support a patient's healthcare journey is not always easy to access. In fact, only 43% of people report they can get the right healthcare when they need it.

The KL-OHT's priority is to create a seamless health system for the people we serve, and as a result we are leading an initiative to define the current state of a patient's journey with one or more chronic conditions, such as Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF) and/or Diabetes. We aim to understand how patients with these chronic conditions currently navigate through the healthcare system and identify where improvements can be made.

As part of this initiative, the KL-OHT's areas of focus and discussion will be around understanding:

- Who currently does what in our healthcare system
- How patient information is shared
- How patient follow up occurs after discharge from hospital
- What supports exist for patients at home to help keep them well, safe and comfortable
- Which programs are available that offer self-management and education on chronic diseases
- What options are there for patients when they feel unwell.

The use and availability of [Remote Care Monitoring](#) for patients at home is also an area of focus. The discussions also include defining concerns and planned future improvements.

The overall goal of this initiative is to work towards an integrated care pathway where the patients, families and all care providers are aware of the care plan, with a shared goal which has been ultimately defined and developed by the patient along with their health care providers.

We want to hear from you. If you have experience living with a chronic disease and want to share your experience navigating the healthcare system in our community, please reach out to our Quality Improvement Facilitator Sue Randell at [srandell@rmh.org](mailto:srandell@rmh.org) or give us a call at 705-934-1430.



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# KL-OHT Planning Day

During the pandemic, the KL-OHT has been making the most of virtual tools and meetings to stay connected with our members and progress our KL-OHT initiatives. For the first time since our official designation in November 2020 however, we were able to get our KL-OHT members together in one room for an in-person planning day.

Members of the KL-OHT got together in June at Kawartha Lakes City Hall for an afternoon of collective discussion and planning. We reviewed our annual plan, listened to patient and caregiver experiences using our healthcare system, looked at results from our public consultation, and created an action plan that will take us into 2023 and beyond.



During this planning day, our member organizations also had a lengthy discussion about the collective core purpose of the KL-OHT. As a result of this discussion, we reaffirmed that the health care providers and organizations comprising Kawartha Lakes OHT commit to working better together towards common goals related to improved health outcomes, patient/client/resident and provider experience, and value. As a collective we support the updated vision, purpose and values.



**Kawartha Lakes**  
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### Vision

A seamless health system for the people we serve.

### Purpose

Relentless focus on supporting people to live their healthiest possible life.

### Values

- Person & Family/Caregiver Centred
- Holistic Approach
- Responsive & Solution Focused
- Collaborative Team Approach
- Relationship & Trust
- Whole System Thinking
- Equity & Inclusion
- Excellence & Continuous Quality Improvement
- Partnership

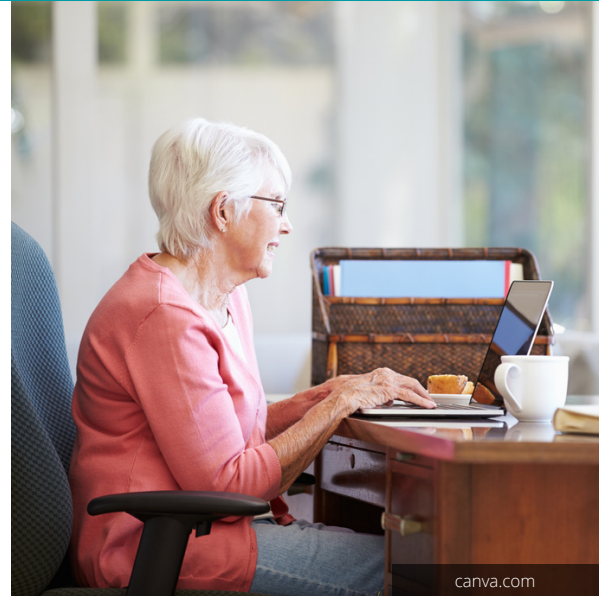
# Member Spotlight



Our *Member Spotlight* series introduces the member organizations that have partnered with the Kawartha Lakes Ontario Health team to improve the local healthcare system for our community. First up we hear from [Community Care City of Kawartha Lakes](#) CEO Barb Mildon about how their priorities align with the KL-OHT vision of providing a seamless health system for the people we serve.

CCCKL was founded by Valmay Barkey in 1985 with the central purpose of filling the gaps in the healthcare system and supporting individuals to live and thrive independently at home. For CCCKL, being a part of the KL-OHT means the opportunity to work with all of the KL-OHT partners at a system level to take the mystery out of navigating the healthcare system and ensure everyone has the directions they need for their healthcare journey.

[Read our latest blog](#) to learn more about what it means for CCCKL to be a part of the KL-OHT and learn about their current initiatives that aim to improve the patient journey in our community.



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## Online Appointment Booking

Kawartha Lakes Ontario Health Team and its members have continued to roll out online appointment booking for our community. Several health care provider locations in Kawartha Lakes have been piloting this initiative, with more and more providers coming online in recent months.

Registered patients of participating providers can book their medical appointments online. 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.

You can visit your Family Health Team's website to see if your provider is offering online booking:

- [City of Kawartha Lakes Family Health Team Online Booking](#)
- [Kawartha North Family Health Team Online Appointment Booking](#)



# A note from our Executive Director

Happy Summertime from the Kawartha Lakes Ontario Health Team! As these summer weeks expand in front of us, it is my fondest wish that we are able to once again safely enjoy the beauty of this magnificent community with family and friends. I send these sentiments especially to our health and social service providers. May the summer weeks provide you with an opportunity to rejuvenate and replenish after what has been a difficult couple of years.

The KL-OHT partners and staff team have been busy – and will continue to be busy – over the summer months. I am looking forward to working with our partners to bring to life your and their shared aspirations for health in our community after a very productive day of reflection and planning. In response to the community engagement feedback, we have also created two new working groups. One to explore how we can best meet the needs of community members who do not have a Family Physician or Nurse Practitioner, and another to improve health and social service navigation in our community. These are both long-term initiatives and we will share our progress in these areas as we go – so please stay tuned.

In addition to the integrated care pathway work highlighted in this newsletter, we are also enhancing the Virtual Wellness Connections program to provide education, guides, wellness supports and links to resources – both virtual and in-person – to older adults in the community. I am also very pleased to say that we have welcomed 5 new Patient and Family Advisors to our team and are benefitting greatly from their perspectives and experience with the health system as we move forward. Please do not hesitate to reach out if you have any interest in participating too!

You can learn more about how to get involved by visiting our [website](http://www.kawarthalakesoht.ca) or reach out to us any time at [info@kawarthalakesoht.ca](mailto:info@kawarthalakesoht.ca).



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I am looking forward to working with our partners to bring to life your and their shared aspirations for health in our community.



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