



Impact Report

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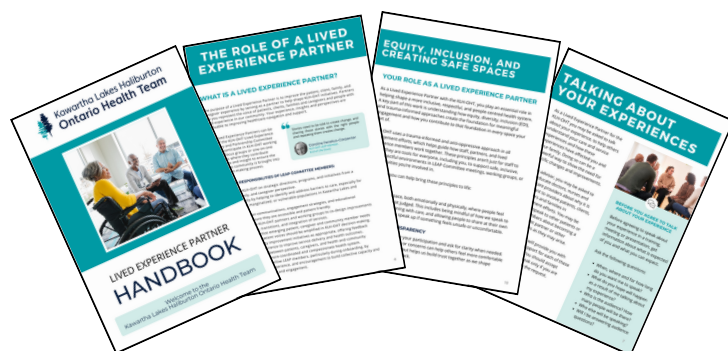
2024/25

Building a
Healthier, More
Connected
Community

The Kawartha Lakes Haliburton Ontario Health Team (KLH-OHT) brings together health and community partners to design and deliver more connected, patient-centred care. Over the past year, we've advanced programs that improve coordination, support older adults, enhance digital tools, and ensure that the voices of patients and caregivers shape our work.

Partner & Community Engagement

- Lived Experience Advisory Council (formerly PFAC) strengthened patient and caregiver involvement.
- Developed a new engagement framework, revised Terms of Reference, and launched a compensation policy for lived-experience partners.
- Recruitment expanded to bring in more diverse voices.
- Community Health Needs Assessment engaged 816 residents to identify key priorities; top concerns included limited access to primary care and high rates of chronic disease, underscoring the need for stronger prevention and health promotion.



Supporting Older Adults

- Wellness Connections launched at Community Care City of Kawartha Lakes and Haliburton Highlands Health Services, with 61 clients enrolled and 37 personalized wellness plans created.
- Frailty Screening introduced at multiple intake points; 279 screens completed to connect seniors with timely supports.
- Social Prescribing linked older adults to community programs, with 153 prescriptions issued.

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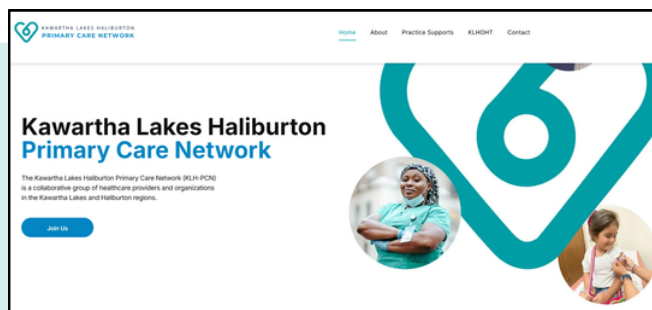
Chronic Disease Management

- Heart Failure & COPD Pathway expanded across hospitals, primary care, and community providers.
- Standardized patient passports now available at Ross Memorial Hospital and Haliburton Highland Health Services.
- Digital care pathways and eReferrals embedded into electronic records for better continuity of care.



Primary Care Network

- Developed a primary care attachment strategy and plans for formalizing the creation of Kawartha Lakes Haliburton Primary Care Network.
- Hosted two meetings of the primary care network to explore digital health innovations to advance workflow efficiency, and integrated care pathways to support quality care.



Visit www.klhpcn.ca to learn more

Digital Health Innovation

- AI Scribe (Heidi): 74 active users, saving 880 clinical hours and generating 800 notes per week. Licenses secured until 2026.
- Shared Health Integrated Information Portal (SHIIP): RMH and HHHS now contributing live data; expansion underway to community teams.
- Work underway to improve online booking and enhance primary care digital records.

74
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of AI Scribe Heidi

880
clinical hours saved

with the use of AI
Scribe Heidi

800
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generated using AI
Scribe Heidi

Jun 2026
license extension

as part of the Heidi
Canadian initiative

Outreach & Education

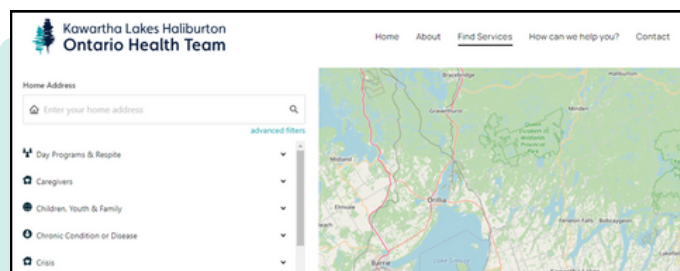
- 20 outreach presentations reached 725 community members.
- Outreach presentations delivered across the region including Haliburton, Lindsay, Minden, Kinmount, Fenelon Falls, and Bobcaygeon.
- 264 attendees at training and education workshops that covered topics such as health system transformation, equity-deserving groups, and more



Senior Seminar presented by MPP Laurie Scott and MP Jamie Schmale

Website & Navigation

- 68 phone calls made to our Navigator to provide more information about available resources and services.
- Since April 2025, the KLH-OHT website had 3,683 visits and 6,262 page views.
- 4,720 e-referrals made through navigation platform.
- Website expanded to include Health Equity, Diversity, Inclusion and Anti-Racism educational resources for service providers



Visit klhoht.ca/find-services to learn more



Looking Forward

In the coming year, KLH-OHT will:

- Support the expansion and strengthening of primary care as the foundation of an integrated system.
- Expand older adult wellness and social prescribing programs.
- Advance frailty screening across primary care.
- Scale up digital tools like SHIIP and AI Scribe.
- Continue building strong community partnerships to shape care.

Stay informed about the work of the KLH-OHT! Visit klhoht.ca/newsletters to sign up to receive news and updates.