

## Niagara Ontario Health Team - Équipe Santé Ontario Niagara

### Frequently Asked Questions

#### **What is an Ontario Health Team (OHT)?**

Ontario Health Teams have been introduced by the Government of Ontario to provide a new way of organizing and delivering care that is more connected to patients in their local communities. Under Ontario Health Teams, healthcare providers will work as one coordinated team to design a system for their population and deliver care to allow for a seamless transition for patients accessing healthcare, no matter where they provide care.

#### **Who are the partners of the Niagara Ontario Health Team - Équipe Santé Ontario Niagara (NOHT-ESON)?**

[Click here](#) to see the full list of partners of the NOHT-ESON.

#### **What can we expect with the approval of the NOHT-ESON?**

The NOHT-ESON will work together as one team toward creating a coordinated approach to care that makes it easier for patients to access services, creating seamless transitions between providers, and overall improves patients' experience and health outcomes.

#### **What is the focus of the NOHT-ESON?**

The NOHT-ESON will:

- increase access to integrated care,
- improve ability to provide culturally safe and competent care,
- build trusting relationships with Indigenous and Francophone populations,
- simplify system navigation for patients, clients, families and caregivers, 24/7.

In the first year of operations, the NOHT-ESON will focus on integrating care for:

- people with complex care needs in palliative care and stroke care,
- children and youth with mental health and addictions needs, as well as
- people with minor acute issues requiring home care.

#### **How will patient/clients access their care?**

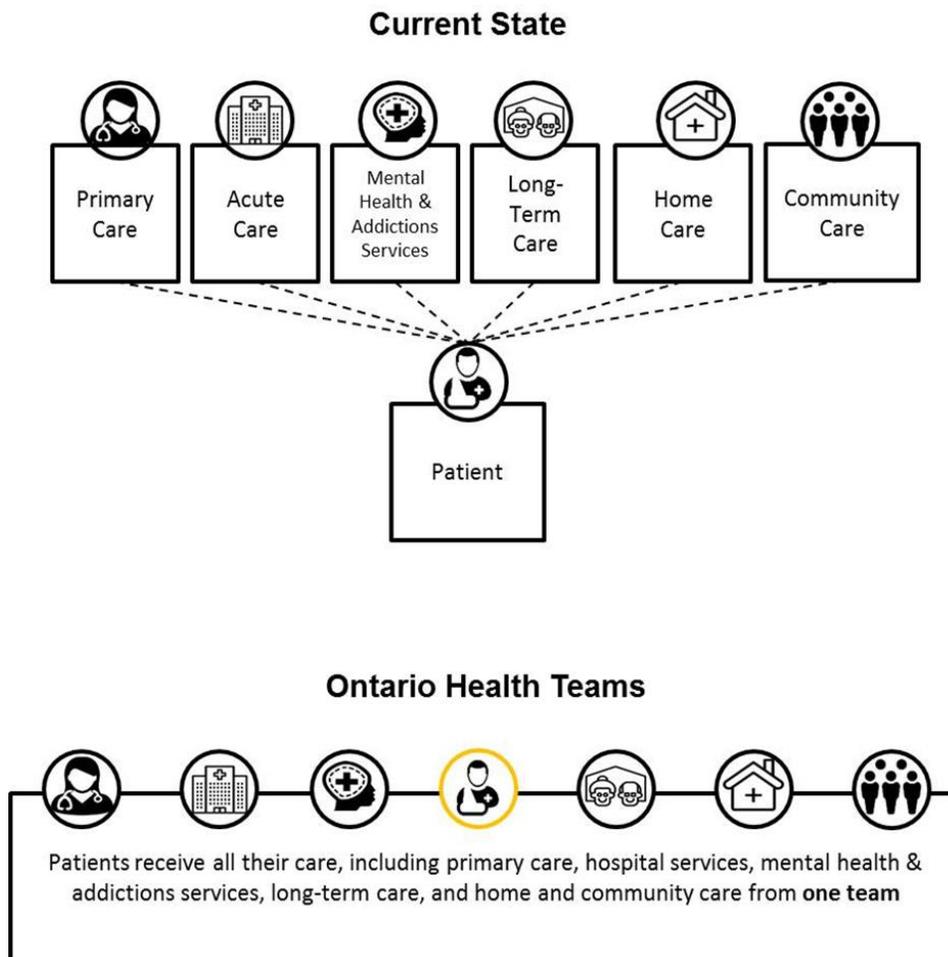
Patients and clients will continue to access care from their existing care providers. They will still be able to choose who provides their care. People can be confident that they can continue to contact their healthcare providers as they always have to access the healthcare they need.

## What will be different for patients/clients/families/caregivers?

Improvements in integrated care through Ontario Health Teams will fundamentally change how patients, clients, families, and caregivers experience the healthcare system. As the NOHT-ESON progresses on its journey, patients will be able to more easily access and navigate the system and be better supported as they transition from one healthcare provider or setting to another.

## What looks different at the end of year 1?

We are building a connected healthcare system to improve the patient and caregiver experience and strengthen local services. These changes will make it easier for you to navigate the system. Providers will work together to take the guesswork out of transitions, where we know patients often feel lost and unsupported.



Source: Ministry of Health

Can you give examples where the NOHT-ESON partners worked in a better-integrated way during the pandemic?

- Bi-weekly meetings were held between the hospital, Public Health, Primary Care, EMS, Mental Health and Addictions and Community/Long Term Care Centres, to discuss COVID response for issues such as Assessment Centre planning and support, staffing supports for Alternate Health Facilities if needed and Community needs and barriers.
- There was a community Personal Protective Equipment (PPE) response led by Public Health, Primary Care and Hospital to support local supply and distribution of PPE across Niagara providers.
- A congregate living system response was mobilized to provide assessments and supports as needed for Infection Prevention Control and crisis response.
- A Primary Care Communications Task Force was developed, to relay information rapidly to all primary care physicians and teams within the Region.
- A migrant worker response strategy and support for testing, assessment and health system response was created.

## **What is integrated care?**

Integrated care focuses on a more coordinated approach to care. It is a means to improve programs and services in areas of access, quality, patient and client satisfaction, and efficiency. The NOHT-ESON are working to improve the healthcare experience and services so patients will have:

- one coordinated team of healthcare providers working together to meet your needs
- a medical record that both you and your providers can access easily
- help in navigating the public health care system 24/7

Whether you come to the emergency department, a community health centre, or receiving care in your home, the 45 partners will work closely together, so that it feels like one system to patients, clients, families and caregivers.

## **What are the next steps?**

The Niagara Ontario Health Team - Équipe Santé Ontario Niagara will continue to meet, to develop an implementation plan for integrating care for people with complex care needs in palliative care and stroke care, children and youth with mental health and addictions needs, as well as people with minor acute issues requiring home care. A website and newsletter are in development to further inform the Niagara community.