



Melissa Minutes

By Melissa McCallum
GHHN Director

Happy 2024 GHHN! Another year has passed and now new opportunities are before us. I hope you all had some down time, rest, chocolate, or whatever rejuvenates you! There is so much ahead for the GHHN in 2024. Our new strategic plan is now live, we are diving deeper into health pathways work, and we are beginning to work through the many new and ongoing priorities important for our community. There is a lot ahead of us, a lot of complex and challenging issues that will require ongoing partnership across sectors, communities, and people with lived experience. This month marks my third year being part of the GHHN, three years of incredible collaboration, I have learned so much from all of you and looking forward to the next year!

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Partnership Council

January 30th
12:00-1:30pm
via Zoom



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Haldimand Older Adult and Caregiver Health Drop In Day November 2023

The Greater Hamilton Health Network held their very first Haldimand Older Adult and Caregiver Health Day on November 14th.

We saw a total of 85 participants. There were 13 organizations offering 21 services. Haldimand Public Health saw 12 - walk ins for their COVID/Flu immunization clinic. The event feedback survey indicated that 100% of participants were happy with the services and met their needs, and 2/23 used services they don't normally use.

The GHHN will continue to offer these events and plan to rotate locations through the area to ensure effective reach.

Thank you so much to all the service providers, staff, volunteers, sponsors and donors for making these days possible, we couldn't have done without the support.

If you would like to get involved in supporting the Greater Hamilton Health Network's Health Days, please email megan.lynch@ghhn.ca.



Building Community Health Event November 2023

Thank you to all who attended our 3rd Annual Building Community Health Event on November 8th, 2023. We heard from Hamilton Family Health Team Lead Physician, Dr. Brian McKenna, and shared important insights from the September Ministry Announcement and key learnings that will aid us as we work towards the GHHN's priority of Environmental Sustainability in Healthcare.

Congratulations to Dr. Tammy Packer, our GHHN Leadership Award winner and our inaugural GHHN Patient, Family, CarePartner Leadership Award winner Anita Gombos Hill. Tammy and Anita, we are grateful for your dedication and ongoing leadership within the GHHN!

You can find our BCHE 2023 Highlights on the GHHN's Youtube, [here](#).



Public Lecture: Demystifying Genetics: Understanding Your Risk for Dementia

Date & Time

Jan 31, 2024 07:00 PM

Join the Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton an enlightening one-hour webinar with Dr. Trcia Woo and Dr. Anthony J. Levinson to help demystify the complex relationship between genetics and dementia. In addition to some of the basics of genetics they will address some of the common misconceptions and delve into the role of other risk factors. Whether you are concerned about your own risk or seeking to better understand dementia, this webinar will offer valuable information in an accessible, jargon free format.

Registration via [Zoom](#).





Outreach Worker Networking Event

Megan Lynch

Almost 60 outreach workers came together in December to network and share about their programs! The GHHN thanks everyone for their time and commitment and look forward to continuing the work together to serve this vulnerable population. If you would like a copy of the outreach teams contact information, or have more information to share, email [Megan Lynch](mailto:Megan.Lynch).

2024 GHHN Strategic Priorities

Melissa McCallum

We are pleased to present our GHHN strategic plan refresh for 2024! This year has brought new light and direction for Ontario Health Teams (OHTs).

In September, it was announced that the Greater Hamilton Health Network (GHHN) is one of 12 OHTs chosen to implement an advanced workplan and work towards OHT designation at a rapid rate. With this advancement comes the introduction of new work priorities like home care and integrated clinical pathways and continuation of important focused areas such as primary care, system navigation, integrated population health and governance. The GHHN remains committed to supporting locally important initiatives as well as provincial priorities and we will do so with a lens of creating an equitable care system with the person at the center.

We look forward to continuing to engage with patients and partners as we move this work along. Thank you for helping us lead the way provincially!

To learn more about the strategic priorities, visit [here](#). For the 2024 Strategic Plan Video, visit [here](#).



Digital Health Update

Ceara Holditch

eReferral Update

- Ontario Health is aiming to increase flexibility with preferred eReferral providers by seeking up to 4 vendors to join a provincial vendor of record (VOR), with the goal of continuing the spread and adoption of eReferral services. The VOR will be issued in the spring of 2024.
- Ontario Health will maintain the current vendor relationship for existing Ocean licenses until March 2028, after which the licenses will transition to one of the provincial VORs.
- All projects or requests requiring eReferral licenses that have signed agreements will continue to move forward. Net-new requests or expansion of pre-existing work where increased licensing is required will be put on hold until the new provincial VOR is established.
- You can review the complete memo from OH [here](#) and an FAQ [here](#).

Patients before Paperwork (PB4P) Initiative

- Ontario Health is coordinating a clinically-guided initiative called Patients Before Paperwork (PB4P), which will support several workstreams relating to referrals, prescriptions, lab requisitions, medical notes, and administrative processes. The focus of PB4P will be on change management and leveraging integrated digital health solutions to streamline workflows and reduce the administrative burden of frontline providers.



Urgent Care Ontario offering virtual appointments

- Virtual urgent care appointments are available for adults and kids with urgent, non-life threatening medical issues through [Urgent Care Ontario](#). Virtual services are available to people living in the Ontario Health West Region, from Waterloo to Windsor and Tobermory to Niagara Falls. Urgent Care Ontario is led by St. Joseph's Healthcare Hamilton in partnership with London Health Sciences Centre Children's Hospital, Niagara Health and Hamilton Health Sciences.
- [Click here](#) for more information.

Provincial Solution for Remote Care Management

- Ontario Health has completed the procurement of the new provincial solution that will support Remote Care Management Programs; the successful vendor is Telus Health Solutions. The configuration and implementation planning will begin in January 2024.

Continue reading...



Digital Health Update Continued...

Provincial Navigation Update

- OHT content is now live on [Health811 - Health811 \(ontario.ca\)](https://health811-ontario.ca). Users can select their community based on postal code and will be presented with a curated selection of services and information on the OHT landing page, Greater Hamilton Area.
- Episodic Access to Virtual Care (EAVC) pathways launched at the end of October 2023. Health811 advisors will be able to screen for eligibility for EAVC visits and will direct the patient to the appropriate regional EAVC website to book an appointment

Online Appointment Booking (OAB)

- The GHHN has launched the highest number of OAB licenses in the province, with 325 licenses across 53 sites and over 2,800 website views. An additional 50-75 licenses are expected to be live by March 31, 2024.
- You can view the GHHN patient booking page [here](#).
- If you are a primary care practice interested in adopting OAB, please email HFAM@GHHN.ca.

GHHN Blog

Stay tuned for upcoming 2024 Blogs!

Don't forget to visit our [Blog](#) page regularly to keep up to date on our recent releases! If you would like to be a contributor please email us at info@ghhn.ca to learn how.



Marijke Jurriaans Project Manager

Need a Bike Rack?

The GHHN is excited to share another successful project in collaboration with students from McMaster University's second year Advocating for Sustainability course and third year Implementing Sustainable Change course. Students worked with the GHHN and the City of Hamilton to 1) review the City's bike rack request form and ensure it's as user friendly as possible, 2) promote completion of the bike rack request form at community and social service agencies in downtown Hamilton, 3) develop a bike rack location assessment checklist, and 4) assessing potential bike rack locations at community and social service centres that have requested one.

We are excited to say that within just four short months, not only were all project goals met, but two bike racks were installed just outside Shelter Health Network's space at 850 King Street East!

Special thank you to all the McMaster University students who made this possible (Eden, Fiona, Megan, Navjot, Mario, Fiona, Eli and Divpreet), Alison Carlyle and her wonderful team at the City of Hamilton, all the instructors and teaching assistants at McMaster University, and all the agencies that participated.

If your organization is interested in getting a bike rack, or interested in hosting a student project aimed at sustainability, please email me at Marijke.Jurriaans@GHHN.ca.

GHHN Environmental Sustainability Corner



*A space to learn,
share and work
towards greener
healthcare.*



Get involved!

Join the GHHN Environmental Sustainability Community of Practice or Environmental Sustainability Secretariat.

Email marijke.jurriaans@ghhn.ca for more information



Haldimand Corner

Bill Helmeczi, Co-Chair

The GHHN Haldimand Stakeholder Council would like to wish everyone a Happy New Year. The Council has recently had a change in co-chairs. Barb Klassen, who along with Sharon Moore, has chaired the committee and steered the ship for over three years, has stepped down. We thank Barb for her vision and stewardship. Bill Helmeczi, CEO of Community Addictions and Mental Health Services (CAMHS) has been elected as the new co-chair.

As we begin the new year, the GHHN Haldimand Stakeholder Council has set the January meeting as a time to reflect upon past accomplishments and to begin to plan future directions and activities. There have been several innovative activities and program developments that were launched in late 2020. Haldimand has implemented a vigorous effort to recruit family physicians. We want to thank Mike Evers and Barb Klassen, along with the recruitment task force, for taking the initiative to develop and gain the necessary support for this endeavour. Lastly, Haldimand OPP and CAMHS have expanded the Mobile Crisis Response Team (MCRT) into the evenings. This service expansion was made possible by a provincial grant awarded to the OPP.

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